

**AMENDMENT 1 TO MASTER SERVICE AGREEMENT
BY AND BETWEEN
QWEST COMMUNICATIONS COMPANY, LLC D/B/A CENTURYLINK
QCC (“CENTURYLINK”) AND
THE STATE OF OHIO, DEPARTMENT OF ADMINISTRATIVE
SERVICES**

THIS AMENDMENT, NUMBER 1 (“Amendment”), is by and between Qwest Communications Company, LLC d/b/a CenturyLink QCC (“CenturyLink”) including its subsidiaries (“Service Provider”) having an office at 1801 California, Denver, CO 80202, and the State of Ohio, through its Department of Administrative Services (“the State”), having its principal place of business at 30 East Broad Street, 40th Floor, Columbus, OH 43215 (jointly referred hereto as the “Parties”) and is effective as of the last signature herein below.

Section 1. Recitals

- 1.1 WHEREAS**, the Parties entered into that certain master Service Agreement (the “Agreement”) dated September 29, 2011
- 1.2 NOW THEREFORE**, the Parties intend to make certain changes to the Agreement as described in Section 2 and Section 3 of this Amendment.

Section 2. Declaration Regarding Terrorist Organization. The Agreement is amended by deleting Section 3 (“Standard Clauses”), Subsection 3.14 (“Declaration Regarding Terrorist Organization”) in its entirety.

Section 3. Agreement – Renewal. In accordance with Section 5.1 (“Agreement – Renewal”) and Section 5.2 (“Service Attachment (s) – Renewal”), the State renews the Agreement and the following Service Attachments in the next biennium, effective July 1, 2013 through June 30, 2015:

- Service Attachment 1: Voice Services – 12/28/11 (CenturyLink ID 375641)
 - Amendment 1 to SA1 – 3/15/2012 (CenturyLink ID 382870)
- Service Attachment 2: Interaction Routing Service – 12/28/11 (CenturyLink ID 375644)
 - Amendment 1 to SA2 – 5/14/2012 (CenturyLink ID 386700)
- Service Attachment 5: Hosted Interactive Voice Response Services – 9/7/12 (CenturyLink ID 394431)
- Service Attachment 6: Conferencing Service – 3/22/13 (CenturyLink ID 407860)

IN WITNESS WHEREOF, the Parties have executed this Agreement which shall be effective on the date signed by the State, “Effective Date.”

Signatures on Following Page

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**QWEST COMMUNICATIONS
COMPANY, LLC D/B/A CENTURYLINK
QCC**

**STATE OF OHIO,
DEPARTMENT OF ADMINISTRATIVE
SERVICES**

Susan Baker
Signature

Robert Blair/SRD
Signature

Susan Baker
Printed Name

Printed Name

Manager - Offer Management
Title

Title

May 8, 2013
Date

6/7/13
Effective Date

04-6141739
Federal Tax ID