



May 20, 2011

Mr. Martin Dunne
Executive Vice President, Direct Sales
InterCall
8420 West Bryn Mawr – Suite 400
Chicago, Illinois 60631

Dear Mr. Dunne:

Please accept this letter as the official renewal request for the following contracts, including all Amendments and Addendums, unless otherwise noted:

Master Service Agreement (MSA) effective 05/10/10
Service Attachment 1 for audio conferencing effective 03/21/10
Service Attachment 2 for web conferencing effective 03/18/11

These renewals are for the next biennium that begins on July 1, 2011 and ends June 30, 2013.

If you should have any questions regarding these contract renewals, please contact R. Denise Freshly at denise.freshly@ohio.gov or 614-466-6060. Thank you.

Sincerely,

A handwritten signature in black ink that reads "Robert Blair/SRD". The signature is written in a cursive style.

Robert Blair
Director

cc: Dan Orr, *Interim Chief Operations Officer*
Greg Gicale, *Interim Network Administrator*
R Denise Freshly, *Network Contract Manager*