

Service Attachment 1 Wireless Management Services

This Service Attachment (the "Service Attachment"), is between MOBI Wireless Management ("Service Provider") having an office at 6100 West 96th Street, Ste. 150 Indianapolis, IN 46278, and the State of Ohio, Department of Administrative Services, ("the State"), having its principal place of business at 30 E Broad Street, 40th Floor, Columbus, OH 43215 (jointly referred hereto as the "Parties"), and it is effective as of the date signed by the State. It amends that certain Master Services Agreement between the Parties dated 1/27/12.

Service Overview

MOBI Wireless Management is a wireless lifecycle management provider that has developed a suite of comprehensive solutions to help organizations design, implement and manage a cost efficient, productive wireless device strategy. Our philosophy is built on the principles of being easy to do business with and offering the highest level of Subscribing Entity service, providing our partners a flexible and adaptable solution that fits their program's unique requirements. MOBI practices a "pay as you go" business model, not requiring term agreements – the value we create each month should serve as the reason for continuing our partnership. MOBI provides wireless auditing, optimization, custom reporting, help desk services, cost allocation, Software as a Service (SAAS) portal, policy enforcement and procurement.

Description of Services

The State, seeks to procure services from MOBI as stated for the compensation set herein. All services provided herein shall be subject to the Services Agreement ("Agreement") by and between MOBI Wireless Management, LLC ("MOBI or Supplier") and Subscribing Entity. If a conflict arises between this Service Attachment and the Master Service Agreement, this Service Attachment will prevail.

Three key service areas comprise MOBI lifecycle management services:

Support

- MOBI acts as the single point of contact to manage day-to-day operational needs through self-service web portals and help desk resources.
- The MOBI help desk provides end-users with access to dedicated, professional Account Specialists who can help answer questions or facilitate transactions as needed. These professionals are college-educated, MOBI employees located in the United States.
- All transactions are managed and tracked within the MOBI portal to provide centralized reporting on system activity and support metrics.
- The MOBI distribution center also offers white glove deployment solutions including device roll-outs, software provisioning and accessory programs when applicable.

Policy, Procurement, & Inventory

- MOBI is designed to support both corporate-liable and secured individual-liable devices (data cards, telemetry devices, tablets, cell phones, smartphones, etc) across all domestic -based carriers and several global wireless service providers.

- The MOBI portal plays a central role offering online procurement tools, self-service portals and reporting tools that are defined by policy settings from program administrators – this allows our partners to design their MOBI experience from the ground up.
- End-users can utilize their self-service portal to efficiently execute a wide range of day-to-day support transactions.
- Increased visibility is achieved by creating an environment that clearly captures an accurate asset inventory, usage trends, policy guidelines, device ownership, program costs and end-user requests regarding the maintenance of their devices. The use of the MOBI portal consistently reduces the amount of time needed to manage the overall program and increases the level of support end-users receive.

Administration: Activity, Usage & Reporting

- MOBI allows designated users to monitor information program-wide (from cost and usage to inventory & transactional requests). MOBI reports are sortable, filterable, and expandable in a variety of ways (ex: by carrier, department, cost center, activity type, date, etc).
- Imported source data is normalized to conform to system-wide analytics and management requirements. MOBI reporting tools are carrier neutral, allowing clients to view data from all service providers in a single format.

A. Outline of services

MOBI wireless management services include:

- Implementation/Deployment
- Procurement
- Administrator & Subscribing Entity Support
- After Hours Live Subscribing Entity Support
- Rate Plan Optimization
- Invoice Management
- Deliverables
- Account Team
- Optional Services
- Fees

B. Implementation/Deployment

- B.1 A MOBI Implementation Manager will provide the State of Ohio and Subscribing Entity with implementation management tasks, work assignments, roles and responsibilities. MOBI will provide a detailed implementation schedule and host weekly management meetings prior to and during the on-board process.
- B.2 MOBI ensures there will be no interruption of carrier services or adverse impact on the delivery of new or existing devices and services.
- B.3 MOBI will provide an initial program optimization at time of implementation. Existing service agreements and lines will be optimized to identify any savings, consolidation or improvement opportunities that may be implemented during the implementation process.

B.4 Implementation Schedule

| | Requirement | Description & Application | Notes |
|--|---|--|--|
| Account Discovery and Information Gathering Phase | | | |
| Days 1-15 After Contract Signed | Letter of Agency | LOA provides permission for Mobi to access carrier accounts on Subscribing Entity's behalf | MOBI will provide LOA form |
| | Business Data | Corporate Address, Tax-Id, List of Point of Contact for duration of Implementation | |
| | Wireless User Subscribing Entity Information (W.U.C.I) | Required Subscribing Entity user information necessary to properly populate and configure Portal | MOBI will provide template |
| | Line Assignment Template | Provides initial view of relationship between End Users and wireless lines (MOBI uses this to cross-reference data) | MOBI will provide template |
| | Carrier Contracts | Copies of Wireless Carrier Contracts which MOBI uses for optimization and billing | State will provide |
| | Carrier Summary Analysis | Provides format to gather required carrier data (Account Reps, Log-in credentials, PINs) | Information is securely gathered, stored and is not shared |
| | Implementation Call Schedule | Weekly calls scheduled to discuss Implementation process. Calls will range between 30 mins-1 hr. May include webinars. | MOBI will provide conference bridge |
| | Activity Assignment Template | Template to offer client options for activity functions and deciding which portal activities should be offered to Users and/or Admin only | MOBI will provide template and guidance |
| User Data & Billing Data Configuration Phase | | | |
| Days 15-25 | Access, Reconcile & Import Carrier Billing Data | Gain access to Subscribing Entity carrier data to import billing data and reconcile data with W.U.C.I information | MOBI performs all steps and will request Subscribing Entity attention if discrepancies |
| | Billing Discovery Meeting | Scheduled meeting to understand and provide consultative perspective for billing format with MOBI | |
| | Wireless Policy | Subscribing Entity is to provide wireless policy so MOBI can understand and enforce client's policies | If client does not have policy, MOBI can provide consulting |
| | HR Feed (if automated option is available) | Subscribing Entity has option to set up automated HR Feed. If one is not set-up, this may involve extra configurations for both MOBI and Subscribing Entity. | MOBI will provide guidance if needed |
| Account Configuration Phase | | | |
| Days 25-30 | Activity Approval Settings | Subscribing Entity has the option to decide which Activity types will route for internal approval or will not require approval. | MOBI will provide template and guidance |
| | Define Admin and Roles | Subscribing Entity has option to set Administrator rights to specific users and define | MOBI will provide role application guidance |

| | | | |
|---|--|---|---|
| | | the role based on MOBI configurations | |
| | Provide Catalog List: Devices, Plans, Features | Subscribing Entity is to provide designated list of corporate approved devices, plans, and features to allow for ordering in MOBI | MOBI will provide guidance and recommendations if devices, plans and/or features are discontinued |
| | Provide information for system automated communication(s) | Subscribing Entity will provide details if specific customized communication formats exist (i.e. emails, instructions and notifications) | MOBI will provide guidance and suggestions if needed |
| Requirement | | Description & Application | Notes |
| Days 30-40 | Final Approval of Activity Assignments | Subscribing Entity will review all activity settings to ensure all activity types allowed for End User and Admin only access are correct | |
| | Final Approval of Approval Settings | Subscribing Entity will review Approval Settings to ensure all configurations match expectations | |
| Testing & Training Phase | | | |
| Days 40-45+ | Administrator Training | MOBI Implementation Team will provide specific training covering Subscribing Entity configurations and general MOBI use. Options for on-site training live online training and training session recording(s) are available. | MOBI will provide webinar and conference bridge |
| | Admin Portal Testing | Administrator will receive access to MOBI post-Admin training and will have a specific time period to test and provide feedback. | MOBI will provide guidance and Q & A during testing phase |
| | Review & Edit | Review Report and Administrator sections of MOBI. Apply all necessary configuration edits post-training and testing. | |
| Communication & Launch Phase | | | |
| Launch + | Announcing MOBI | Subscribing Entity will directly communicate with its internal user base about MOBI, the launch date and any specific supporting details. | MOBI will offer a sample email communication template |
| | MOBI Launch | MOBI is opened to End User base and goes live | |
| | Launch Follow-up | 1-2 weeks after Launch, a follow-up call will be scheduled to discuss any issues or questions | MOBI will provide conference bridge |
| | Account Transition to Operations Team | Responsibility for management of Subscribing Entity account will transition to Operations Team, who will manage daily account operations. | MOBI will ensure smooth transition occurs |

Subscribing Entity's Implementation Responsibilities: Subscribing Entity will deliver, or have delivered to MOBI the Subscribing Entity Data as well as any other information reasonably

requested by MOBI. Subscribing Entity shall have sole responsibility for securing all necessary permissions and clearances with respect to the Subscribing Entity Data and for Subscribing Entity's use of MOBI's Portal to access, manage and manipulate the Subscribing Entity Data. "Subscribing Entity Data" is defined as all data necessary for MOBI to enable Subscribing Entity's use of MOBI's Portal, including (but not limited to) all mobile telephone call records, Subscribing Entity's total vendor device charges applicable to Subscribing Entity, wireless user contact information (WUCI), device and rate plans, and any other organizational information sufficient to identify Subscribing Entity's management and administrators. Without limiting the generality of the prior sentence, Subscribing Entity Data is also the electronic call detail records on web-based invoices. All Subscribing Entity Data must be provided in an electronic format.

C. Service Performance

MOBI will provide the following service level agreements:

| |
|--|
| 1. Carrier Integration & Support |
| Description: Provide accurate carrier data (billing, devices, available plans etc.) in the MOBI Portal. |
| Performance: Data provided in timely manner. |
| Reporting: Carrier Reports (see section I for reporting details) |
| 2. Asset Management |
| Description: Maintain accurate information for all carriers, devices, device identifiers, services and end user information (may include: name, organization, cost center, hierarchy, HR data, contact information, etc.) |
| Performance: Provide and resolve monthly kick-outs in a timely manner. |
| Reporting: Monthly User Report |
| 3. Device Procurement |
| Description: Provide a multi-carrier procurement portal with approved devices, plans and features. Upon proper approval, fulfill order with respective carrier within SLA. |
| Performance: <ol style="list-style-type: none"> 1. Acknowledge order receipt within 2hrs 2. Provide carrier order confirmation within 6hrs 3. Confirm device delivery within 72hrs (or, within each respective carriers SLA) |
| Reporting: MOBI Real Time Activity Report |
| 4. Ticket Response & Resolution |
| Description: Monitor and manage all end user helpdesk requests from portal, live chat, email and toll-free number. |
| Performance: <ol style="list-style-type: none"> 1. 95% of all tickets completed or confirmed delivery to carrier within 4hrs 2. All tickets updated every 24hrs when in progress with carriers |
| Reporting: MOBI Real Time Activity Report |
| 5. Reporting |
| Description: Provide reporting solutions within MOBI and custom "on demand" reports. |
| Performance: Deliver within reporting timeframe |
| Reporting: See Section I for reporting details |

D. Procurement

D.1 All Orders for MOBI Service as well as any Cancellations, or Modifications to an order must be made through the State's Technology Service Request ("TSR") system. Upon State approval of the Order, Subscribing Entities will provide additional information required to MOBI through the MOBI procurement portal to complete the order. An example of the types of information to be provided MOBI is appended to this Service Attachment Exhibit A.

E. Administrator & End User Support

E.1 MOBI will provide Subscribing Entity specific troubleshooting/helpdesk support via a toll-free number and web portal, all available 24x7. Other support inputs when available will be integrated into the Subscribing Entity service model. (See Section F for live after hours end user support).

E.2 The MOBI Subscribing Entity Service Helpdesk will provide the following support for Subscribing Entity end users and administrators:

- Procurement support
- Order or Issue Status
- Deployment
- Tech support
- Training Support
- Features of Carrier Plans and recommendations for optimal plan based on usage patterns
- Defective exchange
- Billing Queries
- Cancel devices/features support
- Move/Add/Change support for:
 - i. Porting between carriers
 - ii. Change user for a specific device or temporary suspension
- Answering questions
- Wireless email support
 - Set-up Corporate Email (Activation)
 - Reset passwords
 - Execute remote wiping of devices
 - Trouble-shoot Corporate Email issues to determine cause

E.3 The MOBI helpdesk will be the single point of contact for all wireless requests, issues and problems.

E.4 MOBI will maintain business continuity and disaster recovery plan consistent with the requirements of agreements at all times to ensure continuation of services in case of outages and/or disaster related to its systems and/or business operations. MOBI will promptly provide Subscribing Entity a copy of this plan and any updates thereto within five (5) business days of such update.

E.5 This service allows an unlimited amount of calls.

F. After Hours Live End User Support

F.1 MOBI provides a third party after hours call support service, Monday through Friday, between the hours of 8pm – 8am EST and 24-hour weekend and holiday support.

F.2 This service allows an unlimited amount of calls.

- F.3 The after-hours call support service provides the following support for end users and administrators:
- Basic wireless carrier troubleshooting
 - MOBI portal assistance
 - Suspension of lost or stolen device
 - Call logging for purposes of documentation and reporting
 - Transfer to carrier tech support
 - Message taking
 - Order status reports
 - Voicemail resets

After hours end user support outlined above is an additional \$0.25 per device, per month. THIS FEE HAS BEEN WAIVED FOR ALL STATE OF OHIO ENTITIES.

G. Rate Plan Optimization

- G.1 MOBI will use proprietary, secure manual and automated methods to monitor usage patterns and routinely assess the Subscribing Entity end user community/pools.
- G.2 MOBI will provide monthly recommendations for rate plan types, carrier breakdown, feature lists, overage patterns, trends and other opportunities that might lower total costs while maintaining or improving the quality of wireless service in a Monthly Optimization Report.
- G.3 On a monthly basis, MOBI will analyze costs based on actual usages by the end user community. Usage patterns, services, features, overages, data, etc., will be monitored through secure methods.
- G.4 MOBI will act as Subscribing Entity's agent in initiating orders for any authorized changes with mobility carriers to be ordered through the State's TSR system.
- G.5 MOBI will perform benchmarking services for Subscribing Entity against current market and other MOBI clients of similar size, without identifying Subscribing Entity, upon request at the rates set forth herein through Change Management.

H. Invoice Management

- H.1 MOBI will collect and load valid electronic invoices from multiple carriers through its multi carrier portal, as directed. Multiple billing formats will be reconciled with Subscribing Entity information, policy language and ticket records at time of data import (see Deliverables in Section I) in the Monthly Billing Report. MOBI will provide Subscribing Entity access to such records through the MOBI Subscribing Entity portal. As necessary, MOBI will automatically retrieve electronic invoices/data from the various Subscribing Entity mobility carriers' portal where such carriers do not deliver an invoice to Subscribing Entity.
- H.2 Carrier data will be loaded within 72 hrs of receipt or availability by MOBI.
- H.3 MOBI will provide usage history and reports on trends, unauthorized usage, excessive usage, etc., (see Total Spend – Cost Trends Reports by Category Detail in Section I) in the Monthly Billing Report and Performance Optimization Reports and other real time reports.
- H.4 Zero usage end users will be reported on (see General Usage – Zero Usage Detail in Section I) each month and recommendations for disconnection will be made based on recurring pattern.
- H.5 Line detail reporting includes service fees, long distance, roaming, directory assistance, messaging, data, equipment, other monthly charges and taxes.

I. Deliverables: Meetings, Reports & Timeframes

I.1 As part of the Implementation Process activities, the parties shall mutually agree as to the specific dates when during the monthly period the various reports (which are not real-time) shall be delivered.

| Meetings & Deliverables | Timeframe |
|---|--------------------|
| Meetings | |
| Implementation Process Meetings (see section B for details) | Weekly for 6 weeks |
| Account Management Meetings | Monthly |
| Reports | |
| Monthly Billing Report | Monthly |
| Customized Cost Reallocation Detail Report | Monthly |
| Custom Report Request – Subscribing Entity generated report request | 4-72 hrs |
| Total Spend - Cost Trends Detail (by date range) | Real Time |
| Total Spend - Usage Trends Detail (by date range) | Real Time |
| Total Spend - Cost Trends by Category Detail (includes: service, long distance, roaming, directory assistance, messaging, data, equipment, other monthly charges, taxes, account charges, etc) | Real Time |
| General Usage – Zero Usage Detail | Real Time |
| General Usage – Voice Overage Detail | Real Time |
| General Usage – Data Overage Detail | Real Time |
| General Usage – Messaging Detail | Real Time |
| General Usage – Directory Assistance Detail | Real Time |
| General Usage – Other Charges Detail | Real Time |
| General Usage – Roaming Detail | Real Time |
| General Usage – Long Distance Detail | Real Time |
| Carrier Report – Plans Report | Real Time |
| Carrier Report – Off-Plan Features | Real Time |
| Carrier Report – Carrier Report | Real Time |
| Devices Report – By Carrier | Real Time |
| Devices Report – By Type | Real Time |
| Devices Report – By User | Real Time |
| MOBI System – Cancellations Report | Real Time |
| MOBI System Activity Reports (include: accessory order, device assignment, order custom data request, device loan request, device replacement, device swap, device upgrade, disconnect service, feature change, network outage, new line, number change, plan change, port, port with transfer of liability, suspend/unsuspended, transfer of liability, upgrade eligibility check) | Real Time |
| User Reports – Line Reports | Real Time |
| Performance Reports <ul style="list-style-type: none"> • Standard Performance Report • Carrier Savings Report • Threshold Report • Device Report • Monthly Summary with Analysis Recommendations | Monthly |
| <ul style="list-style-type: none"> • Carrier Optimization Recommendations | Quarterly |

- Rate Plan and Pool Optimization

All General Usage Reports can be automatically sent to chosen administrators at selected intervals.

| Other Deliverables | |
|--|---|
| Real time optimization opportunities | Real Time |
| See added SLA table for additional reports, including: Fulfillment reports, CSAT reports, Call center reports (call volume, call reasons, handle time, wait time, avg queue time), ticket reason trends. | Monthly within 5 business days of the end of the billing cycle. |
| End User Search Function for Tickets on Portal for progress visibility of orders and tickets. | Implement within 30 days of the Scope of Work Effective Date. |
| Monthly Standard Report includes: Cost per unit, Total Cost, Cost Per Minute, Unity Quantity, Device Trend, Total Minutes Used, Peak Minutes Used, Unit Quantity by Carrier, Data KB Usage, Total Devices, Account Level Charges, Other Charges & Credits, Features, and Pagers & Tablets. | Monthly, 20 days following the last carrier bill cycle date |

J. Account Team

J.1 MOBI will provide a dedicated account team to meet the requirements of Subscribing Entity:

- **Implementation Manager:** Manages implementation, communications and launch process.
- **Senior Account Specialist:** Manages relationship between MOBI, Subscribing Entity and Carriers. Responsibilities include weekly updates, account reviews, ticket management, reporting deliverables, etc.
- **Account Specialist:** Provides day-to-day support and ticket management for End Users and administrators.
- **Billing Analyst:** Provides support throughout the implementation, invoice loading, audit and optimization processes.
- **Subscribing Entity Relationship Manger:** Serves as a point of contact for issues requiring escalation, monitors overall Subscribing Entity satisfaction and participates in all account reviews.

K. Optional Device Deployment

K.1 MOBI's device kitting and staging fee is custom based on the project scope of work.

K.2 This one-time fee typically ranges between \$12-\$20 per device.

K.3 Customer is responsible for reimbursement of all actual shipping and handling charges incurred by MOBI.

K.4 Optional device configuration during the kitting and staging process may include, but is not limited to:

- Asset tagging
- Disabling the camera
- Updating software OS to an alternative version
- Loading applications
- Loading corporate address book, contacts, and talk groups
- Charging battery

- Setting (time zone, backlight, alerts)
 - ESN/IMEI capture
 - Replacing OEM collateral with custom collateral and instructions
 - Testing network connectivity
 - Testing all installed applications and confirm functionality
 - Kitting device with specified accessories
 - Setting up email, contacts, calendars
 - Rearranging icons in specific order
 - Setting background
 - Assembly of device protection (such as iPad OtterBox)
- K. 5 Deployment reports include:
- Devices Deployed
 - Inventory Reports
 - Asset Report
 - Users
 - Devices
 - Plans / Features
 - Help Desk & Portal Activity Statistics
 - New Activations
 - Usage Statistics
 - Minutes
 - Features
 - Data
 - Cost per Device
 - Disconnects
 - Reassignments
 - Deployment SLA Report

L. Fees

The MOBI Services mobility expense management fees (this amount includes DAS cost recovery fee) that will be invoiced on a monthly basis are as follows:

| Volume Pricing <small>(based on carrier billing data)</small> | Voice & Data Devices <small>(per line, per month)</small> | Data Only <small>(per line, per month)</small> |
|---|---|--|
| 2,001 – 5,000 | \$ 5.61 | \$ 3.57 |
| 5,001 – 10,000 | \$ 5.37 | \$ 3.32 |
| 10,001 – 15,000 | \$ 5.10 | \$ 3.06 |
| > 15,000 | \$ 4.85 | \$ 2.81 |
| Telemetry Devices | | |
| \$1.53 per device, per month | | |

- L.1 ADDITIONAL SERVICE OPTIONS PRICING: Benchmarking Rate Analysis (\$1,200 per Benchmarking Report) and Custom Development (Based on Hourly Rate, rate is dependent on project scope).
- L.2 Subscribing Entity is responsible for reimbursement of all actual shipping and handling charges incurred, if any, with respect to end user equipment shipped by MOBI, unless Subscribing Entity provides its own carrier account for use. Most direct shipments to end users will actually be the responsibility of carrier(s) under separate agreement.

- L.3 Fees listed above include the full suite of MOBI Services for all mobile class devices, including but not limited to connection cards ("air cards"), tablets, cell phones and smartphones for all Subscribing Entity end users subscribed to the services. There are no limitations on volume of orders, Subscribing Entity support, MAC's, etc., during any calendar month.
- L.4 No changes to the scope of services or pricing provided in this Scope of Work shall be deemed valid unless the parties have mutually agreed to such changes in writing by amendment hereto executed by a duly authorized representative of each party.
- L.5 Fees listed above include all services detailed herein, including but not limited to live end user support, full use of the MOBI portal, monthly audit functions, cost allocation capabilities and monthly optimization reviews for connection cards, cell phones, smartphones and tablets.
- L.6 There is no fee associated with implementation. Subscribing Entity's first month's invoice will be received post go-live production use.

M. Billing Information

Payment shall be net 30 upon presentation of correct and undisputed invoice to the Department of Administrative Services, Business Office, 30 E Broad Street, 39th Floor, Columbus, Ohio 43215

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

SERVICE PROVIDER

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

Brandon Hampton

Stuart R. Davu

Signature

Signature

Brandon Hampton

STUART R. DAVU

Printed Name

Printed Name

Director

State CIO/Asst Dir

Title

Title

1/27/12

2/3/12

Date

Effective Date

26-3812495

Federal Tax ID

Appendix 1 to Service Attachment Service Level Agreement

MOBI shall meet the following Service Level Agreements, otherwise known as "SLA's", each month of service under the Services Agreement and this Scope of Work. Service Level timeframe begins at time of approved ticket delivery and concludes with carrier closure and confirmation. Time measurement for SLA measurement applies only to MOBI business hours, 8am-5pm EST, but will attempt best efforts to meet these levels for all service periods:

Subscribing Entity Mobility Service Levels Agreed

| Contractual Status | Service Definition | Target/Minimum |
|--------------------|--|------------------------------|
| MOBI SLA | Complete device activation. | 95%/90% (1 business day) |
| MOBI SLA | Activate delivered mobile device on Carrier Network and Subscribing Entity environment as needed. | 95%/90% (1 business day) |
| MOBI SLA | Procure, provision and ship new mobile smartphone device (carrier exceptions excluded) | 95%/90% (5 business days) |
| MOBI SLA | Procure provision and ship new standard cell device or MDC. | 95%/90% (3 business days) |
| MOBI SLA | Suspend service and request carrier cancellation and perform other appropriate service removal functions within Subscribing Entity environment for mobile device. | 95%/90% (1 business day) |
| MOBI SLA | All open technical support tickets updated every business day when pending with carriers | 99%/95% (1 business day) |
| MOBI SLA | % 1st Call Resolution within 2 hrs defined as: user does not call back a second time within 24 hours for same issue and ticket can be closed because MOBI's actionable items are resolved. | 96%/90% (2 hrs) |
| MOBI SLA | % Time to Close (PDA/Smartphone) defined as: total incident tickets for smartphones closed within 6 hours of open, divided by all smartphone incident tickets. | 93%/74% (6 Hours) |
| MOBI SLA | % Time to Close (General) defined as: total incident tickets closed within 6 hours divided by all | 93%/74% (6 Hours) |

| | | |
|----------|--|--|
| | incident tickets. Incidents where MOBI does not have scope of control are not counted. | |
| MOBI SLA | % 30 Second Pickup or less | 78%/70% |
| MOBI SLA | % 60 Second Pickup or less | 85%/83% |
| MOBI SLA | Abandon Rate | 5% / 8% |
| Metric | Average Call Duration (Minutes) | 15 min/18 min |
| MOBI SLA | Accurately report carrier data as delivered to MOBI and through portal and reporting. | 95%/90% |
| MOBI SLA | Maintain accurate information for all carriers, devices, device identifiers, services and end user information (may include: name, employee ID, email address, site code, organization, cost center, hierarchy, HR data, contact information, etc.) | Measured by exceptions in monthly reporting. 98%/95% accuracy |
| MOBI SLA | Device Procurement (does not include bulk/individual orders >200 devices per day). 1. Acknowledge order receipt within 2 hours 2. Provide carrier order confirmation within 6 hours 3. Confirm device shipment within 96 hours (carrier exceptions excluded) | 98%/95% |
| MOBI SLA | Reporting delivered within time frame availability in Section I. | 100%/98% |
| MOBI SLA | Portal Availability: Provide MOBI Subscribing Entity portal to Subscribing Entity for procurement, reporting and Subscribing Entity service issue management, available 24 hrs a day, 7 days per week (excluding reasonable downtime for maintenance weekly of not more than 3 hours which should occur between 12:00 a.m. and 5:00 a.m. EST only) | 99.5%/98% availability to Subscribing Entity during a 24 hour period, less prescheduled maintenance. |
| Metric | Survey Response Rate (if surveys are required by Subscribing Entity) | 14%/12% # responses to surveys issued |

The SLA is a contractually binding performance indicator. MOBI is required to provide actual benchmark reporting on these SLA's each month of the term within five (5) days of the start of the next monthly billing period or more frequently if requested by Subscribing Entity.

EXHIBIT A
SERVICE ATTACHMENT 1
WIRELESS MANAGEMENT SERVICES

Order New Device

Activate a new line of service with a new device

44 percent of those admitted to Creighton University in Omaha, Nebraska, have been notified through a text message on their cell phones.



For Individual

Name John D. Doe
Email jdoe@widgets.com
Employee ID 18234
Direct Report Joe Webber
Cost Center 182

[Select a different person](#)

Shipping Address *

Country* United States **City*** Indianapolis
Street* 1 Monument Circle **State*** Indiana
Suite/Unit 3 West **Zip Code*** 46204
Ship Attention

Calling Area

Note: Though a local calling number is guaranteed, we cannot promise the availability of preferred area codes and calling prefixes. Additionally, the last four digits cannot be predetermined.

Country* United States **City*** Indianapolis
Area Code* 317 **State*** Indiana
Calling Prefix **Zip Code*** 46204

Carrier

Carrier AT&T

Select Device

All Types Phone



Samsung A657
Dimensions 4.53" x 2.05" x .77"
Weight 4.34 oz
Battery 1000mAh Lithium Ion
Features Alarm, Bluetooth, Calculator, Calendar, Camera, Flight Mode, GPS / Location, Media Player, Ruggedized, Speaker Phone, Streaming Video, Text Messaging, USB, Vibrate, WAP / Web Browser,
Cost \$99.99
Notes



Samsung Flight
Dimensions 4.49" x 2.06" x 0.5"
Weight 3.8 oz
Battery Talk time: Up to 3 hours Standby: Up to 15 days
Features Alarm, Bluetooth, Calculator, Calendar, Camera, Flight Mode, GPS / Location, Media Player, Predictive Text Entry, Speaker Phone, Streaming Video, Text Messaging, Touch Screen, TV Output, USB, WAP / Web Browser,
Cost \$0

2) This screenshot shows the email that comes back to the end user, confirming their order. (See screenshot below.):

[Mobi] Information about your order Inbox | X

support@thefutureismobi.com to me [show details](#) Aug 18 (7 days ago) [Reply](#)

MObi Activity Created

Dear Milton,

Your request has been received by Mobi Wireless Management.
Following approval, you will be notified via email when this request is complete.
If you have questions, please email us at support@thefutureismobi.com, or call [877-785-6624](tel:877-785-6624). Please refer to activity #7326 when emailing or calling.

Ship To

Initech
7351 Shadeland Station, Indianapolis, IN 46256, United States

Device, Plan, and Features

Owner
Milton Waddams
Email
milton@initech.com
Model
Apple iPhone 4 - 16GB - Black
Plan
AT&T Business Pooled Nation Add-A-Line
Additional Features
Data Pro - Enterprise

Preferred Number

Note: Availability of all area codes and calling prefixes is not guaranteed. Additionally, the last four digits cannot be predetermined.

Local Region
Indianapolis IN, 46204 United States
Preferred Number
317-XXX-XXXX

For more information about this order, please visit <http://initech.demo.thefutureis.mobi/activities/Y38798y3lqk/token>

Thank you,
Mobi Wireless Management

Mobi Wireless

MOBI Approval Requested

Dear Brandon,

Your action is required.

Mobi Wireless Management has received an order for your review.

If you do not approve or deny this order within ten days, Mobi Wireless Management will assume it has been denied, and the order will be closed.

[Approve this order.](#)

[Deny this order.](#)

[I would like to review this order in further detail before approving or denying it.](#)

Cost summary

One-Time Costs

| Item | Cost |
|----------------------------|---------------|
| iPhone 4 - 32GB - Black | \$0.00 |
| Total one-time fees | \$0.00 |

Recurring Costs

| Item | Cost |
|--|----------------|
| iPhone Enterprise Unlimited Data with Nation 900 Voice | \$79.99 |
| IPHONE Messaging unlimited | \$20.00 |
| Total recurring fees | \$99.99 |

Order summary

Requested for

Name: Dom Portwood
Email: dom@initech.com
Employee ID: dom
Cost Center:
Supervisor: William Lumbergh

Ship To

Initech
6100 W. 96th Street, Zionsville, IN 46278, United States

Device, Plan, and Features



Owner
Dom Portwood
Email
dom@initech.com
Model
Apple iPhone 4 - 32GB - Black
Plan
AT&T iPhone Enterprise Unlimited Data with Nation 900 Voice
Additional Features
IPHONE Messaging unlimited

Preferred Number

Note: Availability of all area codes and calling prefixes is not guaranteed. Additionally, the last four digits cannot be predetermined.

Local Region
Zionsville IN, 46278 United States
Preferred Number

EXHIBIT B



JOHN R. KASICH
GOVERNOR
STATE OF OHIO

Executive Order 2011-12K

Governing the Expenditure
of Public Funds for Offshore Services

WHEREAS, State of Ohio officials and employees must remain passionately focused on initiatives that will create and retain jobs in the United States in general and in Ohio in particular, and must do so especially during Ohio's continuing efforts to recover from the recent recession.

WHEREAS, allowing public funds to pay for services provided offshore has the potential to undermine economic development objectives in Ohio.

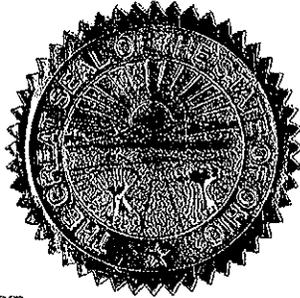
WHEREAS, the expenditure of public funds for services provided offshore may deprive Ohioans and other Americans of critical employment opportunities and may also undermine efforts to attract businesses to Ohio and retain them in Ohio, initiatives in which this State has invested heavily.

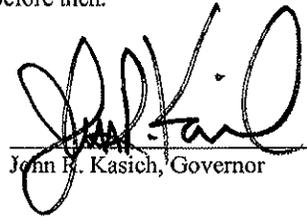
NOW THEREFORE, I, John R. Kasich, Governor of the State of Ohio, by virtue of the authority vested in me by the Constitution and the laws of this State, do hereby order and direct that:

1. No State Cabinet Agency, Board or Commission ("Executive Agency") shall enter into any contract which uses any public funds within its control to purchase services which will be provided outside the United States. This Executive Order applies to all purchases of services made directly by an Executive Agency and services provided by subcontractors of those providing services purchased by an Executive Agency.
2. This Executive Order will be personally provided, by the Director, Chair or other chief executive official of each Executive Agency, to the Chief Procurement Officer or other individual at that entity responsible for contracts for services.
3. The Department of Administrative Services, through Ohio's Chief Procurement Officer, shall have in place, by July 1, 2011, procedures to ensure all of the following:
 - a. All agency procurements officers (APOs), or the person with equivalent duties at each Executive Agency, have standard language in all Executive Agency contracts which:
 - i. Reflect this Order's prohibition on the purchase of offshore services.

- ii. Require service providers or prospective service providers to:
 - 1. Affirm that they understand and will abide by the requirements of this Order.
 - 2. Disclose the location(s) where all services will be performed by any contractor or subcontractor.
 - 3. Disclose the locations(s) where any state data associated with any of the services they are providing, or seek to provide, will be accessed, tested, maintained, backed-up or stored.
 - 4. Disclose any shift in the location of any services being provided by the contractor or any subcontractor.
 - 5. Disclose the principal location of business for the contractor and all subcontractors who are supplying services to the state under the proposed contracts.
 - b. All APOs confirm that all quotations, statements of work, and other such proposals for services affirm this Order's prohibition on the purchase of offshore services and include all of this Order's disclosure requirements.
 - i. Any such proposal for services lacking the affirmation and disclosure requirements of this Order will not be considered.
 - ii. Any such proposal where the performance of services is proposed to be provided at a location outside the United States by the contractor or any subcontractor will not be considered.
 - c. All procurement manuals, directive, policies, and procedures reflect the requirements of this Order.
 - d. All APOs have adequate training which addresses the terms of this Order.
4. Nothing in this Order is intended to contradict any state or federal law. In addition, this Order does not apply to:
- a. Services necessary to support the efforts of the Department of Development to attract jobs and business to the state of Ohio;
 - b. Academic, instructional, educational, research or other services necessary to support the international missions of Ohio's public colleges and universities; or
 - c. Situations in which the Director of the Department of Administrative Services, or the Director's designee, shall determine that it is an emergency or that it is necessary for the State to waive some or all of the requirements of this Order. The Director shall establish standards by which Executive Agencies may request a waiver of some or all of the requirements of this Order and by which such requests will be evaluated and may be granted.
5. Executive Order 2010-09S is hereby rescinded.

I signed this Executive Order on June 21, 2011 in Columbus, Ohio and it will expire on my last day as Governor of Ohio unless rescinded before then.





John E. Kasich, Governor

ATTEST:

Jon Husted, Secretary of State

EXHIBIT C

STANDARD AFFIRMATION AND DISCLOSURE FORM

EXECUTIVE ORDER 2011-12K

Governing the Expenditure of Public Funds on Offshore Services

(See next page)

STANDARD AFFIRMATION AND DISCLOSURE FORM
EXECUTIVE ORDER 2011-12K

Governing the Expenditure of Public Funds on Offshore Services

All of the following provisions must be included in all invitations to bid, requests for proposals, state term schedules, multiple award contracts, requests for quotations, informal quotations, and statements of work. This information is to be submitted as part of the response to any of the procurement methods listed.

By the signature affixed hereto, the Service Provider affirms, understands and will abide by the requirements of Executive Order 2011-12K. If awarded a contract, both the Service Provider and any of its subcontractors shall perform no services requested under this Contract outside of the United States.

The Service Provider shall provide all the name(s) and location(s) where services under this Contract will be performed in the spaces provided below or by attachment. Failure to provide this information may subject the Service Provider to sanctions. If the Service Provider will not be using subcontractors, indicate "Not Applicable" in the appropriate spaces.

1. Principal location of business of Service Provider:

MOBI Wireless Management
6100 West 96th Street, Ste. 150

Indianapolis, IN 46278

(Address)

(City, State, Zip)

Name/Principal location of business of subcontractor(s):

Xact Telesolutions (after hours help desk
call center)

1113 Murfreesboro Rd Ste. 106 No. 417
Franklin, TN 37064

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

2. Location where services will be performed by Service Provider:

MOBI Wireless Management
6100 West 96th Street, Ste. 150

Indianapolis, IN 46278

(Address)

(City, State, Zip)

Name/Location where services will be performed by subcontractor(s):

Xact Telesolutions (after hours help desk
call center)

1113 Murfreesboro Rd Ste. 106 No. 417
Franklin, TN 37064

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

3. Location where state data will be stored, accessed, tested, maintained or backed-up, by Service Provider:

SoftLayer Technologies, Inc.
4849 Alpha Road

Dallas, TX 75244

(Address)

(City, State, Zip)

Name/Location(s) where state data will be stored, accessed, tested, maintained or backed-up by subcontractor(s):

(Name)

(Address, City, State, Zip)

Service Provider also affirms, understands and agrees that Service Provider and its subcontractors are under a duty to disclose to the State any change or shift in location of services performed by Service Provider or its subcontractors before, during and after execution of any Contract with the State. Service Provider agrees it shall so notify the State immediately of any such change or shift in location of its services. The State has the right to immediately terminate the contract, unless a duly signed waiver from the State has been attained by the Service Provider to perform the services outside the United States.

On behalf of the Service Provider, I acknowledge that I am duly authorized to execute this Affirmation and Disclosure form and have read and understand that this form is a part of any Contract that Service Provider may enter into with the State and is incorporated therein.

By:



Service Provider's Signature

Brandon Hampton

Printed Name

Director

Title

1/27/12

Date

Page 2 of 2