

JUN 17 2004

Centrex Information Management

**Amendment 4 to  
Centrex Services Agreement**

This Amendment 4 (the "Amendment") is made and entered into as of the date of the last signature hereto ("Effective Date") by and between SBC Global Services, Inc. (formerly known as SBC Information Systems, Inc.), a Delaware corporation, with its principal offices at 225 West Randolph Street, Chicago, Illinois 60606, on behalf of The Ohio Bell Telephone Company, an Ohio corporation, (herein referred to as "SBC"), and the Department of Administrative Services (DAS) on behalf of the State of Ohio ("Customer").

Whereas, SBC and Customer entered into a "Centrex Services Agreement" ("Agreement") to provide Centrex Services ("Service") at multiple locations on December 9, 1992,

Whereas, SBC and Customer entered into amendments on October 17, 1995, December 5, 2002, and February 10, 2004 to provide additional Services extend the term, and make certain other changes to the Agreement; and,

Whereas, Customer and SBC now desire to amend the Agreement to provide additional Service;

Now, therefore, in consideration of the representations of the parties and the mutual promises and covenants herein contained, SBC and Customer agree as follows:

1. Attachment 2-C, which adds twenty-three (23) additional Systems, is hereby added to existing Attachment 2-B.
2. Attachment 4-C, attached hereto and incorporated herein, replaces existing Attachment 4-B, and corrects the USOC codes for certain rate elements.
3. This Amendment and the Agreement plus amendments constitute the entire understanding of the parties and supersedes all prior oral or written agreements. All other terms and conditions of the Agreement remain unchanged and in full force and effect.

In witness whereof, SBC and Customer have caused this Amendment to be duly executed in their respective names, effective as of the date first above written.

The Department of Administrative Services (DAS) on behalf of the State of Ohio ("Customer")

SBC Global Services, Inc. (formerly known as SBC Information Systems, Inc.) on behalf of The Ohio Bell Telephone Company

By: [Signature]

By: [Signature]

Printed Name: GREG JACKSON

Printed Name: Charnette Moore  
Contract Information Management

Title: CEO / Director

Title: \_\_\_\_\_

Date: 7/16/04

Date: 7/1/04

Service Locations

for

The Department of Administrative Services (DAS) on behalf of the State of Ohio

The primary Service location for the	330-643-1145	Centrex System is	150 E. Market Street	Akron	44308	B
The primary Service location for the	330-643-3758	Centrex System is	530 S. Main Street	Akron	44308	B
The primary Service location for the	330-438-0600	Centrex System is	401 Market Avenue	Canton	44702	D
The primary Service location for the	330-438-0632	Centrex System is	220 Market St S	Canton	44702	D
The primary Service location for the	216-787-5153	Centrex System is	1841 Prospect Ave	Cleveland	44113	B
The primary Service location for the	614-466-4676	Centrex System is	1040 Alum Creek Drive	Columbus	43207	B
The primary Service location for the	614-728-4030	Centrex System is	500 Morse Rd	Columbus	43214	B
The primary Service location for the	614-728-1156	Centrex System is	1120 Morse Road	Columbus	43229	B
The primary Service location for the	614-387-2660	Centrex System is	1221 McKinley Ave	Columbus	43204	B
The primary Service location for the	614-466-4010	Centrex System is	1601 W. Broad St	Columbus	43222	B
The primary Service location for the	614-387-0796	Centrex System is	2098 Integrity Drive	Columbus	43209	B
The primary Service location for the	614-752-1152	Centrex System is	5220 North High St	Columbus	43214	B
The primary Service location for the	614-752-1153	Centrex System is	970 Freeway Drive N.	Columbus	43229	B
The primary Service location for the	614-752-1599	Centrex System is	868 Freeway Drive N.	Columbus	43229	B

The primary Service location for the	937-285-6249	Centrex System is	401 E. Fifth St	Dayton	45402	B
The primary Service location for the	937-285-6525	Centrex System is	1111 S. Edwin C Moses Blvd	Dayton	45402	B
The primary Service location for the	937-285-6925	Centrex System is	222 Salem Avenue	Dayton	45402	B
The primary Service location for the	740-845-3100	Centrex System is	1580 SR 56	London	43240	D
The primary Service location for the	614-995-0210	Centrex System is	6606 Tussing Rd	Reynoldsburg	43068	B
The primary Service location for the	419-448-0004	Centrex System is	111 N. Washington St	Tiffin	44883	D
The primary Service location for the	419-447-6812	Centrex System is	900 E. County Rd 20	Tiffin	44883	B
The primary Service location for the	419-245-0044	Centrex System is	1810-1814 Madison Avenue	Toledo	43604	B

SBC Centrex Service  
Rates and Non-Recurring Charges (NRC) for  
The Department of Administrative Services (DAS) on behalf of the State of Ohio

I. VTPP Items (Contract)

	<u>60 Month Rate</u>	<u>NRC#</u>	<u>USOC</u>
<u>Service Establishment Charge</u>	\$ 0.00	\$ 0.00	
<u>Voice Line, Each</u>			
With SBC Feature Activation $\phi$	\$ 6.80 <sup>28</sup>	\$ 54.00	NDC
Without SBC Feature Activation	6.80 <sup>28</sup>	12.00	NDC
<u>Electronic Key Line, Each,</u>			
With SBC Feature Activation $\phi$	\$ 6.80 <sup>28</sup>	\$ 54.00	NDU
Without SBC Feature Activation	6.80 <sup>28</sup>	12.00	NDU
<u>Intercom Lines, Area B*, Each</u>	\$ 0.00	\$ 0.00	
<u>Intercom Lines, Area C, Each</u>	0.00	0.00	
<u>Intercom Lines, Area D<sup>21</sup>, Each</u>	0.00	0.00	
<u>Network Access Lines, Area B*, Each</u>	\$ 0.00	\$ 0.00	
<u>Network Access Lines, Area C, Each</u>	0.00	0.00	
<u>Network Access Lines, Area D<sup>21</sup>, Each</u>	0.00	0.00	
<u>Usage Package, Each</u>	0.00	0.00	
<u>Central Office Termination, Each</u>	0.00	0.00	
<u>Contract Protection Guarantee, implied, Each</u>	Rates to be established in the future		1ZZPT
<b><u>Optional Services and Features Rates and Non-Recurring Charges (NRCs)</u></b>			
<u>Digital Channel Terminations, Each</u>	\$ 10.96		CM6
Central Office Connect, per circuit		\$ 187.00	
Admin charge, per order		\$ 55.00	
<u>Digital Channel Mileage, Each</u>	\$ 0.96		1L5XX
<u>Analog Channel Terminations, Each</u>	\$ 8.00	\$ 234.20	OPUYY
Central Office Connect, per circuit		\$ 187.00	
Admin charge, per order		\$ 55.00	
<u>Analog Channel Mileage, Each</u>	\$ 5.00	\$ 0.00	1LLBS
<u>ISDN – Circuit Switched Voice, Each</u>	\$ 0.00	\$ 20.00	LTQ5X
<u>ISDN Centrex – Custom, Each</u>	\$ 6.80 <sup>28</sup>	\$ 54.00	ZCZ
<u>ISDN - Circuit Switched Data Ln, Each</u>	\$ 0.00	\$ 20.00	LTQ6X
<u>CTX Icom-Highspeed Data-2 Wire, Each</u>	\$ 6.80	\$ 54.00	ZDZ
<u>Digital Interface Unit, Each</u>	\$ 260.00	\$ 549.00	OP3
<u>ARS – Basic Patterns, Initial, Each</u>	\$ 6.00	\$ 700.00	AR9
<u>ARS – Basic Patterns, Additional, Each</u>	\$ 2.00	\$ 100.00	ARH
<u>ARS – Deluxe Patterns, Initial, Each</u>	\$ 20.00	\$ 1,200.00	AQVPS
<u>ARS – Deluxe Patterns, Additional, Each</u>	\$ 2.00	\$ 100.00	ARH
<u>Centrex Secondary Telephone Numbers, Each</u>	\$ 0.00	\$ 0.00	SOT

UCD/ACD

Basic ACD, per position	\$ 18.00	\$ 75.00	APO1X
Deluxe ACD, per position	\$ 19.00	\$ 125.00	APO2X
ACD / UCD Queue Slots, Each	\$ 1.00	\$ 10.00	AQA
UCD Common Equipment, Each	\$ 38.00	\$ 175.00	UQZPG
Recorded Announcement Trunks, per/annnc	\$ 34.00	\$ 70.00	RKQ
ACMSI – 1200 Baud – per system	\$ 140.00	\$ 975.00	SMQPS

**Optional Services and Features Rates and Non-Recurring Charges (NRCs) (Continued)**

<u>Basic Voice Mail</u> , Each	\$ 7.00	\$ 15.00	VSFB3
<u>Enhanced Voice Mail</u> , Each	\$ 8.46	\$ 5.00	VSFB5
<u>Conference Serv w/6 Port Ckt</u> , Each	\$ 57.50	\$ 50.00	EQ6
<u>Conference Serv Linking</u>	\$ 40.00	\$ 65.00	EQ6PA
<u>Centrex Speed Clg - Long</u> , Each	\$ 0.40	\$ 10.75	ZSC30
<u>Centrex Caller ID</u> , Each	\$ 1.00	\$ 0.00	NSD
<u>Caller ID Blocking</u> , Each	\$ 1.00	\$ 0.00	NBA
<u>Additional Directory Listing</u> , Each	\$ 1.99	\$ 0.00	CLT
<u>Foreign Additional Listing</u> , Each	\$ 1.99	\$ 0.00	FAL
<u>Cross Reference Listing</u> , Each	\$ 1.99	\$ 0.00	LLT
<u>Non-Published Service</u> , Each	\$ 1.10	\$ 0.00	NPU
<u>Direct Station Sel/Busy Lamp Field</u> Each	\$ 9.00	\$ 100.00	BUY
<u>Extended Intercept Service</u> , Each	\$ 3.00		PMA
Activation of initial 10		\$ 49.00	
Activation of each addl 10		\$ 4.00	
<u>Centrex Station ID over Tie lines</u> , per Tie Trunk Grp.	\$ 5.00	\$ 1,500.00	STN
<u>High Speed Data</u> , Each	\$ 9.50	\$ 419.00	DP9
<u>Attendant Console Positions, Digital</u>	\$ 165.00	\$ 500.00	NG9PC
<u>OptiCentrex Feature</u> , Each	\$ 6.80	\$ 16.00	NUC
<u>Special Assembly - Magnetic Tape</u>	\$ 134.00	\$ 0.00	WZZAM
<u>Ground Start Centrex Feature</u> , Each	\$ 10.00	\$ 5.00	GST

**II. Non-VTPP Rates and Charges (As Specified on Attachment 5)**

<u>Telephone Number(s)</u> , Each	\$ .25*	SXS
<u>End User Common Line Charge</u> , Each	\$ 5.38*	9ZR
<u>End User Complex Line Port Charge</u> , Each	\$ 1.58*	9ZD
<u>E-911 Charge</u> , Each	\$ .12*	UXT
<u>Long Term Number Portability Surcharge</u> , Each	\$ .28*	NSR
<u>Universal Service Fund</u> , Each	\$ .05*	9PZLX

ØIf a feature can be activated with Centrex Mate and SBC activates the feature, Voice Line with Feature Activation charges apply.

\*These Rates and Charges are governed by Tariff and may vary over the term of the Amendment, they are listed here strictly as a convenience to the Customer.

☒ These items are Contributory Services and the items to which the Service Level Discount shall be applied as set forth in paragraph 8 of Amendment 2.

# This column only applies to additions of these items to the current Centrex configuration.

\* In addition to the applicable existing Systems, this rate applies to the following newly added Systems, as set forth in Exhibit 2-B: 614-387-2704, 614-466-6290, 614-728-3860, 614-387-1700, 614-466-7094, 614-752-1252, 614-752-9400, 419-245-2833, 614-466-3264, 614-466-7130, 614-466-4437, 614-644-2924, 614-466-1043, 614-387-8000, 614-728-4098, 614-644-4780

▫ In addition to the applicable existing Systems, this rate applies to the following newly added Systems, as set forth in Exhibit 2-B: 740-845-6300, 330-438-0638, 614-277-2400, 330-438-7676, 330-797-9944, 440-352-6106, 419-429-6210