

**SERVICE ATTACHMENT 1  
TO THE  
MASTER SERVICE AGREEMENT**

This is a Service Attachment to the Master Service Agreement dated February 3, 2006, "Agreement", between The Office of Information Technology ("OIT") on behalf of the State of Ohio, and Sprint.

WHEREAS, OIT desires to include additional Vendor services and the corresponding general provisions thereof; and

WHEREAS, the above named parties desire to execute this Service Attachment to said Agreement.

NOW THEREFORE, in accordance with the Agreement, and in consideration of the conditions and covenants contained herein, the Parties mutually agree as follows:

**Long Distance Voice Service and  
International Voice Informational Pricing Sheet**

Note: The following Exhibits are included as part of this Service Attachment:

- Exhibit A – Detailed description of services
- Exhibit B – International Voice informational pricing sheet
- Exhibit C – Domestic Sprint Voice Services Service Level Agreement

**1.1 Description of Service**

Sprint will provide to the State of Ohio the following services (See Exhibit A for Description):

- Switched and dedicated outbound service from all locations within Ohio
- Switched and dedicated inbound service to all locations within Ohio
- Long distance service within the same Local Access Transport Area (LATA)
- Directory assistance
- 800 directory assistance
- International calling services
- FONCARD (calling card) services

**1.2 Service Specific Terms and Definitions**

See Section 1.15 of this Service Attachment.

**1.3 Standard Service Features**

**FONCARD (calling card) services**

Calling card services under this agreement will consist of the following capabilities:

- State users may place U.S. and international calls with full operator and directory assistance available 24 hours a day, 7 days a week
- Real-time activation/deactivation of calling card numbers utilizing Sprint's Circuit Switched Manager (SCM) on demand
- Multiple calling – with this feature, State may place additional calls after terminating the first call by pressing # for two full seconds and dialing 0+ new destination number
- Immediate cancellation of a calling card number in case of theft or loss
- Sprint FONCARDS shall be printed with the State of Ohio seal (logo) and two lines of text (e.g. cardholder name, State name, State slogan) free of charge (minimum 500 card order per account)

- Sprint FONCARDS may display the State of Ohio seal (logo) and/or individualized design on the card front. Cost for production of cards is covered by Sprint (restrictions apply) (minimum 1,000 card order per account)

**Calling Services**

The following services will be available under this agreement:

- Long distance service within the same Local Access Transport Area (LATA)
- Directory Assistance at the established rates in the "Pricing" section of this exhibit
- 800 Directory Assistance for no charge
- International calls at the established rate tables in the "Pricing" section of this exhibit

**Long Distance Services**

This contract is for dedicated and switched inbound and outbound services. These services are also available for use by individual State agencies and Cooperative Purchasing members within Ohio at the costs indicated in the "Pricing" section of this exhibit.

**Ordering Process**

All orders for service must be placed through the State of Ohio's Telecommunications Service Request (TSR) system. Sprint will keep their orders updated and current in the TSR system.

**1.4 Add On Features**

NOT APPLICABLE

**1.5 Fee Structure**

Type of Service	Cost per minute	Cost per month	Non-recurring charge
Switched Services	\$0.028		
Dedicated Services	\$0.018		
DS-1		\$138*	Waived**
DS-3		\$1,202*	Waived**
OC-3		\$1,478*	Waived**
Calling Card	\$.050***		
Surcharge	No Charge		

1. Switched services include intra-state, inter-state, inbound and outbound for all times of day traffic.
2. Dedicated services include intra-state, inter-state, inbound and outbound for all times of day traffic where a dedicated access connects to the carrier.
3. DS-1 and DS-3 pricing is required for the dedicated access. If certain traffic warrants a dedicated access and no charge, Sprint has indicated pricing notations indicated below.

**Notes:**

\* Dedicated access pricing was based on the following NPA-NXXs:

216/787; 614/644; 614/466; 614/728; 614/752

Pricing for NPA/NXXs other than those listed could vary and will be priced on an Individual Case Basis (ICB).

\*\* Sprint will waive all standard non-recurring Sprint-provided local access line installation charges (including COC and ACF charges). All non-standard access arrangements will be priced on an individual case basis.

\*\*\* The Calling Card charge is a per minute charge that is added to the Dedicated or Switched rate. For example, a Switched Calling Rate would be \$0.078 per minute.

For the services set forth in this pricing, if the computed charge of a call includes a fraction of a cent, the fraction is rounded up to the next whole cent.

An international rate table is attached as Exhibit B.

**CENTREX WAIVERS:**

- Sprint agrees to waive PICC/PLC charges associated with Ohio Centrex lines.

**1.6 Equipment Discounts**

NOT APPLICABLE

**1.7 Taxes, Surcharges and Governmental Fees**

Carrier Universal Service Charge	10.2%
Carrier Property Tax	1.54%
Federal Regulatory Recovery Fee	0.51%
USF Administration Fee	0.03%
<b>Presubscribed Line Charge</b>	
<b>Line Type</b>	
Multi-Line Business	\$2.05
Centrex line	\$0.00
ISDN-PRI	\$0.00 per derived channel (up to 2)
ISDN-BRI	\$0.42 per derived channel (up to 23)

*Federally mandated taxes and surcharges are subject to change. Any increase or decrease imposed by the government will be passed thru to the State. Sprint reserves the right to adjust the charges or impose additional rates and charges on the Customer in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, the Universal Service Fund, the Presubscribed Interexchange Carrier Charge, and compensation to payphone providers for use of their payphones to access Sprint services.*

**1.8 Reporting Requirements**

Level 0	Entire Contract			
Level 1	Agencies, Boards & Commissions	Higher Education	K-12 & Libraries	Cooperative Purchasing Members
Level 2	Individual Agencies, Boards, Commissions	Individual Colleges & Universities	Individual school districts & libraries	Individual co-op members
Level 3	Division or Work Group Level			
Level 4	By Account number			
Level 5	By ANI			

Sprint will provide reports to the State and break the data down by total dollars spent and minutes used in each and all of the categories listed above.

Additionally, the State requires the following reporting capabilities based on the chart described above. Total usage, Interstate, Intrastate (Inter-LATA & Intra-LATA), and International calls.

### **1.9 Cost Recovery Fee**

Cost Recovery Fee and Data Requirements are as set forth in Section 9, Cost Recovery, of the Master Service Agreement. Cost Recovery Fee will be calculated in accordance with Level 0, Entire Contract as outlined in Section 1.8, Reporting Requirements.

### **1.10 SLA Requirements**

SLA for Voice Services is attached hereto as Exhibit C and is included herein by reference.

### **1.11 Customer Support**

Sprint will provide a Sales Manager to support the State and will also assign a Program Manager who will assist in managing the account. The Program Manager is a resource who provides direction with service issues, as well as account implementation. Program Managers will conduct service reviews twice per year with the State to ensure complete satisfaction and pro-actively pursues ways to better serve the State. Sprint provides a designated government customer service group which offers 24 hour 7 day a week support.

Product questions or requests – Account Manager – 614-559-4271

Implementation and Service related questions – Project Manager

Service issues – Customer Service – 1-800-877-2122

Billing questions – 1-800-877-2122

### **1.12 Conversion Plan for Existing Customers**

An account team will be assigned to the State of Ohio. Upon knowing the scope of the conversion, the account team will establish and provide the State with a transition plan to be mutually agreed to by parties to ensure all agencies can take advantage of the Sprint contract. The account team will work with the State in determining timeframes that best meet both parties' needs. Once Sprint knows which agencies want Sprint services, an LOA (letter of agency) will be signed by the customer giving Sprint approval to convert services. This LOA will also outline the type of service and numbers that are to be converted to Sprint.

### **1.13 Coverage maps**

NOT APPLICABLE

### **1.14 Additional information**

NONE

### **1.15 Service Specific Terms and Conditions**

**General.** Sprint provides the Services identified in this Service Attachment I under the terms and conditions of the Sprint Schedules (formerly FCC Tariffs) and the Sprint Tariffs on file with the Public Utilities Commission of Ohio. The rates specified in this Service Attachment will take precedence over any contrary Schedule or Tariff provisions. The terms stated below in this Section (Cancellation of Service, Billing) will take precedence over any contrary language in the Schedules or Tariffs. Sprint will make the appropriate filings with regulatory authorities to secure the rates, charges, and discounts identified in this Service Attachment for the Term.

This Attachment's rates, charges and discounts are in lieu of any promotions or discounts that are available under Sprint's Schedules or state Tariffs. Rates, charges and discounts for call types, Service elements, features, and Services not specified in this Attachment are in the applicable Schedule or Tariff.

**Definitions.** "Domestic" means the 48 contiguous states of the United States and the District of Columbia unless defined otherwise in the applicable Sprint Tariffs or Schedules. "NPA-NXX" includes successor NPA-NXXs due to introduction of a new area code.

**Cancellation of Service**

Sprint will provide the State the ability to cancel service at any time with no cost.

**Billing**

- Sprint will provide the State with paper, optical, FTP and electronic billing.
- Sprint will also provide the State with call detail and invoices using EDI. Sprint's EDI 811 invoicing for voice allows the State to build customized hierarchies, positioning accounts to match the State's organizational structure. The EDI 811 hierarchy structure allows for consolidation for multiple products, services and locations based on the State's needs. EDI 811 invoicing is available via:
  - Electronic VAN (Value-Added Network) Transmission
  - Cartridge
  - CD-ROM (Compact Disc – Read Only Memory)

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date of the last signature, the "Service Attachment #1 Effective Date."

**Vendor:**

**State of Ohio,**

**Office of Information Technology:**

H. Frazier  
Signature

Mary F. Carroll  
Signature

LEON FRAZIER  
Printed Name

Mary F. Carroll  
**Director, Office of Information Technology**  
State CIO Printed Name

VICE PRESIDENT PUBLIC SECTOR  
Title

Title

3-20-06  
Date

5-16-06  
Date

Sprint — Approved as to Legal Form
SKM — 14 Mar 2006

## EXHIBIT A Service Description

### I. Switched and Dedicated Outbound Service

#### *Voice Solutions<sup>SM</sup>*

##### **Overview**

Sprint Voice Solutions is designed for businesses that are interested in applying communications technology to help them improve and expand their business opportunities. Sprint Voice Solutions is a comprehensive program that offers a powerful platform of products, flat-rate pricing, advanced technology, and sales representatives that are your partners.

##### **Advanced Technology**

The Sprint Intelligent Network ensures the transmission reliability and survivability that State of Ohio demands. Millisecond restorals, made possible by our unique, self-healing Synchronous Optical Network (SONET) rings, provide unsurpassed reliability.

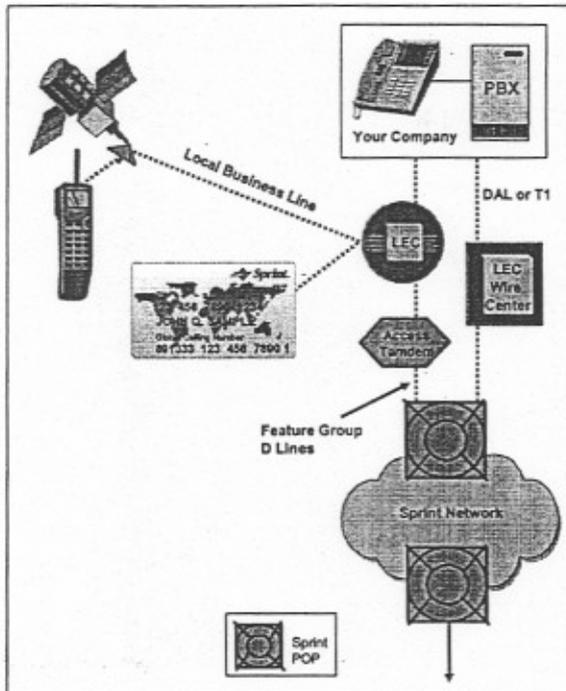
For more than 20 years, Sprint has been instrumental in bringing about the industry's most significant advancements in data technology. Sprint is the market leader in packet/cell-based services and was the first carrier to offer businesses dial-up access to the Internet. In a recent independent survey that rated major and local telecommunications providers, Sprint was ranked overall "best value" in data communications.

##### **Dial 1 Solutions**

Whether State of Ohio requires switched, dedicated, card, or cellular access, Dial 1 Solutions provide for outbound calling around the United States and to more than 300 countries and locations, serving 100% of the world's direct-dial destinations. State of Ohio can choose any combination of access methods at each of your locations and add or change at any time.

With Dial 1 Solutions, State of Ohio can also use your existing equipment and lines. No special installations are required. Dial 1 Solutions offers a variety of management tools to help State of Ohio plan, monitor, and control your telecommunications investment.

With Dial 1 Solutions, calls are routed by your Local Exchange Carrier (LEC) over local business lines or a Dedicated Access Line (DAL) or T1 (24-channel digital circuit) to Sprint. The call is then carried over the Sprint fiber-optic network to the called party's LEC. The call will terminate over a local business line or dedicated facilities, depending on the type of service the called party has.



**Dial 1 Solutions:** Using your existing environment and lines, Sprint Voice Solutions will allow you to enjoy flexible access methods and the ability to change when your business requires it.

## II. *Switched and Dedicated Inbound Service*

### *Toll-Free Service Overview*

Sprint Toll-Free Service is an inbound calling service that allows calls to be completed without charge to the caller. The caller dials a number in the format 1-8XX-NXX-XXXX and the call is routed and billed to State of Ohio (the called party). With Sprint Toll-Free Service, interstate, intrastate (where authorized), and international calls can be completed on the same line. Single line as well as single number convenience eliminates caller confusion and saves the cost of additional lines. Sprint Toll-Free Service provides an easy and economical means for your customers to place orders, make inquiries, and obtain customer service.

#### **Advantages of Sprint Toll-Free Service**

The following are some of the many advantages Sprint Toll-Free Service provides:

- ◆ The Sprint intelligent network platform provides State of Ohio with unparalleled features such as Dynamic Network Routing (DNR) and SiteRP®.
- ◆ Our 100% digital, fiber-optic network provides superior transmission quality for your toll-free calls.
- ◆ The flat, looped architecture of the Sprint network means more efficient call routing, built-in redundancy, and network diversity.
- ◆ The Sprint Secure Diversity platform offers network redundancy and survivability through network diversity, intelligent routing diversity, terminating diversity, and carrier diversity.
- ◆ Sprint can increase your call-handling efficiencies and improve the level of service you provide to callers by identifying which toll-free number the caller dialed—Dialed Number Identification Service (DNIS), as well as the caller's telephone number—Automatic Number Identification (ANI).

- ◆ The Sprint fraud protection service, SprintGUARD, significantly limits your financial exposure, while providing security support services to defend against unauthorized usage.
- ◆ State of Ohio can use routing features separately or in combination to provide sophisticated solutions to meet your specific needs.
- ◆ Call Detail, provided at no charge, shows the date, time, originating area code, telephone number, duration, and cost of every toll-free call for every toll-free number—valuable information to determine the size and scope of your market.

#### **Toll-Free Products**

Dedicated Toll-Free is designed for high-volume users (500 hours or more per month per location) in the U.S. and terminates on Dedicated Access Facilities (DAFs). Termination is completed via T1 digital access or dedicated analog lines. Current Sprint policy allows up to ten dedicated toll-free numbers per circuit, up to 240 numbers per T1, and five numbers per Plain Old Telephone System (POTS) line.

Switched Toll-Free is designed for low- to mid-range users (1-500 hours per month per location) in the U.S. Termination is completed via local business lines that are ordered by State of Ohio and provided by the Local Exchange Carrier (LEC). In addition to toll-free calls, both local and long-distance calls can be originated or terminated on these lines. Up to five Sprint toll-free numbers may terminate at a specific 10-digit telephone number.

### *III. Long Distance Service*

Please see Section I above.

### *IV. Directory Assistance*

Sprint has developed its own National Directory Assistance with call completion (NDAcc) platform. Customers who have 1+ services with Sprint will automatically use Sprint NDAcc when 1+NPA+555-1212 is dialed.

Sprint's NDAcc service incorporates flexibility, simplicity, and speed by providing directory assistance information and connection to the desired party. NDAcc is accessed primarily through 1+NPA+555-1212. Once dialed, the call will be directed to Sprint's National Directory Assistance Call Center.

Given the national scope of this directory assistance service, Sprint customers no longer need to know the NPA of their listing. A customer may dial ANY area code plus 555-1212 and they will be routed to Sprint's National Directory Assistance Center where the directory assistance search will take place. The service does not include Canadian NPA or calls to Caribbean NPAs. However, these calls will be routed to the Local Exchange Carrier (LEC) or directory assistance provider for those areas. All international directory assistance calls are handled by the Sprint Operator Services agent, who will contact the in-country international directory assistance operator to obtain the requested listing.

Once connected to Sprint's NDAcc call center, the customer will hear a number of automated branding announcements and search criteria prompts. Customer responses to these prompts are captured, compressed, and forwarded to the next available operator, who begins conducting search and retrieval functions before they have spoken with the customer. Once found, an announcement delivers the listing and provides the option for automated call completion.

In addition to telephone numbers, published and listed customer addresses and zip codes are available to users. Reverse search lookup; name and address based on telephone number and Business Category are also available to users. If two listings are requested, the first one is provided verbally and the

second is provided through the automated response system. If a number is unpublished, the customer will receive a recorded announcement that the number is either not found or not published. The NDAcc can also provide NPA look-ups for customers.

*Sprint also offers Automated Call Completion. This allows the caller to have their call dialed automatically for an additional surcharge.*

#### Customer-Dialed Call Flow

Step	Action
1	Customer dials 1+NPA+555-1212.
2	Call is routed to Sprint's National Directory Assistance Center.
3	Customer hears National Directory Assistance announcement and search criteria prompts.
4	Answers to prompts are captured, compressed, and forwarded to the next available directory assistance agent.
5	Agent begins conducting search and retrieval functions.
6	Announcement delivers the listing and provides call completion option.
7	Network re-originates the call as though the user has dialed themselves.

#### Operator-Dialed Call Flow

Step	Action
1	Customer dials 00 and reaches the operator instead of dialing NPA+555-1212.
2	Call is routed directly to the Regional Operator Center (ROC) instead of the National Directory Assistance Center.
3	The agent asks the customer for city and state information and determines if call completion is requested.
4	The agent out-dials to the National Directory Assistance Center where the call will be generically branded and handed as normal by the agent.
5	If call completion is not required, the agent will ensure the customer captured the listing. If call completion is required, the agent will out-dial and stay on the line until the first ring.

### V. Operator Solutions

Sprint Operator Solutions traditionally provides State of Ohio with the ability to use either live operator assistance or automated operator handling to redirect call billing to other than the originating station, with the most common alternative billing medium being calling cards. Sprint owns and operates two Regional Operator Centers (ROCs)—Lenexa, Kansas; and Phoenix, Arizona—routing calls to two Operator Services operator call centers, one in Corpus Christi, Texas and one in Daytona Beach, Florida, with approximately 200+ voice services agents supporting both U.S. and international services. The number of agents required is determined by hourly call volume and traffic trend estimates. Sprint Operator Solutions supports all Sprint products 24 hours a day, 7 days a week, 365 days of the year.

Operator-Assisted Call Types	
Station-to-Station	Call placed to a terminating number; caller pays if anyone answers.
Person-to-Person	Call placed to a specific person; caller pays only if desired person is reached.
Collect-to-Person	Call placed to specific person and billed to terminating number. Sprint has contracted with LECs to do billing on collect calls if the called party is not a Sprint customer.
Collect-to-Station	Call placed and billed to terminating number.

Operator-Assisted Call Types	
International Termination	Sprint agents can complete station-to-station and person-to-person calls to over 300 direct and non-direct dial countries or islands. International directory assistance is also available.
Third Party Billing	Call billed to a telephone number different from the calling from and called number.
Problem Assistance	Assists in completing call when experiencing network trouble in dialing direct.
Directory Assistance	Directory assistance is available by dialing 1 + area code + 555-1212.
LEC Calling Card Billing	Allows long distance users to place calls over the Sprint network using some LEC calling cards. Only LIDB-validated (Line Information Database) is supported.

Access Type	Dialing Instructions
Feature Group D	0 + area code + number, or 00 for international calling assistance.
FONCARD (14-digit)	1-800-877-8000, 1-800-FON-CALL or 10-10-333 + 0. After computer tone/voice prompts, time out to operator after 5 seconds.
FONCARD Assistance from a Rotary Phone	1-800-877-8000 or 1-800-FON-CALL. After computer tone, time out to operator after 5 seconds. Inform the operator that you are calling from a rotary phone.

#### International Operator Solutions

Sprint International Operator Solutions (IOS) offers State of Ohio access to virtually every country and location in the world. Sprint handles outbound and inbound IOS calls.

Sprint outbound IOS provides the following:

- ◆ **Station-to-Station Calls.** Station-to-station outbound international calls can be dialed directly or completed with the aid of a Sprint agent. This type of assistance is most commonly used by callers who are not familiar with international calling and need assistance, or by callers who are using a FONCARD or LEC card from a rotary phone.
- ◆ **Person-to-Person Calls.** Person-to-person calling ensures that State of Ohio will only pay when you have reached the desired party.
- ◆ **International Directory Assistance (IDA).** IDA provides access, through the Sprint agent, to directory assistance around the world. Callers can receive local phone numbers for over 300 countries and locations around the world. The Sprint agent can also complete the call, once the number is obtained from the offshore carrier. The process for an IDA call will be dependent on the offshore carrier's capability. The query will be made directly with the offshore operator.
- ◆ **International General Assistance.** Sprint agent can obtain items such as country time of day, rate information by country, dates of holidays, international dialing assistance, and trouble assistance for call completion.
- ◆ **Foreign Language Assistance for Call Completion Only.** When needed, the Sprint agent contacts an offshore operator for assistance in language support for acceptance of charges or desired party for person-to-person in order to complete a call. Language assistance is provided by an in-country operator. Translations services are not offered.
- ◆ **Access to Non-Direct Dial Countries.** This capability allows Sprint to provide customers with access to most countries in the world, including non-direct dial countries, which represent less than 1/10 of 1% of the world's traffic.

The Sprint agent may be reached by:

- ◆ Dialing 00 from a Sprint presubscribed line
- ◆ Dialing 10-10-333+0 from any phone
- ◆ Dialing the FONCARD access number of 1-800-877-8000, 1-800-FON-CALL, or 10-10-3330 and holding the line for a Sprint agent

IGA billing options include:

- ◆ ANI - presubscribed sent paid
- ◆ FONCARD
- ◆ LEC card (selected cards only)
- ◆ Third party (billing number U.S.)
- ◆ Collect (if available to country)

IDA billing options include:

- ◆ ANI - presubscribed
- ◆ FONCARD

LEC card (selected cards only)IDA billing options include:

- ◆ ANI - presubscribed
- ◆ FONCARD
- ◆ LEC card (selected cards only)
- ◆ Third party (billing number U.S.)

## *VI. 800 Directory Assistance*

This service is available to all Sprint customers free of charge, just dial 1-800-555-1212.

## *VII. International Calling Services*

### *International Direct Distance Dialing (IDDD)*

Sprint currently provides direct-dial service to over 300 countries and locations. This means that by dialing "011" + country code + city code + overseas subscriber number, State of Ohio can be connected to virtually anywhere in the world—all without an operator's intervention. As a matter of fact, non-operator-assisted, long-distance traffic to Sprint direct-dial destinations accounts for more than 99.8% of the total direct-dial, outbound minutes from the United States. Sprint offers an expanding array of operator services to all direct-dial countries and locations, plus a few more not served via 011+ service.

International direct-dial service is available to all Sprint customers—it does not require any special configurations, nor do you need to make a special service request to be able to use IDDD. Just use 011 + dialing and you are on your way.

## International Service Availability

The following table shows the locations where Sprint has direct-dial service, as well as the locations that can be reached only via the assistance of a Sprint operator.

INTERNATIONAL SERVICE AVAILABILITY		
Direct-Dial Service Locations		
Afghanistan	Ghana	Niue
Albania	Gibraltar	Norway (incl. Svalbard)
Algeria	Greece	Oman
American Samoa	Greenland	Pacific Ocean Region
Andorra	Grenada (incl. Carriacou)	Pakistan
Angola	Guadeloupe & Fr. Antilles (4)	Palau
Anguilla	Guam	Panama
Antigua (incl. Barbuda)	Guantanamo Bay (U.S. Naval Base)	Papua New Guinea (7)
Argentina	Guatemala	Paraguay
Armenia	Guinea	Peru
Aruba	Guinea-Bissau	Philippines
Ascension Island	Guyana	Pitcairn Island *
Atlantic Ocean Region (East)	Haiti	Poland
Atlantic Ocean Region (West)	Honduras	Portugal (incl. Azores and Madeira Is.)
Australia (14)	Hong Kong	Puerto Rico
Australian External Ter. (1)	Hungary	Qatar
Austria	Iceland	Reunion Island
Azerbaijan	India	Romania
Bahamas	Indian Ocean Region	Russia
Bahrain	Indonesia	Rwanda
Bangladesh	Iran	Saipan (incl. Rota and Tinian)
Barbados	Iraq	San Marino
Belarus	Ireland	Sao Tome and Principe
Belgium	Israel	Saudi Arabia
Belize	Italy	Senegal
Benin	Ivory Coast	Seychelles
Bermuda	Jamaica	Sierra Leone
Bhutan	Japan (incl. Okinawa)	Singapore
Bolivia	Jordan	Slovakia
Bosnia & Herzegovina	Kazakhstan	Slovenia
Botswana	Kenya	Solomon Islands
Brazil	Kiribati	Somalia
British Virgin Islands (2)	Korea (North)	South Africa
Brunei	Korea (South)	Spain (8)
Bulgaria	Kuwait	Sri Lanka
Burkina Faso	Kyrgyzstan	St. Helena
Burundi	Laos	St. Kitts
Cambodia	Latvia	St. Lucia
Cameroon	Lebanon	St. Pierre and Miquelon
Canada	Lesotho	St. Vincent and the Grenadines (9)
Cape Verde Islands	Liberia	Sudan
Cayman Islands	Libya	Suriname
Central African Republic	Liechtenstein	Swaziland
Chad Republic	Lithuania	Sweden
Chile (incl. Easter Island [Rapa Nui**])	Luxembourg	Switzerland
China	Macao	Syria
Colombia	Macedonia	Taiwan
Comoros	Madagascar	Tajikistan
Congo (Brazzaville)	Malawi	Tanzania
Congo, Democratic Republic of (Zaire)	Malaysia	Thailand

## INTERNATIONAL SERVICE AVAILABILITY

Direct-Dial Service Locations		
Cook Islands	Maldives	Togo
Costa Rica	Mali Republic	Tokelau
Croatia	Malta	Tonga Islands
Cuba	Marshall Islands	Trinidad & Tobago
Cyprus	Martinique	Tunisia
Czech Republic	Mauritania	Turkey
Denmark	Mauritius	Turkmenistan
Diego Garcia	Mayotte Island	Turks and Caicos Islands
Djibouti	Mexico	Tuvalu
Dominica	Micronesia	Uganda
Dominican Republic	Midway *	Ukraine
Ecuador	Moldova	United Arab Emirates (10)
Egypt	Monaco	United Kingdom (11)
El Salvador	Mongolian People's Rep.	U.S. Virgin Islands
Equatorial Guinea	Montserrat	Uruguay
Eritrea	Morocco	Uzbekistan
Estonia	Mozambique	Vanuatu
Ethiopia	Myanmar	Vatican City
Faroe Islands	Namibia	Venezuela
Falkland Islands	Nauru Island	Vietnam
Fiji Islands	Nepal	Wake Island *
Finland	Netherlands	Wallis & Futuna
France	Netherlands Antilles (5)	Western Sahara *
French Guiana	Nevis	Western Samoa
French Polynesia (3)	New Caledonia	Yemen
Gabon	New Zealand (6)	Yugoslavia (13)
Gambia	Nicaragua	Zambia
Georgia	Niger	Zimbabwe
Germany	Nigeria	
* Operator-Assisted Only Locations		(7) Includes Admiralty Is., Bougainville, New Britain, New Ireland.
(1) Includes Antarctica- (Casey Base), Davis *, Norfolk Islands, Macquarie * and Mawson *		(8) Includes Balearic Is., Canary Is., Ceuta, Melilla.
(2) Includes Anegada, Camanoe Is., Guana Is., Jost Van Dyke, Little Thatch, Marina Cay, Mosquito Is., N. Sound, Peter Is., Salt Is., Tortola, Virgin Gorda.		(9) Includes Bequia, Mustique, Palm Is., and Union Is.
(3) Includes Moorea and Tahiti.		(10) Includes Abu Dhabi, Ajman, Dubai, Fujairah, Ras-al-Khaimah, Sharjah, and Umm-al-Qaiwai.
(4) Includes Desirade, Iles Saintes, Marie Galante, St. Barthelemy, and the French portion of St. Martin.		(11) Includes England, Isle of Man, No. Ireland, Scotland, Wales, Channel Is.
(5) Includes Bonaire, the Dutch portion of St. Martin (St. Maarten), Curacao, Saba, St. Eustatius.		(12) Includes Aden and Almaharah.
(6) Includes Chatham Is. and Antarctica (Scott Base).		(13) Includes Serbia, Kosovo, Montenegro, and Vojvodina. Includes Cocos (Keeling) and Christmas Is.

## VIII Calling Card Services

### Sprint FONCARD<sup>SM</sup>

#### Overview

The Sprint FONCARD provides State of Ohio and your employees the most convenient method of consolidating travel communications expenses. Using the FONCARD while out of the office to complete data as well as voice calls allows State of Ohio to combine these calls with other Sprint services to take advantage of Sprint's most attractive pricing. Many new features such as using your office number plus a self-selected PIN were designed to offer State of Ohio the greatest convenience and security in the calling card market today.

When traveling overseas, Sprint International Access service is available from designated locations to call back to the United States or to any of the 300 direct-dial and operator-assisted international locations, and to charge the call to your Sprint FONCARD. In the United States, the FONCARD can be used to place U.S. and international calls. Full operator and directory assistance is available 24 hours a day, 7 days a week.

#### FONCARD Features, Functions and Benefits

FONCARD <sup>SM</sup> FEATURES, FUNCTIONS, AND BENEFITS U.S. AND INTERNATIONAL	
Feature	Function and Benefit
Authorization Code FONumber	14-digit FONCARD <sup>SM</sup> number (10 digits + 4-digit Personal Identification Number (PIN))
Self-Selected PIN	End-users may select their own 4-digit PIN.
PIN Change	End-users may change their 4-digit PIN at any time by contacting Customer Service.
Dialing Instructions on Back of Card	Easy reference for U.S. and international dialing instructions, multiple calling instructions, 24-hour customer service, and Operator Services.
Access Number and Authorization Code on Card	Easy to reference FONCARD <sup>SM</sup> information. Access number and authorization code (14-digit FONCARD number) are clearly printed on the card.
Misdial Correction	Correct a misdial destination phone number or authorization code by pressing the * key.
Multiple Calling	Place additional calls after terminating the first call by pressing # for two full seconds and dialing 0 + new destination number.
Toll-Free Access via 1-800-FON-CALL and 1-800-877-8000	Toll-free access is available in the continental United States, Alaska, Hawaii, Canada, Puerto Rico, and the U.S. Virgin Islands.
Access via 10-10-333	10-10-333 access is supported along with toll-free access. (Used when toll-free dialing is blocked from phone.)
Public Telephone Access	Same access number 1-800-366-2255 (voice prompt) or 1-800-877-8000 (tone prompt) regardless of the caller's location in the U.S. or the telephone used. These access numbers can be dialed on universal phones, rotary dial phones, universal phones, and select-a-carrier phones. Note: FONCARDS cannot be swiped to automatically dial Sprint's access number.
Accounting Codes	Validated and non-validated accounting codes are available at an additional charge to facilitate cost allocation for all FONCARD calls and assist with chargebacks to specific departments or projects. Codes can be one to five digits, allowing up to 100,000 different codes.
Fraud Protection	Your card is protected from abuse because all calls are monitored by Sprint's state of the art system, thereby minimizing the potential for fraudulent usage.
Authorization Entry Error	User failure to enter proper codes will result in intervention by a Sprint operator for verification and call completion. Operator Services surcharges will apply.
ADDITIONAL FONCARD <sup>SM</sup> CAPABILITIES U.S. AND INTERNATIONAL	

FONCARD <sup>SM</sup> FEATURES, FUNCTIONS, AND BENEFITS U.S. AND INTERNATIONAL	
Feature	Function and Benefit
International Calling	Call to over 300 countries and locations from the United States.
Intra-Canadian Calling	Place calls from any location in Canada to any location in Canada or the rest of the world.
Sprint International Access (offshore origination)	Call from over 124 international countries and locations back to the United States. Of these, more than 90 countries allow termination to other overseas locations with the help of a Sprint Operator or easy-to-follow voice prompts.
Directory Assistance	You can obtain general directory assistance when making both U.S. and Sprint International Access calls.
Operator Services	Available to help customers complete long-distance or international calls from any phone and assist with other call-related inquiries. English and Spanish are the current languages supported by Operator Services. Appropriate surcharges will apply.
CUSTOMER ACCOUNT SUPPORT AND CARD ADMINISTRATION END-USER AND/OR CENTRAL ADMINISTRATOR	
Feature	Function and Benefit
Authorization Code	Establish the optimal authorization code for State of Ohio: Order your office phone number plus a self-selected, 4-digit Personal Identification Number (PIN) OR Order any 14-digit system that has meaning to your user base OR Allow Sprint to provide a random number with either a self-selected PIN or random PIN as your FONCARD <sup>SM</sup> number.
Porting Other Carrier 14-Digit Authorization Codes	State of Ohio can ease the transition for employees by utilizing the 14-digit authorization code from a previous long-distance provider. Sprint will duplicate the 14-digit code as long as an existing Sprint customer does not have that number on reserve.
Fulfillment	FONCARDS and accompanying customer literature are typically received by the customer within 7-14 days of order placement. FONCARDS are active immediately upon ordering and ready to use. Note: FONCARDS cannot be ordered in an inactive status. Multiple cards can reside under one account.
Customized FONCARD (optional)	FONCARDS can be printed with your company logo and two lines of text (e.g., cardholder name, company name, company slogan) free of charge (minimum 500 card order per account).
Private Label FONCARD	FONCARDS can display your company logo and/or individualized design on the card front. Cost for production of the cards is covered by Sprint (restrictions apply) (minimum 1,000 card order per account).
FONCARD Replacement	If a FONCARD <sup>SM</sup> is lost or stolen, the card will be canceled and replaced at no charge to State of Ohio. Worn or damaged FONCARDS may be replaced without changing the authorization number. The timeline for replacement is 7 to 14 days.
Customer Service – Toll-Free Number	Customer service is available 24 hours a day, 7 days a week, via toll-free access.
Computerized FONCARD Listing	A magnetic tape or diskette record of all FONCARD authorization codes can be provided (minimum 100 codes per order) to help with future orders and record keeping.
Accounting Codes	Validated and non-validated accounting codes are available to facilitate cost allocation for all FONCARD <sup>SM</sup> calls and assist with charge backs to specific departments or projects. Codes can be one to five digits, allowing up to 100,000 different codes.
Call Detail	Sprint invoices reflect originating and terminating cities along with FONCARD numbers, authorization codes, and/or accounting codes.
Credit Card Billing for FONCARD usage	Sprint offers a method of billing FONCARD usage to VISA, MasterCard, American Express, Discover, Diners Club, and JCB through the pre-arranged Sprint Online Bill Pay (SOBP), offering invoice payment via the internet.
Fraud Detection System	All calls are monitored by Sprint's state of the art code abuse prevention system, thereby minimizing the potential for fraudulent usage.

## EXHIBIT B

### International Direct Dial Rates

Country	Cost Per Minute - Dedicated to Switched	Cost Per Minute - Switched to Switched
AFGHANISTAN	\$ 0.340	\$ 0.355
ALBANIA	\$ 0.146	\$ 0.161
ALGERIA	\$ 0.121	\$ 0.136
AMERICAN SAMOA	\$ 0.109	\$ 0.124
ANDORRA	\$ 0.062	\$ 0.077
ANGOLA	\$ 0.262	\$ 0.277
ANGUILLA	\$ 0.160	\$ 0.175
ANTIGUA/BARBUDA	\$ 0.147	\$ 0.162
ARGENTINA	\$ 0.054	\$ 0.069
ARMENIA	\$ 0.112	\$ 0.127
ARUBA	\$ 0.116	\$ 0.131
ASCENSION ISLAND	\$ 0.630	\$ 0.645
AUSTRALIA	\$ 0.031	\$ 0.046
AUSTRALIAN TERR	\$ 2.365	\$ 2.380
AUSTRIA	\$ 0.036	\$ 0.051
AZERBAIJAN	\$ 0.157	\$ 0.172
BAHAMAS	\$ 0.095	\$ 0.110
BAHRAIN	\$ 0.169	\$ 0.184
BANGLADESH	\$ 0.174	\$ 0.189
BARBADOS	\$ 0.130	\$ 0.145
BELARUS	\$ 0.239	\$ 0.254
BELGIUM	\$ 0.039	\$ 0.054
BELIZE	\$ 0.231	\$ 0.246
BENIN	\$ 0.130	\$ 0.145
BERMUDA	\$ 0.091	\$ 0.106
BHUTAN	\$ 0.191	\$ 0.206
BOLIVIA	\$ 0.105	\$ 0.120
BOSNIA/HERZEGOVINA	\$ 0.177	\$ 0.192
BOTSWANA	\$ 0.102	\$ 0.117
BRAZIL	\$ 0.054	\$ 0.069
BRUNEI	\$ 0.047	\$ 0.062
BULGARIA	\$ 0.073	\$ 0.088
BURKINA FASO	\$ 0.160	\$ 0.175
BURUNDI	\$ 0.145	\$ 0.160
BVI (TORTOLA)	\$ 0.120	\$ 0.135
CAMBODIA	\$ 0.219	\$ 0.234
CAMEROON	\$ 0.210	\$ 0.225
CANADA	\$ 0.034	\$ 0.049
CAPE VERDE ISLANDS	\$ 0.293	\$ 0.308
CAYMAN ISLANDS	\$ 0.088	\$ 0.103
CENTRAL AFRICAN REP	\$ 0.146	\$ 0.161
CHAD	\$ 0.281	\$ 0.296
CHILE	\$ 0.035	\$ 0.050
CHINA	\$ 0.036	\$ 0.051
COLOMBIA	\$ 0.080	\$ 0.095

CONGO	\$	0.173	\$	0.188
CONGO DEM REP(ZAIRE)	\$	0.300	\$	0.315
COOK ISLANDS	\$	3.725	\$	3.740
COSTA RICA	\$	0.070	\$	0.085
CROATIA	\$	0.066	\$	0.081
CUBA	\$	1.040	\$	1.055
CYPRUS	\$	0.051	\$	0.066
CZECH REPUBLIC	\$	0.031	\$	0.046
DENMARK	\$	0.023	\$	0.038
DIEGO GARCIA	\$	2.113	\$	2.128
DJIBOUTI	\$	0.330	\$	0.345
DOMINICA	\$	0.152	\$	0.167
DOMINICAN REPUBLIC	\$	0.079	\$	0.094
EAST TIMOR	\$	1.434	\$	1.449
ECUADOR	\$	0.146	\$	0.161
EGYPT	\$	0.189	\$	0.204
EL SALVADOR	\$	0.102	\$	0.117
EQUATORIAL GUINEA	\$	0.231	\$	0.246
ERITREA	\$	0.289	\$	0.304
ESTONIA	\$	0.040	\$	0.055
ETHIOPIA	\$	0.308	\$	0.323
FALKLAND ISLANDS	\$	0.936	\$	0.951
FAROE ISLANDS	\$	0.305	\$	0.320
FIJI	\$	0.256	\$	0.271
FINLAND	\$	0.052	\$	0.067
FRANCE	\$	0.035	\$	0.050
FRENCH GUIANA	\$	0.127	\$	0.142
FRENCH POLYNESIA	\$	0.241	\$	0.256
GABON	\$	0.114	\$	0.129
GAMBIA	\$	0.204	\$	0.219
GEORGIA	\$	0.112	\$	0.127
GERMANY	\$	0.030	\$	0.045
GHANA	\$	0.101	\$	0.116
GIBRALTAR	\$	0.086	\$	0.101
GREECE	\$	0.028	\$	0.043
GREENLAND	\$	0.460	\$	0.475
GRENADA	\$	0.131	\$	0.146
GUADELOUPE	\$	0.090	\$	0.105
GUATEMALA	\$	0.130	\$	0.145
GUINEA REPUBLIC OF	\$	0.167	\$	0.182
GUINEA-BISSAU	\$	0.583	\$	0.598
GUYANA	\$	0.294	\$	0.309
HAITI	\$	0.202	\$	0.217
HONDURAS	\$	0.288	\$	0.303
HONG KONG	\$	0.037	\$	0.052
HUNGARY	\$	0.047	\$	0.062
ICELAND	\$	0.036	\$	0.051
INDIA	\$	0.154	\$	0.169
INDONESIA	\$	0.140	\$	0.155
IRAN	\$	0.239	\$	0.254
IRAQ	\$	0.185	\$	0.200
IRELAND	\$	0.035	\$	0.050

ISRAEL	\$	0.052	\$	0.067
ITALY	\$	0.035	\$	0.050
IVORY COAST	\$	0.160	\$	0.175
JAMAICA	\$	0.050	\$	0.065
JAPAN	\$	0.046	\$	0.061
JORDAN	\$	0.152	\$	0.167
KAZAKHSTAN	\$	0.143	\$	0.158
KENYA	\$	0.213	\$	0.228
KIRIBATI	\$	0.608	\$	0.623
KOREA (NORTH)	\$	1.040	\$	1.055
KOREA (SOUTH)	\$	0.035	\$	0.050
KUWAIT	\$	0.110	\$	0.125
KYRGYZSTAN	\$	0.108	\$	0.123
LAOS	\$	0.127	\$	0.142
LATVIA	\$	0.152	\$	0.167
LEBANON	\$	0.127	\$	0.142
LESOTHO	\$	0.169	\$	0.184
LIBERIA	\$	0.386	\$	0.401
LIBYA	\$	0.263	\$	0.278
LIECHTENSTEIN	\$	0.065	\$	0.080
LITHUANIA	\$	0.096	\$	0.111
LUXEMBOURG	\$	0.036	\$	0.051
MACAU	\$	0.075	\$	0.090
MACEDONIA	\$	0.160	\$	0.175
MADAGASCAR	\$	0.239	\$	0.254
MALAWI	\$	0.076	\$	0.091
MALAYSIA	\$	0.035	\$	0.050
MALDIVES REPUBLIC	\$	0.263	\$	0.278
MALI	\$	0.210	\$	0.225
MALTA REPUBLIC	\$	0.160	\$	0.175
MARSHALL ISLANDS	\$	0.370	\$	0.385
MARTINIQUE(FR ANTIL)	\$	0.099	\$	0.114
MAURITANIA	\$	0.270	\$	0.285
MAURITIUS	\$	0.150	\$	0.165
MAYOTTE ISLAND	\$	0.355	\$	0.370
MEXICO	\$	0.101	\$	0.116
MICRONESIA	\$	0.256	\$	0.271
MOLDOVA	\$	0.139	\$	0.154
MONACO	\$	0.226	\$	0.241
MONGOLIA	\$	0.072	\$	0.087
MONTSERRAT	\$	0.158	\$	0.173
MOROCCO	\$	0.217	\$	0.232
MOZAMBIQUE	\$	0.152	\$	0.167
MYANMAR (BURMA)	\$	0.337	\$	0.352
NAMIBIA	\$	0.114	\$	0.129
NAURU	\$	2.366	\$	2.381
NEPAL	\$	0.287	\$	0.302
NETHERLANDS	\$	0.029	\$	0.044
NETHERLANDS ANTILLES	\$	0.123	\$	0.138
NEW CALEDONIA	\$	0.330	\$	0.345
NEW ZEALAND	\$	0.031	\$	0.046
NICARAGUA	\$	0.171	\$	0.186

NIGER	\$	0.151	\$	0.166
NIGERIA	\$	0.141	\$	0.156
NIUE ISLAND	\$	4.940	\$	4.955
NORWAY	\$	0.035	\$	0.050
OMAN	\$	0.187	\$	0.202
PAKISTAN	\$	0.213	\$	0.228
PALAU	\$	0.326	\$	0.341
PANAMA	\$	0.069	\$	0.084
PAPUA NEW GUINEA	\$	0.880	\$	0.895
PARAGUAY	\$	0.118	\$	0.133
PERU	\$	0.068	\$	0.083
PHILIPPINES	\$	0.153	\$	0.168
POLAND	\$	0.037	\$	0.052
PORTUGAL	\$	0.042	\$	0.057
QATAR	\$	0.276	\$	0.291
REUNION ISLAND	\$	0.127	\$	0.142
ROMANIA	\$	0.134	\$	0.149
RUSSIA	\$	0.064	\$	0.079
RWANDA	\$	0.149	\$	0.164
SAN MARINO	\$	0.077	\$	0.092
SAO TOME/PRINCIPE	\$	1.049	\$	1.064
SAUDI ARABIA	\$	0.217	\$	0.232
SENEGAL	\$	0.169	\$	0.184
SEYCHELLES	\$	0.241	\$	0.256
SIERRA LEONE	\$	0.200	\$	0.215
SINGAPORE	\$	0.035	\$	0.050
SLOVAKIA	\$	0.088	\$	0.103
SLOVENIA	\$	0.065	\$	0.080
SOLOMON ISLANDS	\$	3.725	\$	3.740
SOMALIA	\$	0.571	\$	0.586
SOUTH AFRICA	\$	0.079	\$	0.094
SPAIN	\$	0.029	\$	0.044
SRI LANKA	\$	0.154	\$	0.169
ST HELENA	\$	1.213	\$	1.228
ST KITTS/NEVIS	\$	0.150	\$	0.165
ST LUCIA	\$	0.150	\$	0.165
ST PIERRE/MIQUELON	\$	0.157	\$	0.172
ST VINCENT/GRENADIN	\$	0.147	\$	0.162
SUDAN	\$	0.210	\$	0.225
SURINAME	\$	0.252	\$	0.267
SWAZILAND	\$	0.114	\$	0.129
SWEDEN	\$	0.035	\$	0.050
SWITZERLAND	\$	0.044	\$	0.059
SYRIA	\$	0.307	\$	0.322
TAIWAN	\$	0.037	\$	0.052
TAJIKISTAN	\$	0.186	\$	0.201
TANZANIA	\$	0.226	\$	0.241
THAILAND	\$	0.057	\$	0.072
TOGO	\$	0.139	\$	0.154
TOKELAU	\$	2.366	\$	2.381
TONGA	\$	0.263	\$	0.278
TRINIDAD/TOBAGO	\$	0.128	\$	0.143

TUNISIA	\$	0.208	\$	0.223
TURKEY	\$	0.133	\$	0.148
TURKMENISTAN	\$	0.176	\$	0.191
TURKS/CAICOS	\$	0.157	\$	0.172
TUVALU	\$	1.994	\$	2.009
UGANDA	\$	0.120	\$	0.135
UKRAINE	\$	0.113	\$	0.128
UNITED ARAB EMIRATES	\$	0.226	\$	0.241
UNITED KINGDOM	\$	0.032	\$	0.047
URUGUAY	\$	0.100	\$	0.115
UZBEKISTAN	\$	0.110	\$	0.125
VANUATU	\$	2.353	\$	2.368
VENEZUELA	\$	0.046	\$	0.061
VIETNAM	\$	0.402	\$	0.417
WALLIS/FUTUNA ISLAND	\$	3.126	\$	3.141
WESTERN SAMOA	\$	0.306	\$	0.321
YEMEN REPUBLIC	\$	0.169	\$	0.184
YUGOSLAVIA	\$	0.139	\$	0.154
ZAMBIA	\$	0.117	\$	0.132
ZIMBABWE	\$	0.096	\$	0.111

**EXHIBIT C  
TO  
SERVICE ATTACHMENT 1**

**DOMESTIC SPRINT VOICE SERVICES  
SERVICE LEVEL AGREEMENT (SLA)**

**1. POLICY**

Sprint is committed to providing reliable, high-quality service with industry leading network reliability. If Customer experiences performance that does not meet the applicable metrics set forth in this SLA, Sprint will issue Customer the Service Credit(s) described below. Sprint Voice SLAs are applicable for US domestic Outbound WATS, Virtual Private Network (VPN) and Toll-free Services.

**2. SERVICE DELIVERY COMMITMENTS**

**2.1 COMMITTED VOICE SERVICE AVAILABILITY**

Sprint will maintain Voice Dedicated Access Facility (DAF) and Network Availability within any calendar month as detailed in Table 1 below.

**Table 1: Committed Availability**

Coverage	Committed Metric	Outage Time	Service Credit
End-to-end availability (DAF)	99.9%	44 minutes or more	1.5 days of the monthly usage charged for the affected DAF during the month of the occurrence
POP-to-POP Sprint Network Availability	100%	More than one minute	1.5 days of the monthly usage charged for the affected DAF during the month of the occurrence

**2.2 GRADE OF SERVICE**

Sprint will maintain Grade of Service for the Sprint voice network as detailed in Table 2 below.

**Table 2: Committed Grade of Service**

Committed Metric	Blockage Equivalent	Service Credit
P.005	≤ 5 calls blocked per 1,000 calls	1.5 days of the monthly usage charged for the affected DAF during the month of the occurrence

**2.3 MEAN TIME TO REPAIR**

Sprint will maintain POP-to-POP Dedicated Access Facility Mean Time to Repair as detailed in Table 3 below.

**Table 3: Committed Mean Time to Repair**

Service Type	Committed Metric	Service Credit
Dispatch not required	4 hours	1.5 days of the monthly usage charged for the affected DAF during the month of the occurrence
Dispatch required	8 hours	1.5 days of the monthly usage charged for the affected DAF during the month of the occurrence

### **3. SLA PERFORMANCE COMPONENTS**

Domestic Voice SLAs are calculated based on the performance of:

- (i) All Sprint voice transport Network components;
- (ii) Sprint-provided local access facilities used to access the Sprint voice transport Network; and
- (iii) Sprint-provided CSUs/DSUs/channel banks.

### **4. CHRONIC PROBLEM**

Any Domestic voice service for which Sprint fails to meet the guaranteed Network Availability SLA for three consecutive months will be defined as a "Chronic Problem." Customer must notify Sprint in writing of a Chronic Problem. Sprint agrees to provide to Customer an action plan with respect to correction of such Chronic Problem within 15 days of receipt of Customer's notice. If the Chronic Problem has not been corrected within 45 days after Sprint's receipt of Customer's notice, Customer may, within 30 days and upon written notice to Sprint, terminate the affected voice site only. The Agreement shall remain in full force and effect.

### **5. CREDIT PROCESS**

To be eligible to receive SLA credits, Customer must:

- A. Report any suspected outage to the Sprint Service Management Center and open trouble ticket.
- B. Contact its Sprint Account Team in writing within 15 calendar days of occurrence of the problem if Customer believes that Sprint has failed to meet any SLA commitments.

Upon Sprint's verification that the actual performance during the measurement period failed to meet commitments stated above, Sprint will issue Customer a Service Credit per affected DAF as specified in the applicable tables in Section 2 above.

Because Mean-Time-To-Repair and Network Availability are two different ways of measuring the same interruption, Sprint will issue a service credit for the method which results in a greater credit.

### **6. MAXIMUM SERVICE CREDITS**

#### **6.1 MONTHLY SERVICE CREDIT**

Service Credits issued in any month for Domestic Sprint Voice Services under this SLA or the combined cumulative total of any other Domestic Voice Services SLA under this Agreement will not exceed 5% of Customer's total monthly usage charges for the affected Domestic Voice Service or \$5,000, whichever is less. Sprint will only issue credit for one Service Level Agreement per DAF within the same month.

#### **6.2 YEARLY SERVICE CREDIT**

The combined cumulative total of Service Credits issued during a Contract Year under this SLA or the combined cumulative total of any other Domestic Sprint Voice Services SLA under this Agreement will not exceed 20% of Customer's Annual Usage Charges for the affected DAF.

### **7. EXCLUSIONS**

The following conditions are specifically excluded from coverage under this SLA:

- A. Scheduled maintenance from 11:00 PM to 7:00 AM, local time where each customer site is located. (Sprint's scheduled maintenance is primarily non-Customer impacting and seamless to the Customer. The dynamic nature of the Sprint Voice Network allows for maintenance with very minimal impact to Customer's service. Of those rare occasions where an outage occurred, the average downtime has historically been 5-15 minutes. Sprint will attempt to minimize maintenance,

and Sprint shall make reasonable efforts to notify Customer in advance of its target window for any major scheduled network event, such as a switch upgrade.)

- B. Failure of Customer-provided local access facilities used to access the network
- C. Failure of any components beyond customer's side of either the access provider demarcation or the CSU/DSU/channel bank if Sprint-provided
- D. Switched access facilities (exception: Network Outage Time caused by Sprint Network failures will be included)
- E. Failure of any components that Sprint cannot correct because customer is inaccessible or does not release the service(s) for testing and/or repair
- F. Troubles resolved as "No Trouble Found"
- G. Force majeure events
- H. Customer's negligence or willful misconduct or the negligence or willful misconduct of others authorized by Customer to use the Domestic Voice Services
- I. Outages of less than one minute
- J. Failure of any non-Sprint provided equipment on Customer premises

#### 8. ELIGIBILITY/APPLICABILITY

This SLA is effective as of September 29, 2003, and applies to all Domestic Voice Service customers, except customers with non-standard configurations and in cases where a previous Domestic Voice Service SLA is incorporated in writing into a Sprint agreement. Sprint reserves the right to amend this SLA from time to time.

#### 9. DEFINITIONS

- A. Availability – percentage of time during a calendar month in which Voice Services are available for use by Customer, less no access and hold time, per Severity 1 and Severity 2 tickets in Sprint's Trouble Reporting System for a particular Voice DAF.
- B. Contract Year – the 12-month billing period commencing on the first day of the month after Customer's Sprint Voice Services agreement is effective and each successive 12 month billing period.
- C. DAF – Dedicated Access Facility
- D. Grade of Service - Sprint's Grade of Service (GoS) of P.005 indicates ≤ five calls blocked per 1,000 callers. The Sprint Account Team will measure, upon Customer request, the monthly GoS from Sprint internal switch performance reports.
- E. Grade of Service Calculation Methodology

$\frac{\text{Total number of calls blocked during each busy hour}}{\text{Total number of calls during each corresponding busy hour}} = \text{Grade of Service}$
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- F. Mean Time to Repair – monthly average of the time taken between opening and restoring service for all Trouble Tickets designated as Severity 1 (S1) and Severity 2 (S2) in the Sprint's Trouble Reporting System for a particular Voice DAF, less no access and hold time.
- G. Mean Time to Repair Calculation Methodology

Sum of minutes between opening & restoring of all S1 & S2 trouble tickets during the calendar month	=	Monthly MTTR
Total number of trouble tickets during the calendar month		

Note: calculation always assumes a 30-day calendar month.

H. Measurement Period – the period within one calendar month.

I. Network and DAF Availability Calculation Methodology

$(24 \text{ hours} \times 60 \text{ minutes} \times 30 \text{ days}) - \text{outage time (minutes)}$	=	Network Availability
$(24 \text{ hours} \times 60 \text{ minutes} \times 30 \text{ days})$		

Note: calculation always assumes a 30-day calendar month.

J. Outage Time - time measured from opening a Sprint trouble ticket for a DAF until restoring service for the affected DAF, less no access and hold time, as recorded as a Severity 1 or Severity 2 condition in the Sprint Trouble Reporting System.

K. POP – Point of Presence

L. Severity/Priority 1 & 2 - Sprint has established a system for prioritizing service problems based on the severity of the problem reported. Considering the problem description, Service Management Center (SMC) Representatives determine and assign the severity at ticket entry. Severities normally remain constant through the duration of the ticket. The following guidelines apply:

Severity 1/Priority 1: Critical Impact

Total out of service condition at multiple sites

Host line down

Circuit available for immediate intrusive testing (host site)

Severity 2/Priority 2: Major Impact

Remote site circuit/service down

One of multiple circuits down

Inability to use VPN on-net services

Circuit available for immediate intrusive testing (remote site)

M. Ticket Open and Ticket Restore - A trouble ticket is deemed open when the appropriate Sprint personnel receive notification of a trouble. A ticket is deemed restored when the repair agency restores the service and confirms with the customer. No access time is considered during those periods of time when Sprint has no access to the site and/or personnel at the site. Hold time is the amount of time between the time the customer is notified of the repair and the time when the ticket is closed.

N. Service Credit – one day of credit is equal to 1/30 of the monthly usage charged for voice services on the affected DAF during the month of the occurrence. Calculation always assumes a 30-day calendar month. N-days service credit is equal to 1-day service credit multiplied by N, where N is the number of days of credit. Note: In cases where Customer utilizes multiple Sprint Voice Services on a DAF, credit will be given based on the usage charged for the affected service(s), e.g., if both Toll-free and VPN calls are carried on one DAF and only the Toll-free service is negatively affected, the credit will be calculated based solely on the Toll-free usage charged on that DAF during the month of the occurrence.