

CBTS
Service Attachment 1
Amendment 5

This Amendment to Service Attachment 1, is between Cincinnati Bell Technology Solutions, Inc ("CBTS" or "Service Provider") having an office at 4600 Montgomery Rd – Suite 400, Cincinnati, Ohio 45212-2600, and the State of Ohio, Department of Administrative Services ("the State"), having its principal place of business at 30 East Broad Street, 40th Floor, Columbus, Ohio 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 January 18, 2012.

Purpose: The purpose of this Amendment is to make revisions to Amendment 2 of Service Attachment 1, dated May 20, 2013, specifically, provisions in Section 5.

Replace Sections 5.3, 5.4.1, and 5.10 of Amendment 2 to Service Attachment 1 titled 'Contact Call Centers' with updated language below. Also replace any language amended in Amendment 3 to Service Attachment 1 that is regarding language modification for Sections 5.3 and 5.10 with updated language below.

5. Pricing Tables

5.3 Consumption Audits

5.3.1 Quarterly Telephony Profile Audit

Service Provider will perform quarterly audits regarding the State's total telephony profile counts and adjusts pricing per profile accordingly. Audit reports will be submitted to the State for their review.

5.3.2 Monthly Contact Center Audit

Service Provider will perform monthly audits regarding the State's Contact Center usage and provide the State with reports of any usage in excess of ordered items based on usage measurements defined in sections 5.3.2.1 and 5.3.2.2 of this document.

In the event that a Subscribing Entity is reported to be using items in excess of items that have been ordered by that Subscribing Entity, the Subscribing Entity will place an order for the excess capacity used prior to the close of the billing period subsequent the report of the excess usage. Orders placed in response to excess usage reports will be applied to the tenant's account retroactive to the first day of the month in which the excess use occurred.

5.3.2.1 Basic Contact Center Audit Data Points

Service Provider will capture and audit the following data points related to Basic Contact Center service usage

Basic Contact Center Data Point	Description
Concurrent IVR Port Usage per Subscribing Entity	The sum of active calls to all Interactive Voice Response Applications belonging to a given Subscribing Entity at any moment in time. Interactive Voice Response Application refers to scripted call treatment implemented within the Contact Center platform for the purpose of menuing, queuing prior to call delivery to agent, or other automated self-service functions.

5.3.3.1 Enhanced Contact Center Audit Data Points

Service Provider will capture and audit the following data points related to Enhanced Contact Center service usage

Enhanced Contact Center Data Point	Description
Concurrent IVR Port Usage per Subscribing Entity	The sum of active calls to all Interactive Voice Response Applications belonging to a given Subscribing Entity at any moment in time. Interactive Voice Response Application refers to scripted call treatment implemented within the Contact Center platform for the purpose of menuing, queuing prior to call delivery to agent, or other automated self-service functions.
Concurrent Agent Logins per Subscribing Entity	The sum of all agent and supervisors belonging to the a given tenant which are logged into desktop or web-based applications capable of controlling agent availability for distribution of contacts routed by the Contact Center platform, at any moment in time.

5.4. Call Categories

5.4.1 On Network Calls

On Network calls refer to calls placed from Next Generation Telephony Service (NGTS) Service devices, not participating in Enhanced Contact Center services, to NGTS Service devices or SIP Call Paths on the NGTS Service Network. Calls from NGTS Service devices participating in Enhanced Contact Center services to other NGTS Service devices will be considered On Network. On Network calls within the NGTS network are VoIP calls and are placed via SIP to another VoIP Subscriber and has unlimited usage.

5.4.3 Off Network Interstate, International Long Distance Call, and Dedicated Inbound Only Toll Free

An Off Network Interstate long distance call is identified as a call made within the United States borders but outside the Ohio state lines. An Off Network International long distance call refers to a world-wide call made to any country that is outside the United States borders. These types of Off Network calls do not count towards the MOU.

The Dedicated Toll Free Inbound Only Add-On allows connection to the PSTN and offers existing profile, SIP and Contact Call Center users (Subscribers) a viable alternative to traditional PSTN connectivity. This also allows a Subscribing Entity to supplement a service to the existing NGTS service as an Add On item that is invoiced as a line item on the same bill.

Type of Call	Flat Rate
Interstate Long Distance	\$.012 per minute
International Long Distance	Refer to Exhibit F of Service Attachment 1 for Rates
Dedicated Toll Free Inbound	\$.0135 per minute
Any Inbound call to the Enterprise Contact Center	\$.0135 per minute

5.10 Contact Centers

These features are frequently associated with functionality used in most Contact Call Centers. These are treated as special projects in the VoIP Agency Migration Process and are defined below.

Key Term	Description
Automatic Call Distribution (ACD)	Refers to a feature that route calls based upon caller identification, dialed number, time of day, and custom defined parameters established in an IVR (Interactive Voice Response) program script. As stated elsewhere in this Amendment, this requires a basic or enhanced profile and is available after a minimum of 200 profiles are established.

ACD Agent	Refers to an employee of a Contact Call Center. Due to the unique features associated with this function, this is also referred to as an <i>agent profile</i> .
Contact Call Center	Refers to a telecommunications workgroup or organization that provides customer service over the telephone. A contact center (also referred to as a <i>customer interaction center</i> or <i>e-contact center</i>) is a central point in an enterprise from which all customer contacts are managed. The contact center typically includes one or more online call centers but may include other types of customer contact as well, including e-mail newsletters, etc. Example: A helpdesk. <i>Note: These are treated as professional service engagements and/or projects that include a separate TSR and Statement of Work (SOW) and quoted as an Individual Case Basis (ICB).</i>
Interactive Voice Response (IVR)	IVR is a telephony technology in which someone uses a touch-tone telephone to interact with a database to acquire information from or enter data into the database. (As defined in Webopedia.com)

Outbound Dialer per Port (ODP)	Also known as <i>Predictive Dialer</i> refers to an automatic dialing service to establish a connection. It automatically calls a list of telephone numbers in sequence, screening out no-answers, busy signals, answering machines and disconnected numbers while predicting the point at which a human caller will be able to handle the next call.
Quality Monitoring Per Agent	Refers to a service to enable the evaluation of all business conversations regarding criteria of quality determined by the company in a standardized and comparable way. This may include selective recording of calls (voice and screen) according to a variety of user-defined or project-specific parameters.

5.10.1 Basic Contact Center Costs

The features below are based on a minimum of 200 Profiles located in a contact call center. The *IVR per Port* and *Outbound Dialer per Port* rate is based on a minimum of 200 Agent Profiles.

Feature	Rate Per Month
Contact Call Center Features	
ACD per Named Agent	\$31.20
IVR Port	2 ports per named agent included
Outbound Dialer per Port	1 port per named agent included
Quality Monitoring per Named Agent	\$9.41

5.10.2 Enhanced Contact Center Costs

The features below are based on a minimum of 600 Profiles located in a contact call center. IVR port inclusion per agent profile refers to the State's aggregate monthly profile count, not individual tenants of the platform.

5.10.2.1 Monthly Costs

Feature	Rate Per Month
Contact Call Center Features	
ACD per Concurrent Agent	\$67.76
IVR Port	2 ports included with first 600 Agent profiles (these need activated prior to 6/30/2015)
	1 port included with each Agent profile beyond 600.
	\$78.76 per port beyond Agent inclusion
Quality Monitoring per Named Agent	\$9.41

5.10.2.2 Per-use Costs

Feature	Per-Use Cost
Contact Call Center Features	
90 day per ACD Agent concurrency burst	\$1140.00
90 day per IVR Port concurrency burst	\$1285.00

5.11 Equipment Purchase Options

Equipment may be purchased through the Hardware Catalog available online at:

http://www.cbts.net/assets/PDFs/Custom%20Documents/NGTS_Hardware_Catalog.PDF

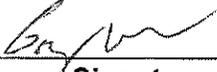
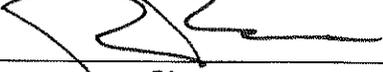
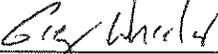
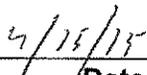
The hardware elements and the purchase prices in the Catalog will be accurate and reflect exact cost to the purchaser at the time of TSR submission. Changes to the Catalog for both elements and price will be governed, monitored, and approved by the State of Ohio DAS/OIT designee. Subscribers are not required to purchase from the Catalog. Purchases by Subscribers through the Catalog may be subject to Controlling Board approval depending on total cost.

Definitions

Subscriber	The term "NGTS Subscriber" is used throughout the NGTS platform to indicate a consumer of the NGTS service. The term "Subscriber" could reference a VOIP phone user, a call center agent, a fax line or any similar component of any NGTS service.
Subscribing Entity	The term "Subscribing Entity" is used in reference to Agencies, Boards, Commissions, Universities, Schools and other such entities who are entitled by the Ohio Cooperative Purchasing Program to consume NGTS services under the State of Ohio Master Services Agreement. Subscribing Entities contain Subscribers.

SIGNATURE PAGE TO FOLLOW

In Witness Whereof, the Parties have executed this Amendment, which is effective on the date the State's duly authorized representative signs it on behalf of the State, ("Effective Date").

CBTS	STATE OF OHIO, DEPARTMENT OF ADMINISTRATIVE SERVICES
 Signature	 Signature
 Printed Name	Robert Blair Printed Name
 Title	DAS Director Title
 Date	 Effective Date
Federal Tax ID	