

AGILE
Amendment 2 to Service Attachment 1

This is Amendment 2 to the Service Attachment 1 to the Master Service Agreement between the State of Ohio, The Department of Administrative Services ("the State"), and Agile Network Builders, LLC. ("Service Provider")

WHEREAS, The Service Provider and the State entered into a Contract signed by the State on March 9, 2012 for the provision of Agile Ohio Network Connect Services; and the Service Provider and the State hereby agree to modify the Contract as follows:

1. Page 6 of the Contract shall be amended to add the following option Section 3.5.

3.5 On Demand Connect Services

This optional Service provides the availability of a circuit to be installed at any site covered by the Ohio Network as a backup connection ("On Demand Connect Service") in case of an event in which the Subscribing Entity loses its primary source of connectivity. The On Demand Connect circuit will be installed by the Service Provider at the Subscribing Entity's location of interest and be placed on standby until activated by the Subscribing Entity. Upon activation, the On Demand Connect circuit will be made live until the Subscribing Entity instructs the Service Provider to return the circuit to a state of standby. The Service Provider will charge an NRC for the installation and construction of each site that On Demand Connect Services are ordered, as well as a standby MRC for months on which the Service is on standby. Upon activation, the On Demand Connect circuit would be charged to the Subscribing Entity at the Active MRC rate for the month(s) activated. For each activation, each partial or full 30 day period will be considered one month for billing purposes. Any time the On Demand Connect circuit is activated by the Subscribing Entity, the Service Provider will charge a minimum of one month's payment at the Active MRC rate. All circuits are preconfigured and would be charged at the rates specified in section 6.5. Orders for On Demand Connect Services must have a minimum Service Term of twelve months.

3.5.1 Billing Example

If service is activated by the Subscribing Entity for up to 30 days, the Service Provider will bill for one month at Active MRC rates. On the 31st day of the circuit being active, the Service Provider will bill for two months at Active MRC rates.

3.5.2 Procedure of Installation

Service Provider will coordinate with the Subscribing Entity at the time of installation to fully provision and test the On Demand Connect Service to ensure that VLAN assignments and end to end circuit provisions will be active upon transition from Standby mode to Active mode.

3.5.3 Standby Monitoring

The Service provider will proactively monitor the circuit and respond to issues in accordance to Section 4.3.

3.5.4 Procedure of Activation

On Demand Connect Services will be activated from Standby mode and converted to Active mode by one of the following methods:

- Using the appropriate Circuit ID, the Subscribing Entity contacts the Service Provider's NOC requesting that the On Demand Connect Service be activated.
- Optionally, the Service Provider may provide the ability for a Subscribing Entity to turn the circuit to Active mode without the needed involvement of the Service Provider.

For billing purposes, the Service will be considered to be in Active mode at the time and date that the Subscribing Entity places the call to the Service Provider and Service is activated. Within one business day of the On Demand Connect Service being activated, the Subscribing Entity must place a change of Service Order in the TSR system for the activated Service.

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Upon a change to Active mode the Service Provider will alert the Subscribing Entity via email or other communications.

3.5.5 Lead Time

From the time that the Service is activated as detailed in 3.5.1, the Service Provider will turn On Demand Connect Service to Active mode within 30 minutes of the Subscribing Entity's phone call being placed. Circumstances may arise where turn up of the services may be delayed. The Service Provider will work with the subscribing entity to cure the delay as quickly as possible.

3.5.6 Procedure of Deactivation

On Demand Connect Services will be deactivated upon the Subscribing Entity:

1. Contacting the Service Provider's NOC requesting that the Service be returned to Standby mode; and
2. Placing a change of Service Order in the TSR system to request that their On Demand Connect Services be returned to standby mode.

For billing purposes, the Service will be considered deactivated on the date that the Subscribing Entity placed the phone call to the Service Provider's NOC. Active Service will be deactivated if the Subscribing Entity fails to place a change of Service order in the TSR system within one business day of the Service Provider activating the circuit.

3.6 Managed Router Services

This optional Service provides the State with the ability to purchase Managed Router Services from the Service Provider. The Managed Router Service provides Subscribing Entities with end to end network management and monitoring.

Managed Router Features:

- **Router Install and Configuration:** The Service Provider handles router configuration, installation, maintenance, and repair.
- **Configuration Management:** Back up the Subscribing Entity's router's configuration so changes are not lost if an outage occurs.
- **Change Management:** Network moves, adds or changes are managed for the Subscribing Entity.
- **Hardware Replacement:** Subscribing Entity may choose from either next business day or 4-hour replacement.
- **Security:** Firewall protection to block unwanted Internet traffic and unauthorized access.
- **Router Reporting:** Service Provider will provide monthly utilization reports upon request from the Subscribing Entity.
- **24x7x365 Support:** Managed Router Services are supported via the Service Provider's NOC

Managed Router Service requires a Service Provider approved router device.

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2. Page 13 of the Contract shall be amended to add the following pricing Section 6.5 and Section 6.6.

6.5 On Demand Connect Services

This optional Service provides On Demand Connect Services as described in Section 3.5 at the following prices and bandwidths:

On Demand Circuits*			
SLO	Install Fee	MRC – Standby	MRC - Active
ONB 5 (5 x 5)			
Standard	\$1,500	\$43	\$610
ONB 10 (10 x 10)			
Standard	\$1,500	\$43	\$790
ONB 15 (15 x 15)			
Standard	\$1,500	\$43	\$925
ONB 25 (25 x 25)			
Standard	\$1,500	\$43	\$1075
Higher Speed Bandwidths may be available but will be treated and priced on an Individual Case Basis.**			

*Construction Charges May Apply

** Availability will be determined at time of request

6.6 Managed Router Services

The charges for this optional service include a one-time Engineering and Installation Fee, determined on an Individual Case Basis, plus a monthly recurring cost as detailed in the table below.

Managed Router Services						
SLO Level	60 Months		36 Months		12 Months	
	MRC	Engineering / Install Fee	MRC	Engineering / Install Fee	MRC	Engineering / Install Fee
Edge Managed Router Service						
Standard	\$25	ICB	\$33	ICB	\$42	ICB
Enhanced	\$28	ICB	\$37	ICB	\$46	ICB
Premium	\$31	ICB	\$42	ICB	\$52	ICB
Aggregation Managed Router Service						
Standard	\$75	ICB	\$100	ICB	\$125	ICB
Enhanced	\$83	ICB	\$110	ICB	\$138	ICB
Premium	\$94	ICB	\$125	ICB	\$156	ICB
Core Managed Router Service						
Standard	\$150	ICB	\$200	ICB	\$250	ICB
Enhanced	\$165	ICB	\$220	ICB	\$275	ICB
Premium	\$188	ICB	\$250	ICB	\$313	ICB

*SLO levels listed refer to MTTR and Maintenance Notification sections of Section 9.

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3. These Amendments shall become effective as of the date of State's signature and shall remain in full force and effect for the Term of the Contract. Except as modified by this Amendment, all of the terms and conditions of the Contract shall remain in full force and effect.

Signature Page to Follow

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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").

<p>AGILE NETWORK BUILDERS</p> <p> _____ Signature</p> <p> _____ Printed Name</p> <p> _____ Title</p> <p> _____ Date</p>	<p>STATE OF OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</p> <p> _____ Signature</p> <p>Robert Blair/srd _____ Printed Name</p> <p>DAS Director Assistant Director/State CIO _____ Title</p> <p> _____ Effective Date</p>
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