

**Proposed  
Service Attachment 4  
Fax to Email (F2E)**

**1. Service Overview**

In addition to the eligible services provided under Service Attachment 1, Voice over Internet Protocol (VoIP) Managed Services, the Service Provider is offering *Fax to Email (F2E) Service Attachment 4* to State of Ohio eligible Subscribing Entities. F2E provides the opportunity to go paperless with secure, efficient, and reliable electronic fax communications.

**2. Description of Service**

Fax to Email (F2E) is a 100% outsourced and managed email-based faxing service that allows employees to send and receive faxes as electronic messages, directly from their email accounts – anytime, anywhere.

**3. Standard Service Feature**

The feature descriptions are provided below.

Figure 1 Basic Feature Set

<b>Feature</b>	<b>Description</b>
Fax2Email (F2E)	<p>This is the basic integrated desktop messaging service that enables users to send and receive faxes within their email client without any hardware or software. Subcomponents include:</p> <ul style="list-style-type: none"><li>• API Integration – A full suite of SOAP-based XML APIs allows integration into virtually any application where customization or automation is required. Integrate fax communications with existing applications and processes.</li><li>• Microsoft Integration Toolbar- This provides the user the ability to directly send an email fax from Outlook, Word, Excel or PowerPoint.</li><li>• On-demand Fax Messaging-Delivers an interactive PDF to allow editing.</li><li>• Web-Based Administrator Tool- the web-based tool allows administrators to manage user onboarding and permissions. The same tool provides a user interface that enables users to send, receive, and track their faxes.</li><li>• Mobile Access- It enables the mobile professional to print or fax documents anywhere. Print or fax any attachment type to a fax machine or printer from your mobile devices. Search the directory for recently used fax numbers to and check delivery status to confirm receipt.</li></ul>

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**4. Optional Service Features**

Additional features are described below.

Figure 2 Enhanced Feature Set

<b>Feature</b>	<b>Description</b>
PDF Editor	This optional feature allows the user the ability to search, edit, stamp, and digitally sign a PDF document.  This feature may be requested for an individual user.
Enhanced Security	This optional feature provides encryption level protection of data transmission through a safeguarded connection.  This is offered at the Subscriber Entity Account Level with written State Authorization.

**Enhanced Security**

This feature is offered on a Subscribing Entity Account level that is subject to State written authorization.

A Virtual Private Network (VPN) refers to a network that is constructed by public wires usually connected to the Internet and then connected to a private network, such as a company's internal (private) network. It uses the Internet as the medium for transporting data and uses encryption and other security mechanisms to ensure that only authorized users can access the network and that the data cannot be intercepted.

The Forced Transport Layer Security (TLS) Set-Up Fee is a one-time non-recurring charge (NRC) cost for the secure connection.

*Note: This TLS fee is a one-time setup charge for all users sending and receiving faxes from the Subscribing Entity Account (SEA) number.*

The Private VPN Setup Fee is a one-time NRC cost for access and configuration to the secure network.

*Note: Similar to Forced TLS, this added security feature is available to all users associated with the SEA number.*

The VPN Maintenance Fee is a per Subscribing Entity Account monthly recurring charge (MRC) to insure access, connectivity, availability and technical support of the service of the Subscribing Entity account number.

**5. Fee Structure**

This is a three tier pricing structure that is based on the aggregate number of total State users.

<b>Fax2Email – Tier 1 Pricing</b>	<b>Cost</b>
US One-Time Set-Up Fee, Per User	Waived
US Monthly Mailbox/DID Fee, Per User	\$0.97
US Inbound Rate Per Page	\$0.045
US Outbound Rate Per Page	\$0.045
US Monthly Subscription Fee Outbound Only, Per User	\$0.0325

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Minimum Monthly Purchase Obligation (Aggregate Payment)	\$100.00
* PDF Editing fees are in addition to all other applicable fees	
Invoice Fee	<input checked="" type="checkbox"/> Electronic - No Charge <input type="checkbox"/> Paper - \$25 per month

<b>Fax2Email – Tier 2 Pricing</b>	<b>Cost</b>
US One-Time Set-Up Fee, Per User	Waived
US Monthly Mailbox/DID Fee, Per User	\$0.97
US Inbound Rate Per Page	\$0.038
US Outbound Rate Per Page	\$0.038
US Monthly Subscription Fee Outbound Only, Per User	\$0.0325
Minimum Monthly Purchase Obligation (Aggregate Payment)	\$4,000.00

<b>Fax2Email – Tier 3 Pricing</b>	<b>Cost</b>
US One-Time Set-Up Fee, Per User	Waived
US Monthly Mailbox/DID Fee, Per User	\$0.97
US Inbound Rate Per Page	\$0.0325
US Outbound Rate Per Page	\$0.0325
US Monthly Subscription Fee Outbound Only, Per User	\$0.0325
Minimum Monthly Purchase Obligation (Aggregate Payment)	\$7,500.00

*Notes: Reserved numbers will be charged the same rate per active number per country.  
Standard international rates shall apply.*

**PDF Editor**

<b>Service Item Description</b>	<b>MRC</b>	<b>NCR</b>	<b>Per Unit Cost</b>
PDF Editor User Fee Per Activated Mailbox	\$ .65		
PDF Editor Per Page Uplift Fee (Inbound Only)			\$0.013
PDF Editor Mailbox Activation Fee (Per event)		\$1.30	\$1.30

**Enhanced Security Options**

<b>Service Description</b>	<b>Cost</b>
Forced Transport Layer Security Set-Up (One-Time Per SEA User Fee)*	\$250.00
Private VPN Setup (One-Time Per SEA User Fee)*	\$750.00
VPN Maintenance Fee (Monthly Per SEA User)*	\$100.00

\*This is charged per Subscribing Entity Account user.

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**Operating Fees and Service Penalties**

<b>Service Item Description</b>	<b>MRC</b>	<b>NCR</b>	<b>Per Unit Cost</b>
Porting Transmission Fee – Total Number x Per Unit Cost			\$3.70 Per DID
Port Cancellation 48 Hours Prior to FOC Penalty –Total Number x Per Unit Cost	Total x Per Unit Cost		\$82.00 Per DID
Port Cancellation After FOC Service Fee - Total Number x Per Unit Cost	Total x Per Unit Cost		\$7.60 Per DID

**6. Terms and Conditions**

There is a one-time set-up fee, payable by the Department of Administration (DAS) for the development and integration of administration required to support individual monthly invoicing for each Subscriber Entity.

**DAS Administration**

<b>Service Item Description</b>	<b>NCR</b>
Operational Integration Fee	\$39,000.00

Aggregate Payment – This refers to Minimum Monthly Purchase Obligation (MMPO) set for each Tier. The Service Provider agrees to report the monthly aggregate sum and will invoice subscribers, and then invoice DAS for the difference between that amount and the Aggregate Payment for any given month when the total sum of actual charges generated by Subscribing Entities does not exceed the minimum threshold.

1. Initial monthly minimum fee of \$100.00 per month until the overall usage/billing reaches \$5715.00 per month for two consecutive months. During this “ramp” period the per page rate is \$.045. Once the overall monthly usage/billing reaches \$5715.00 for two consecutive months, the monthly minimum fee will adjust to \$4000.00 per month. (30% less than monthly billing) At this time a new per page rate is activated and will be \$.038. The per page pricing will apply to all Subscribing Entities using the service, including those who are first adopters.
2. Once monthly usage/billing reaches \$10,715.00 or more for two consecutive months, the monthly minimum fee will adjust to \$7500.00 (30% less than monthly billing) and third tier pricing will be activated at \$.0325 per page. The per page pricing will apply to all Subscribing Entities using the service, including those who are first adopters.
3. This model mitigates the risk associated with monthly minimums and effectively removes extended budgetary commitments. The model will allow for the start of the onboarding process for State of Ohio agencies and at the same time allow for an unrestricted adoption and usage ramp period.
4. The monthly minimum fees should never exceed monthly usage/billing during the term of the Service Attachment.
5. Actual charges for a Subscribing Entity are itemized on monthly invoice, due and payable within 30 days of invoice receipt.

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6. When the sum of actual charges is less than minimum threshold, the Subscribing Entity is invoiced for the difference between actual billing and the Tier MMPO.
7. There is no late payment fee.

<b>Tier</b>	<b>Monthly Minimum Fee</b>	<b>Per Page Rate</b>	<b>DID/User Per Month Fee</b>	<b>One-Time Porting Fee</b>	<b>Monthly Billing</b>
1	\$100.00	\$0.045	\$0.97	\$3.70	\$0.00 - \$5714.00
2	\$4,000.00	\$0.0380	\$0.97	\$3.70	\$5715.00 - \$10,714.00
3	\$7,500.00	\$0.0325	\$0.97	\$3.70	\$10,715.00 +

**Example:**

Estimated Monthly Pages 250,000 at \$.0325 rate equals \$8125.00

Estimated Number of Users 5000 at \$.97 per user equals \$4850.00 (average of 50 pages per user x 5000 users equals 250,000 pages)

Total Monthly Spend equals \$12,975.00 or \$5475.00 more than monthly minimum

## 7. Additional Information

### Service Expectations

For a Subscribing Entity to elect *F2E service*:

- Email a request to [AskNGTS@cbts.net](mailto:AskNGTS@cbts.net) to meet with an NGTS Project Manager to discuss and review the available services.
- Complete a ServiceNow request to order the service.

Please refer to the Service Level Standards on the following page. CBTS Service Level Agreements standards stated in Service Attachment 1, Section 8 apply here as well.

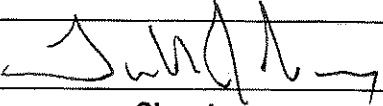
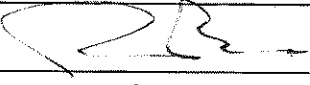
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SIGNATURE PAGE TO FOLLOW

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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").

<b>CBTS</b>	<b>STATE OF OHIO, DEPARTMENT OF ADMINISTRATIVE SERVICES</b>
	
<b>Signature</b>	<b>Signature</b>
Tim Lonsway	Robert Blair
<b>Printed Name</b>	<b>Printed Name</b>
Regional Director	DAS Director
<b>Title</b>	<b>Title</b>
5 - Jan - 2015	1/5/2015
<b>Date</b>	<b>Effective Date</b>
74-2724593	
<b>Federal Tax ID</b>	