CBTS
Service Attachment 1
Amendment 2

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 Service Attachment 1 dated June 22, 2012, specifically, the opening paragraph and provisions in Section 5.

Replace opening paragraph with updated language modifying the State's address:

> **This Service Attachment** (the "Service Attachment"), is between Cincinnati Bell Technology Solutions Inc. *and Affiliates* ("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 E. Broad St., 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.

Replace Section 5 of Service Attachment 1 titled 'Pricing Tables' with updated language below. Also replace any language amended in Amendment 1 to Service Attachment 1 that is regarding language modification for Section 5 with updated language below.

5. Pricing Tables

5.1 VoIP Monthly Telephony Service Profiles

A Profile refers to an individual identifier, Subscriber or setting that is directly associated with a specific device that represents a configuration of features. The different Subscriber profiles available are Basic, Enhanced, Miscellaneous and Analog. One SIP call Path also equals one Subscriber Profile. These different profiles make up the Profile Subscription Levels. There is a monthly flat rate fee, per profile, per month which is based on total number of profiles in use for the State of Ohio. As the number of profiles increases, the monthly flat rate fee decreases (Volume Discount).

5.1.1. Basic Features Plan
The Basic Features Plan Profile includes the seven standard features below:

Key Term	Description
Meeting Place Audio Conferencing	Refers to the Basic Features Plan component that offers up to 500 Moderators (This refers to a designated bridge number for a audio conference call in which the calling party wishes to have more than one called party listen and participant, This is a secured primary number that allows participants to join a bridge using an access code and participant pass code.
Core Telephone Functions	Refers to a list of over 40+ features such as call forwarding, mute, wait, hold, transfer, etc. that are described briefly in Section 3 of Service Attachment 1.
Voice Mail Functions	Refers to a category in the Basic Features Plan for Voice Mail systems that support audio. Users can leave spoken messages for one another and listen to the messages by executing the appropriate command in the email system. This also includes a feature to send an alert notice to a user's email with a .wav file of the voicemail message attached.

Point-to-Point (PtP) Video Conference	Refers to a Basic Features Plan component to include phone to phone video conferencing conducted over the Internet Protocol (IP).
Auto Attendant	Refers to a Basic Features Plan component that includes an Automated Attendant which is a function of a business telephone system that automatically greets callers with a prerecorded message. The call is then routed to the proper extension based upon menu options that the caller selects by pressing the appropriate keys on their telephone or by speaking particular words.
Cisco Emergency Responder	911 Enable assures that Cisco Unified Communications Manager sends emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call if necessary. In addition, the system automatically tracks and updates equipment moves and changes. Deploying this capability helps ensure more effective compliance with legal or regulatory obligations, reducing the risk of liability related to emergency calls as a result.
Integration Point with Microsoft Lync Instant Message (IM) or equivalent solution	Microsoft Lync is an enterprise-ready unified communications platform. Lync connects people everywhere, on Windows 8 and other devices, as part of their everyday productivity experience. It provides immediate access to instant messaging voice, and video. Lync 2013 users can also connect to anyone on Skype. This provides the user an integration point for connectivity.

5.1.2 Enhanced Features Plan

The Enhanced Features Plan consists of the seven standard features included in the Basic Features Plan and also includes Unified Communications, Multi-Point Video Conferencing and Informacast. These features are defined below.

Key Term	Description
Unified Communications (UC)	Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on multiple fixed and mobile devices, enabling easy collaboration from any workspace. This includes integration with the Microsoft Lync environment for remote call control.
Multi-Point Video Conferencing	Refers to a feature that allows three or more participants to sit in a virtual conference room and communicate as if they were sitting right next to each other.
InformaCast	InformaCast is the singlewire service that sends alerts to a pre-defined group of recipients of a non-audio (visual message) and an audio message broadcast. Supported InformaCast devices include IP phones, speakers (both analog and IP), desktops, etc. that have the ability to receive a text and/or audio message whenever a monitored call is dialed.

5.1.3 Volume Discount

A Volume Discount offers the State discounted prices as the number of profiles increase. Volume discount prices apply to the total number of State Subscribers (Total State Subscribers) for Basic or Enhanced Features Plan. The per profile per month fee decreases as the number of Total State Subscribers increases. Refer to the table below.

5.1.3.1 Volume Discount Costs for Basic and Enhanced Profiles

Total State Subscribers	Basic Features Plan Per Profile Per Month	Enhanced Features Plan Per Profile Per Month
1 - 20,000	$13.00	$19.40
20,001 - 30,000	$12.86	$19.26
30,001 - 40,000	$12.73	$19.13
40,001 - 50,000	$12.61	$19.02
50,001 - 60,000	$12.47	$18.90
60,001 - 70,000	$12.42	$18.84
70,001 - 80,000	$12.36	$18.74
80,001 - 90,000	$12.33	$18.66
90,001 - 100,000	$12.28	$18.58
100,001 - 110,000	$12.21	$18.53
110,001 - 120,000	$12.13	$18.47
120,001 - 130,000	$12.07	$18.42
130,001 - 140,000	$11.97	$18.34
140,001 - 150,000	$11.89	$18.29
150,001 - 160,000	$11.81	$18.26
160,001 - 170,000	$11.77	$18.21
170,001 - 180,000	$11.70	$18.15
180,001 - 190,000	$11.65	$18.12
190,001 - 200,000	$11.57	$18.07
Greater than 200,000	$11.53	$18.00

5.1.4 Miscellaneous Profile

A Miscellaneous Profile is a profile with minimal functions which does not have voice mail or conferencing capability. On Network and Off Network calls can be made to and from these numbers. The Off Network Local and Off Network Intrastate calls will count towards the Minutes of Use (MOU). Miscellaneous profiles are for devices that need minimal functionality and are normally located in common areas, such as a hallway, break rooms, etc. Below is the pricing table which is based on the total number of profiles in use for the contracted Service.

5.1.4.1 Miscellaneous Profile Pricing Table

Miscellaneous Profiles	Flat Rate Per Profile / Per Month
1 - 1,000	$9.78
1,001 and above	$9.31

5.1.5 Analog Profile

Analog profile refers to the use of a phone handset-to-Ethernet adapter that allows traditional (analog) telephone devices to be used with Voice over IP (VoIP) services and equipment. The adapters are roughly the same size as a home Internet router or small desktop device and contain one or more traditional phone jack ports. The analog device plugs into the adapter, which then communicates with an Internet router via an Ethernet connection. The supporting Analog Telephone Adaptor (ATA), a device that converts analog telephone signals into another format (such as digital Internet protocol), is provided by the Service Provider at no charge to the customer. One use for an Analog Profiles is a fax machine. There is no Volume Discount related to these types of profiles. Below is the Analog Profile cost.

5.1.5.1 Analog Profile Cost

Analog Profile	Flat Rate Per Month
Analog Port	$7.27

5.1.6 Shadow Line Appearance or Secondary Line Profile

The Shadow Line Appearance (also referred to as a phantom line) is a secondary line (similar to a Centrex direct line) that displays on an individual profile primary phone. Example: The user may dial out on a secondary line and still receive calls on a primary number. This is also referred to as a direct private line.

5.1.6.1 Secondary Line Profile Cost

Secondary Line Profile	Flat Rate Per Month
Secondary Line Profile	$7.27

5.2 Profile Subscription Levels

Service Provider, in partnership with the State of Ohio, has agreed to a minimum profile subscription level once the State of Ohio has sent written confirmation of acceptance of the Service. Profiles that will be included within the minimum subscription level are Basic, Enhanced, Miscellaneous, Analog and SIP Call Path. Below defines the minimum profile subscription levels. Service Provider will bill the appropriate Subscribing Entity.

1. The Service Provider invoices for a minimum of 12,500 profiles by the third (3) month of the Service with an 80 / 20 ratio of Basic (includes Miscellaneous and Analog) / Enhanced profile mix.
2. The Service Provider invoices for a minimum of 50,000 profiles by the eighteenth (18) month of the Service with an 80 / 20 ratio of Basic (includes Miscellaneous and Analog) and Enhanced profile mix.
3. If the actual profile ratio exceeds the 80 / 20 mix, the Service Provider bills at the actual ratio mix.

The State will be responsible for payment of shortages if the thresholds stated above are not met within the specified time frames. The Service Provider will submit monthly reports regarding the ratio mix to the State and invoices will be sent to the appropriate Subscribing Entity.

Service Provider and the State has agreed to not include the holiday weeks of Thanksgiving, Christmas and New Year's for calendar years 2012, 2013 and 2014 for the achievement of the minimum profile subscription levels. Service Provider will add three (3) calendar weeks after the Service acceptance to achieve targets for both the 12,500 and 50,000 profile subscription levels.

5.2.1 Profile Subscription Calculation Exemption Dates

2012 Public Holidays	Monday	Sunday
Thanksgiving	19-Nov-2012	25-Nov-2012
Christmas	24-Dec-2012	30-Dec-2012
New Year's	31-Dec-2012	6-Jan-2013
2013 Public Holidays	Monday	Sunday
Thanksgiving	25-Nov-2013	1-Dec-2013
Christmas	23-Dec-2013	29-Dec-2013
New Year's	30-Dec-2013	5-Jan-2014
2014 Public Holidays	Monday	Sunday
Thanksgiving	24-Nov-2014	30-Nov-2014
Christmas	22-Dec-2014	28-Dec-2014
New Year's	29-Dec-2014	4-Jan-2015

5.3 Quarterly Audits

Service Provider will perform quarterly audits regarding the Total State Subscribers and adjust pricing per profile accordingly. Audit reports will be submitted to the State for their review.

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 to NGTS Service devices and also include SIP Call Path on the NGTS Service Network. Calls on the NGTS network are VoIP calls and are placed via SIP to another VoIP Subscriber and has unlimited usage.

5.4.2 Off Network IntraState and Local Call / Minutes of Use (MOU)

An Off Network call is a call that is made to a number that is not on the NGTS network. An Off Network IntraState call is a call that is placed within the State of Ohio while an Off Network Local call is identified as a call that is placed within the same area code. Both of these types of calls are counted towards the MOU as part of the pricing schedule for MOUs. The Flat Rate Per Profile cost is determined by averaging the total number of minutes used by the total number of State profiles to produce an *Average MOU Per Profile*. Refer to table below.

Average MOU Per Profile	Flat Rate Per Profile
Up to 199	Included
200-399	$2.96 per month
400-499	$3.29 per month
500-749	$3.92 per month
750 and Over	$4.60 per month

5.4.3 Off Network Interstate and International Long Distance Call

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.

Type of Call	Flat Rate
Interstate Long Distance	$0.012 per minute
International Long Distance	Refer to Exhibit F of Service Attachment 1 for Rates

5.5. SIP Service and Setup

Session Initiation Protocol (SIP) is an application-layer control protocol; a signaling protocol for Internet Telephony. SIP can establish sessions for features such as audio/video conferencing and call forwarding to be deployed over IP networks, that enables Service Provider to integrate basic IP telephony services with Web, e-mail, and instant message services.

Key Term	Description
Call Path	Refers to a mechanism to allow voice, video, and data to be integrated over the same network. SIP provides the foundation for building converged networks that support seamless integration with traditional voice networks, email, the World Wide Web, and next-generation technologies such as instant messaging and 3rd Generation Partnership Project (3GPP) mobile networks. 1 SIP Call Path equals one Subscriber Profile.

SIP Service Fee	Refers to a SIP T1 charge for port access and call path use based on the total number of users. Service includes investigating alarms, applying patches or break-fix and incident repair, in the event of service disruption. Refer to Section 9.4.2 *Incident Repair – CBTS Provided Maintenance* in Service Attachment 1.
SIP Equipment Setup Fee	Refers to an initial one-time installation and configuration charge.
T1	Refers to a digital primary rate telephone multiplexing system that combines 24 channels of digitally coded speech or other subscriber data, at 64 kb/s for each such channel, with an 8 kb/s synchronization bit stream (the framing bits or F bits) into a 1.544 Mb/s bit stream.

The Service Provider Equipment and the SIP Service Fee is based on a 60-month commitment.

NGTS recommendations for Survivability Hardware Service Options are available for purchase or lease. The State may purchase hardware from another vendor and supported equipment requirements are detailed in the Hardware Catalog.

5.5.1 SIP Service Fee and Equipment Setup Cost
1 SIP Call Path = 1 Subscriber Profile

SIP Trunk Service for Total Number of Users	SIP Service Fee Rate Per Month	One Time SIP Equipment Setup Fee
SIP T1 Port and Access	N/A	N/A
SIP T1 Call Path for 0-500 Users	$23	$600.00
SIP T1 Call Path for 501-1000 Users	$21	$600.00
SIP T1 Call Path for 1001-2000 Users	$19	$600.00

1. Price is based on one (1) Concurrent Call Path for 6000 MOU maximum per month.
2. There is a one-time charge for equipment and Setup Fee per Subscribing Entity.
3. There is a Call Path monthly charge of $.008 per minute for each minute over the 6000 total maximum.
4. There is a monthly ported DIDs charge of $.50 per DID.

5.6 DID Number Profile Types

The rates listed below are for DIDs (designated ten-digit number) whether they are for Basic, Enhanced or Miscellaneous profile.

Types of DID Numbers	Description	Rate Based on 100 Total Subscribers Per Month/Per DID
Reserve/Not in Use	A reserved number refers to a DID that is generated and stored for future use, but has not been activated. Subscribing Entity can reserve a specific number or a range of numbers. No profiles are associated with these DIDs.	$ .50
Activated	Once the DID number has been activated it is now ready for use by the Subscribing Entity. An activated account is associated with a specific profile type.	See Table 5.1.3.1 & Section 5.2 for Analog
Deactivated	When a DID number is no longer needed but the Subscribing Entity wishes to keep the DID number, it can be placed in a Deactivated status instead of being Decommissioned. The DID number will no longer be active, allowing	$7.27

	Subscribing Entity to be kept the number for later use. There is a monthly administrative cost associated with this Deactivated number as long as it remains in the Deactivated status.	
Decommissioned	A decommissioned number is a DID that had a profile associated with it but has been terminated by the Subscribing Entity.	$0

Once a DID number is Activated, there is license and maintenance fee associated with the VoIP product. The fee for each profile takes into account the cost of the Service.

5.6.1 DID Life Cycle

Number Reserved Never in Use $.50 per month → Basic Activated $13.00 permonth → Basic Deactivated and Reserved but not in use $7.27 permonth → Basic Re-Activated $13.00 per month → Basic Decommissioned -0-

5.7 Meeting Place Audio Conferencing

Meeting Place is part of the Basic Profile and an integral component of the Cisco Unified Communications solution, Cisco Unified Meeting Place that incorporates multiparty discussions and application sharing into a broad range of communication scenarios.

Meeting Place is centrally delivered and accommodates up to 500 Moderator codes and 2000 concurrent lines for participants. The Moderator codes are used by a host (Coordinator) user of the bridge and is assigned by the State. Meeting Place offers unlimited minutes.

Example:
- If one Coordinator hosts a conference call with 2000 participants, this is the maximum access to that host bridge number within the same time period.
- If multiple Coordinators host conference calls totaling 1500 participants, then there are 500 participant lines remaining for that host bridge number for the other Coordinators use within the same time period.

Additional Moderator Codes for Coordinators can be purchased once the 500 Moderator Codes have been assigned.

5.7.1 Meeting Place Fees

Meeting Place Moderator Codes	Rate Per Code/Per Month
1 – 500 Coordinator /Moderator Codes	Included in the Basic Profile
501+ Coordinator/Moderator Codes	$6.61 per Profile

5.8 Site /Location Survivability Options

The survivable site options are based on the total number of State users that are managed by a State purchased device such as a router. There is a per-month per-device service fee for monitoring and management.

Key Term	Description
Management Service Fee	The monitor service includes path analysis and a diagnostic application that traces connectivity between two specified points on a network. It analyzes both physical and logical paths (Layer 2 and Layer 3) taken by packets flowing between those points. Service also may include investigating alarms, applying approved upgrades, patches or break-fix and incident repair, in the event of service disruption due to hardware or software events. Refer to Section 9.4.2 *Incident Repair – CBTS Provided Maintenance* in the SA1.
Equipment Service Plan	Refers to an equipment maintenance agreement that is based on 60 months of coverage included in the price of the Hardware.

Setup Fee	This is the initial design fee that is a one-time configuration charge that is applied to Service Provider equipment or State Owned equipment.
Survivability (SRST) and/or Survivable Site	Site Remote Site Telephony (SRST) is a Cisco term that refers to an Enhanced feature to ensure business continuity and customer satisfaction by providing reliable communications to branch offices, teleworkers, and cloud telephony deployments. Specifically, SRST* provides automatic failover to local SRST gateway in case of WAN failure. (Automatic failover is continued service without manual intervention.)
Enterprise Site 1351 + 1499 Users	An Enterprise Site refers to a small enterprise survivability site which is larger than the Large Survivable Site. An Enterprise Site can handle up to 1499 endpoints being supported by the SRST functionality and service with redundancy capability.
Enterprise Plus 1500 + Users	The Enterprise Plus refers to a larger enterprise survivability site which has 1500 users or more. The Enterprise Plus provides advanced capability which includes: • Communication Manager Software • Enhanced user experience in failover mode by maintaining phone displays and providing full call-control. • GUI interface to provision, monitor report on, and troubleshoot remote sites. • Automatic sync-up with Cisco call control for additions, deletions, and modifications of users and phones including transparent dial-plan synchronization. • Specialized on-premise redundancy for additional on-site applications. • Centralized management and control for all sites. • Calling rule restrictions continued in failover mode.

5.8.1 Site Survivability Costs By Size and Equipment Ownership

Survivable Site Size Based on Total Users	Service Provider Equipment by Site Size	One Time Configuration Setup Fee	State of Ohio Equipment. Monthly Management Service Fee / Device
Small Survivable Site (1 – 50 users)	$210.00	$631.00	$90.00
Medium Survivable Site (51 – 250 users)	$375.00	$927.00	$90.00
Large Survivable Site (251 – 1350 users)	$720.00	$1,518.00	$90.00
Enterprise Survivable Site 1351-1499 Users	$945.00	$2,462.00	$90.00
Enterprise Plus 1500 + Users	$1,890	$4,914.00	$90.00

Service Provider can provide Monthly Management Services for the purchased equipment for an additional cost of $90 per month per device.

5.9 Session Border Controller

The Session Border Controller is a device that refers to the provision of critical command functions to deliver trusted, first-class interactive communications – voice, video, multi-media sessions – across IP network borders.

5.9.1 SBC Purchase and Monthly Monitor Fees

Line	Qty	Part Number	Description	Unit Purchase Price	Extended Price	Per Month Monitor Fee
1	1	NNSD4500-4K-R-BUNDLE	Net-Net 4500 SD, up to 4000 sessions – base protocol (1 pair)	$ 308,846.42 *This is a one-time cost.*	$ 308,846.42	
2			SIP base protocol	Included	$ 0.00	
3			AC power options (300W)	Included	$ 0.00	
4			Secure services module – high speed (one per system max.)	Included	$ 0.00	
5			Routing licenses – 4000 session system	Included	$ 0.00	
6			Load balancing license – 4000 session system	Included	$ 0.00	
8			CPU2 option for NN4500 HA Systems	Included	$ 0.00	
8			Acme Packet Gold Warranty – 5 Year	Included	$ 0.00	
9	1		Monitor Fee for Session Border Controllers ($15,050 per HA Pair)			$15,050.00
				Subtotal	$ 308,846.42	$15,050.00
				Freight	TBD at Invoice	
				Grand Total	$ 308,846.42	$15,050.00

The Acme Packet Net-Net 4500 satisfies all of the functionality, scalability, availability and manageability requirements for the Service Provider and the State. The SBC technical description above provides a specific overview to insure the setup and monitoring of High Availability (HA) systems. The HA pairs are 2 ACME Packet 4500s at each data center location. As such, there are two pairs, and the per month monitoring fee per pair is $15,050.

5.10 Contact Call 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 *agent profile*.
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 *customer interaction center* or *e-contact center*) 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. *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).*
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 *Predictive Dialer* 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 Contact Call 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 Agent	$31.20
IVR per Port	Included
Outbound Dialer per Port	Included
Quality Monitoring per Agent	$9.41

5.11 Equipment Purchase Options

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

http://www.cbts.cinbell.com/docs/912/NGTS-IP-Phone-Matrix-v2

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.

5.12 Project Special Service Request

Consistent with ITIL V3 aligned Change Management and Service Request Management process, the Service Provider accepts a Service Request for additional service or functionality related to the VoIP SA1 offering. A Change Request or Service Request is submitted from the State which identifies and

provides a description or scope of work regarding project objectives. The Service Provider will develop Project level deliverables, create a Statement of Work (SOW) and submit a proposal to the State for review and approval.

Exhibit G of SA1 provides a standard Rate Card regarding labor and cost.

The sample in 5.8.1 shows a limited scope of work and level, based on a special project request.
These VoIP Special Projects will include a TSR and SOW, with cost and deliverables identified. Hardware costs for projects and special service requests associated with SA1 Managed Services are referenced in Exhibit G.

Projects for VoIP related services include, but are not limited to, the following examples:
- Contact Call Center design and build
- LAN/WAN design and build (SIP and Survivability)
- Hardware installation
- Security design build and implementation
- Site remediation services
- Any additional work related to NGTS Site service delivery.
- Phone installation fee is $25.00 per phone

5.12.1 Sample Statement of Work

Scope of Work	ID No. / Level	Professional Labor Skill Set Title	Exhibit G Rate Card (Per Hour)	Total Project Hours	Total Cost
ACD/IVR Outbound Dialer Programming	C126-4	Network Specialist (Master)	$135.85	120	$16,302.00
Onsite System Voice Engineer	C138-1	Voice/Data Comm. Engineer Entry Level	$73.93	1800	$133,074.00
Network Services for end-user location	C138-1	Voice/Data Comm. Engineer Entry Level	$73.93	1000	$73,930.00
Configuration and install (LAN/WAN/QoS/ Voice Data Readiness Assessments	C126-3	Senior Network Specialist	$104.39	400	$41,756.00
Network services to connect to customer solution to the State of Ohio network that are not included in monthly service packet rates	C136-2	Test Engineer-Journeyman	$76.26	80	$6,100.80
GRAND TOTAL				3400	$271,162.8

5.13 Training Options

Different training options are available and are listed below. All training materials are provided in softcopy, including the Quick Start User Guides. Printed training materials are provided upon request at an additional cost.

Course Curriculum	Description
Self-Paced Guides	Easy to read step/action instructions with print screens. The Self-Paced *Quick Start Guides* are provided in PDF softcopy.

Technical Solutions (TS) Training and Demo Center (self-paced)	This is a free website that provides video and audio training tutorials on the various IP phone models. It is located at: http://supportandtraining.com/stateofohio. Self-Paced Quick Start Guides for easy reference and instruction are provided for each IP phone type.
Web Ex Conference (Instructor lead)	Instructor is off-site to deliver training content through an existing video conferencing capability. This is conducted as a real-time session.
Computer Based Training or Classroom with instructor	This is conducted as a hands-on computer Session that is led by an instructor (15-20 per group). Each trainee has a workstation but can use his/her own laptop or any other workstation device. Devices are connected to simulate the work environment. Instructor demonstrates new features. Exercises include hands-on activities to perform tasks.
Train-the-Trainer (T3)	Content is delivered by an instructor to include tips for troubleshooting in addition to phone set-up and demonstrating feature content.

5.13.1 Curriculum Costs

In addition to providing a selection of courses, the course curriculum is customized for specific users. Training cost is charged on a per user per course basis.

Curriculum (Core)	Lab/ Classroom	TS Train-the-Trainer (T3)	Web Ex Conference	Self Placed Tutorial-URL Access*	PDF Quick Start Guides
Telecom Administrator	$151.20	$134.40	$100.00	Not available	Cisco.com
Help Desk	$151.20	$134.40	$100.00	Not available	Cisco.com
End-User	$151.20	$134.40	$100.00	Provided - No Charge	Cisco.com
Specialized User	$151.20	$134.40	$100.00	Not available	Cisco.com

5.14 OARnet SIP Transport Fee

OARnet SIP transport has now been included within the cost of each profile at no incremental charge to the State of Ohio. OARNet will receive twenty cents ($0.20) per profile per month from the Service Provider for these services.

5.15 Universal Service Fund

The 1996 Universal Service Fund (USF) Act states that all providers of telecommunications services should contribute to federal universal service in some equitable and nondiscriminatory manner. Universal Service Administration Company (USAC) is responsible for processing applications for support, confirming eligibility, and reimbursing telecommunications companies and Internet access providers for discounted services delivered to eligible schools and libraries.

Service Administrative Company (USAC) collects universal service contributions from telecommunications carriers and administers universal support mechanisms (programs) designed to help communities across the country secure access to affordable telecommunications services, including eligible schools and libraries. As

authorized under the FCC's rules, Cincinnati Bell will include a separate line item charge on monthly bills for its USF contribution attributable to Services provided to the State of Ohio under the Master Services Agreement.

Cincinnati Bell agrees to forward reporting items and contributions to State of Ohio eligible entities that use USAC as referenced in the Master Service Agreement.
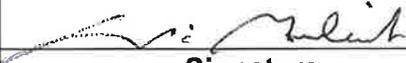
5.16 E-Rate Eligibility

E-Rate is the commonly used name for the Schools and Libraries Program of the Universal Service Fund, which is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC).

Cincinnati Bell agrees to forward reporting items and contributions to State of Ohio eligible entities that use USAC as referenced in the Master Service Agreement.

Cincinnati Bell Any Distance, Inc. (SPIN Numbers 143027197 and 143025071) and/or Cincinnati Bell Telephone Company LLC (SPIN Number 143001687) are the Eligible Telecommunications Carriers providing any E-rate eligible services provided under the MSA.

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]*
Signature		**Signature**
David Greulich		Robert Blair
Printed Name		**Printed Name**
Director of Finance		DAS Director
Title		**Title**
4/29/13		5/20/2013
Date		**Effective Date**
742724593		
Federal Tax ID		