

T-MOBILE
Service Attachment 1
Wireless Voice & Data Services

This Service Attachment (the "Service Attachment"), is between T-Mobile USA, Inc. ("Service Provider") having an office at 12920 S. E. 38th Street, Bellevue, WA 98006 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, OH 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 July 27, 2010.

Service Overview Service Provider

This Service Attachment provides the Subscribing Entity(s) with the ability to purchase T-Mobile USA Wireless and Data Services as described in this Service Attachment.

Definitions

Email. 'My E-Mail' is a legacy feature that enables an email experience on handsets and data devices.

ICB. Individual Case Basis

Master Accounts Users. Users on any account set up by a Subscribing Entity.

MMS. Picture messaging (MMS) supports delivery of e-mail messages with larger amounts of data. Picture messages can include pictures, video, sound, and text (depending on the handset).

Order Term. Services are purchased for a specific Term for a particular Service ordered.

Recurring Monthly Service Charges. Rate plans and other Service charges that recur on a line of Service's bill each month.

Service. Communication services and related services and features (the "Service").

SMS. Short Message Service (SMS) facilitates the exchange of short text messages between wireless devices and between a device and a computer.

Unit. Wireless devices, Handsets, Smart Cards, and/or radio or other equipment, including additional or replacement equipment, for use with the Service (each a 'Unit').

Service, Unit Pricing and Discounts

Service and Unit Pricing. The Service and Unit pricing currently available to Subscribing Entity(s) is set forth in this Service Attachment. Subscribing Entity(s) will be eligible for the Aggregate Volume Discounts and Handset Discounts set forth in this Service Attachment, subject to the applicable terms and conditions associated with such discounts. Unless a particular term or condition of a newly available price plan is a condition precedent to the offering of such a plan (i.e. the new plan would not be offered without the term or condition), any terms and conditions that are contained within any new plan that conflict with the Master Service

Agreement (MSA) or the Service Attachment (SA), the MSA and SA will prevail. All plans with pricing can be found in Addendum A.

Orders for Service will be processed pursuant to T-Mobile's standard activation procedures and must be approved by an authorized designee of Subscribing Entity by placing Orders through the State Ordering System. Subscribing Entity(s) who are existing T-Mobile subscribers at the time of commencement of this Service Attachment are eligible to transfer their account to the Service and Unit pricing available under this Service Attachment so long as such existing Service plans are current T-Mobile rate plans that will be available when the Subscribing Entities are converted to the State's T-Mobile billing cycle. All account transfers must be completed within the first ninety (90) days after the Effective Date of this Service Attachment. Subscribing Entity(s) may activate new lines of Service under this Service Attachment through T-Mobile's Business Sales National Account Team assigned to Subscribing Entity's account at any time during the Term of this Service Attachment by placing transfer Orders through the State Ordering System.

Service Plans. The rate plans, features, and pricing currently available to a Subscribing Entity for activation of each new line of Service will be in accordance with the T-Mobile Rate Plan List in effect on the date of activation of Service by each Subscribing Entity. The T-Mobile Rate Plan list does not include certain charges, including but not limited to, activation fees, E911 and Federal Universal Service Fund charges, which are charged separately. If a Subscribing Entity opts in for pay-per-use-data Service, data usage will be charged on a pay-per-use basis unless data usage is included as part of a data plan that Subscribing Entity is required to maintain with its Service, or unless such usage is otherwise provided by Subscribing Entity's rate plan or prepaid data pass.

Enterprise Pooling Plans. An Enterprise Pooling Plan consists of a pool of voice minutes aggregated over a specified number of lines. An Enterprise Pooling Plan may be activated only under a Subscribing Entity Master Account. At no additional charge, additional lines of Service may be added to an Enterprise Pooling Plan at any time up to the maximum number of lines (which will be stated as part of the pooling plan selected) allowed under the selected plan. For each line of Service over the allowed plan maximum, an additional activation fee may apply in addition to a Recurring Monthly Service Charge for each line added. Stand-alone data lines of Service may not be activated under any Enterprise Pooling Plan, and T-Mobile may transfer or terminate any such stand-alone data lines, upon prior notice. Notwithstanding the above, Subscribing Entity may request a data plan as an add-on to an existing voice line of Service only.

Handset and Unit Pricing and Delivery. Subscribing Entity may purchase Handsets and Units at the prices listed in the Wireless Service Pricing List (Addendum B). By placing an Order for T-Mobile Units, the Subscribing Entity represents and warrants that such Units are intended to be used only by Subscribing Entity. Units will be shipped via standard transportation to the address specified in the applicable Subscribing Entity's Order within five (5) business days of receipt of such Order. Expedited shipping may be requested. Any incremental cost of expedited shipping must be paid by the Subscribing Entity unless waived in writing by a T-Mobile Sales Manager. Delivery address must fall within T-Mobile's licensed Service area. All Orders requesting expedited shipping must be quoted in the Order and approved by the Subscribing Entity. The Subscribing Entity will not be responsible for expedited charges if not quoted in the Order.

Service Availability. Service is available to a Unit only when it is within the operating range of T-Mobile's system or the systems of an operator with which T-Mobile has an applicable roaming agreement. Coverage maps are available at www.T-Mobile.com and are only estimates; actual service coverage and quality may vary. Service quality may be degraded or availability interrupted by emergency situations, transmission limits, network problems or limitations, problems with Subscribing Entity Units, interconnecting carriers issues, buildings, tunnels, signal strength and atmospheric or topographical conditions, and may be interrupted, dropped, refused, limited, or curtailed.

Units must be used predominantly within the T-Mobile-owned network coverage area ("Network"). Units may connect to another provider's network ("Off-Net") even when Subscribing Entities are within the T-Mobile coverage area. Units are enabled so that a Subscribing Entity can determine when a Unit is Off-Net. T-Mobile may limit the affected line of Service if:

- (a) more than 50% of a Subscribing Entity's voice and/or data usage is Off-Net for any three billing cycles within any twelve (12) month period,
- (b) a Subscribing Entity's Off-Net usage makes it uneconomical for T-Mobile to provide Service to such Subscribing Entity, or
- (c) related to T-Mobile's arrangements with an Off-Net provider. If Subscribing Entity's Off-Net domestic voice usage, data usage or messaging usage exceeds plan rate allotment, Subscribing Entity will be alerted and access to Off-Net coverage may be suspended.

T-Mobile will work with Subscribing Entity to place them in a more appropriate plan.

T-Mobile is not liable for any Service limits, failures or outages, including without limitation, the failure of a 9-1-1 emergency call to be connected or completed. Location services, including 9-1-1 location services, may not be available in Subscribing Entity's area and are subject to the Service limitations in this Section. If T-Mobile cannot supply suitable coverage for the Subscribing Entity, T-Mobile will allow Subscribing Entity to terminate Service without Early Termination Fee.

Use of Service. Subscribing Entity agrees not to resell any aspect of the Service or bundle it with any product or device not directly provided to Subscribing Entity by T-Mobile, whether for profit or otherwise. Subscribing Entity agrees not to modify the Units or use the Service or Units for any fraudulent or unlawful purpose. Subscribing Entity agrees not to use the Service or Units to intentionally send any harassing, threatening, or unsolicited commercial text, e-mail or other messages. Subscribing Entity has no proprietary or ownership rights to a specific number ("Number"), IP address, or e-mail address assigned to Subscribing Entity or Subscribing Entity's Unit. Subscribing Entity agrees that T-Mobile may contact Subscribing Entity(s) through the Units to notify such Subscribing Entity(s) of changes to or information about their account or the Service.

T-Mobile may deactivate or suspend Service to any Number without prior notice if T-Mobile suspects any unlawful or fraudulent use of the Number. Subscribing Entity agrees to reasonably cooperate with T-Mobile in investigating suspected unlawful or fraudulent use. Subscribing Entity acknowledges that the Unit may not be compatible with the network and Services provided by another Service Provider.

Charges may include, without limitation, charges for calls, messages, and data that are processed through the Units or through any Number assigned to or authorized by Subscribing Entity, toll charges, long distance charges, additional or differently-calculated charges assessed

by another Service Provider for calls, messages and data that are sent from or received by the Unit when Off-Net ("roaming" charges), any applicable landline access charges (directory assistance, etc.), and additional services, products or features which Subscribing Entity uses from T-Mobile or from third-party providers (e.g., games, apps, ringtones, etc.).

For each call there may be additional charges including without limit: (a) airtime; (b) toll charges; (c) roaming; (d) features (such as web access, text messages, calling card use and voicemail) and Services (such as operator or directory assistance). Subscribing Entity will be charged for more than one call for certain features consisting of multiple inbound or outbound calls (such as call forwarding, call waiting and conference calling). International roaming and dialing are available with some rate plans and on some Units and may require an additional feature on a line of Service. Whether roaming internationally or making and sending international calls and messages while in the U.S. (or Puerto Rico), Subscribing Entity(s) will be charged international rates (including for voicemails left for such Subscribing Entity(s) and for data usage). Such charges include per minute rates for: (a) calls; (b) international roaming; and (c) calls transferred to Subscribing Entity(s)' voicemail as well as the relevant data rates for data usage. T-Mobile will assist Subscribing Entity to optimize their rate plans whenever necessary.

Subscribing Entity(s) roaming internationally may be charged for more than one call for unanswered calls that are forwarded to voicemail regardless of whether the calls result in an actual voicemail message being left for such Subscribing Entity(s) and regardless of whether the Unit is on or off and some Units and applications may incur usage and charges while Off-Net.

Subscribing Entity(s) may be able to disable these applications and features through a Unit's settings. Different rates and rounding increments apply in different countries. See www.T-Mobile.com for information on international access, rates, Services and coverage. Subscribing Entity will be charged for Service and other features on a monthly billing cycle basis. Subscribing Entity may block purchases of third-party products or services by visiting www.T-Mobile.com, emailing T-Mobile at Businesscare@t-mobilesupport.com, or contacting Subscribing Entity Care at (800) 375-1126.

Unused minutes or other allocated Services (e.g., text messages, data transmission) from any rate plans or features do not carry over to the next billing cycle. Billing of roaming charges and minutes of use or Services may be delayed or applied against included minutes or Services in a subsequent billing cycle, which may cause Subscribing Entity to exceed Subscribing Entity's allocated minutes or Services in a particular billing cycle. Incoming and outgoing calls are billed in full minute increments from the time the wireless network begins to process the call (before the call rings or is answered) through its termination of the call; any fraction of a minute of usage is rounded up and charged, or deducted from any allocated minutes, as a full minute.

Data usage is rounded up to the next full-kilobyte increment at the end of each data session. At the end of Subscribing Entity's billing cycle, or at the time Subscribing Entity switches data plans, the total kilobytes are then rounded up to the next megabyte. There are 1,024 kilobytes in one megabyte. If Subscribing Entity requests that T-Mobile block a line of Service from placing international calls ("International Dialing Block"), Subscribing Entity acknowledges that certain countries and locations outside of the continental United States, including, Canada, Mexico, and the U.S. Virgin Islands, may not be blocked.

If Subscribing Entity's Unit is lost or stolen ("Lost Unit"): (1) Subscribing Entity must notify T-Mobile promptly and ask T-Mobile to deactivate the Lost Unit; and (2) provide T-Mobile within thirty (30) days, any reasonable documentation T-Mobile requests (such as a copy of a filed police report if the Unit is stolen). If Subscribing Entity completes the above requirements, Subscribing Entity will not be liable for any unauthorized airtime charges fraudulently incurred on the Lost Unit, although Subscribing Entity agrees to assist T-Mobile with any prosecution.

Additional Fees and Surcharges. Subscribing Entity will be responsible for all fees, surcharges and customer usage regardless of type which are in addition to the monthly recurring charge (MRC).

T-Mobile will pass through fees and surcharges to the Subscribing Entity provided that such fees and surcharges are identified in the invoice under a separate line item; the fees and surcharges are not otherwise waived by T-Mobile either under this Service Attachment or the Agreement; or is the type of fee or surcharge that a Subscribing Entity is not exempt from paying. Such fees and surcharges charged to a Subscribing Entity may include (but are not limited to): regulatory fees and Federal Universal Services fees. Such fees will not include any early termination fees.

Discount. T-Mobile will provide Subscribing Entity a 14% discount on Recurring Monthly Service Charges (the "MRC Discount"). "Recurring Monthly Service Charges" are the rate plan and other Service charges that recur on a line of Service's bill each month. The MRC discount is not applied to overage, roaming, long distance, pay-per-use or data usage (other than recurring monthly data plan access charges), insurance, FlexPay charges, taxes, tariffs, or other government or regulatory fees, surcharges, or any other non-recurring charges. The MRC Discount shall be applied prior to calculation of taxes, tariffs, and other government or regulatory fees and charges on such Subscribing Entity's monthly invoices (if they apply). The MRC Discount does not apply to any Add-A-Line rate plan, and may not apply to future promotional rate plans (in which event, T-Mobile will so advise any Subscribing Entity at the time of any request for activations on such plan). However, any future Services offered by T-Mobile to a Subscribing Entity that include a Recurring Monthly Service Charge (including, but not limited to, T-Mobile Wireless Broadband) will be included in the MRC Discount. The MRC Discount for each line of Service may not apply until the next billing cycle or after 60 days from the time of activation of the lines of Service. Appropriate credits will be made if the MRC Discount does not appear on the first applicable bill.

Activation Fees. T-Mobile's initial activation fee will be waived for activation of each new line of Service.

Local Number Portability. When available, Subscribing Entity may be able to transfer a Subscribing Entity's local phone number within the same local geographic area to or from another provider with whom T-Mobile has a porting relationship as follows:

Bringing a Number to T-Mobile. Subscribing Entity may contact T-Mobile to request a transfer of a Subscribing Entity's number with another provider to a new or existing Master Account with T-Mobile. All activation requirements and charges, including, without limit, credit approval, apply. Subscribing Entity remains liable for charges (including early termination fees) Subscribing Entity

incurred with Subscribing Entity's former provider. If a transfer is unsuccessful and the request is cancelled, and Subscribing Entity does not ask T-Mobile to assign Subscribing Entity a new number, Subscribing Entity must return any Unit purchased from T-Mobile.

Transferring a Number from T-Mobile. Subscribing Entity may contact another provider to request a transfer of a Master Account User's T-Mobile number if Subscribing Entity has an "In Service" (defined below) T-Mobile account, is the billing responsible party and pays any applicable fee. "In Service" for this purpose means: Subscribing Entity's account has not been cancelled or suspended. Transferring a number from a pooled or multiple line account may cause the remaining number(s) on the account to have less than the required number of lines and T-Mobile may move Subscribing Entity to another rate plan. T-Mobile will work with Subscribing Entity to determine what plan works best for Subscribing Entity. When possible T-Mobile will try to find a plan that does not result in higher charges for comparable Service. Subscribing Entity will be liable for payment of any charges and amounts due through the end of the current billing cycle. A transfer will be completed only if both the receiving provider and T-Mobile confirm a successful transfer. If a transfer is unsuccessful for any reason, Subscribing Entity's Service will not terminate, Subscribing Entity will remain a T-Mobile customer and will continue to be responsible for all Service or other charges in accordance with the Order Term.

Transferring a Master Account User's number does not transfer service allotments, voicemail, phone book or any other services or features and they will be lost. If a Subscribing Entity's telephone number is not In Service, Subscribing Entity will lose any rights (as determined by the FCC) that Subscribing Entity may have to that number and that number will be returned to the appropriate provider. Subscribing Entity may lose its listing in any telephone directories, if applicable. If Subscribing Entity contacts 911 after a transfer request is received by T-Mobile, but before the Subscribing Entity receives confirmation of completion, a 911 call center may not have accurate information on the Subscribing Entity's identity and/or location. The Subscribing Entity must inform the 911 call center operator of his or her location immediately upon placement of the call. If Subscribing Entity is disconnected, the Subscribing Entity must dial 911 again and advise the 911 call center operator that the call was disconnected. For additional information about local number portability, please contact Corporate Customer Care at (800) 375-1126 or email T-Mobile at Businesscare@t-mobilesupport.com.

iBilling and iAnalyst Billing Service. A Subscribing Entity may enroll in T-Mobile's iBilling and/or iAnalyst online billing services at no additional monthly charge.

Use of Third Party Equipment and Handsets. In the event that Subscribing Entity uses third party equipment, Handsets or Units with the Service that are not provided to Subscribing Entity directly by T-Mobile ("Third Party Equipment"), Subscribing Entity acknowledges and agrees to the following:

- (a) T-Mobile will not accept any returns of the Third Party Equipment;
- (b) T-Mobile will not provide any warranty of any kind on the Third Party Equipment;
- (c) T-Mobile will not offer Subscribing Entity Care services for the Third Party Equipment;
- (d) the Third Party Equipment may not function properly with the Service;

- (e) each Subscribing Entity will use the Third Party Equipment at its own risk; and
- (f) Subscribing Entity will be responsible for monthly service charges accrued from the date T-Mobile fulfills an Order for a Subscriber Identity Module ("SIM").

T-Mobile disclaims all liability for Use of Third Party Equipment.

Additional Terms for Data Plans and Other Features. The following terms (a-f) apply to Subscribing Entity's Master Account data plan(s).

- a. Permissible and Prohibited Uses. Subscribing Entity acknowledges that the data plan is intended for Web browsing, messaging, and similar activities on a Master Account Subscribing Entity's Unit and not on any other equipment. Unless explicitly permitted by a data plan, other uses, including for example, tethering a Unit to a personal computer or other hardware, are not permitted.

Examples of prohibited uses include but are not limited to:

- (a) server devices or host computer applications, including continuous Web camera posts or broadcasts, automatic data feeds, automated machine-to-machine connections or peer-to-peer (P2P) file-sharing applications that are broadcast to multiple servers or recipients, "bots" or similar routines that could disrupt net Subscribing Entity groups or email use by others or other applications that denigrate network capacity or functionality;
- (b) as a substitute or backup for private lines or dedicated data connections;
- (c) any activity that adversely affects the ability of other Subscribing Entity(s) or systems to use either T-Mobile's Services or the network-based resources of others, including the generation or dissemination of viruses, malware or "denial of service" attacks;
- (d) accessing, or attempting to access without authority, the information, accounts or devices of others, or to penetrate, or attempt to penetrate, T-Mobile's Network or another entity's network or systems; or
- (e) running software or other devices that maintain continuously active Internet connections when a computer's connection would otherwise be idle, or "keep alive" functions.

For example, Subscribing Entity cannot use a data plan for Web broadcasting, or for the operation of servers, telemetry devices and/or supervisory control and data acquisition devices.

- b. Protective Measures. To minimize capacity issues and degradation in Network performance, T-Mobile may take measures including temporarily reducing data throughput for a subset of Subscribing Entity(s) who use a disproportionate amount of bandwidth. In addition, with some data plans, if a Subscribing Entity's total usage exceeds such Subscribing Entity's chosen data plan during a billing cycle, T-Mobile may reduce such Subscribing Entity's data speed for the remainder of that billing cycle. T-Mobile may also suspend, or restrict a Subscribing Entity's data session, data plan, Service or switch a Subscribing Entity to a more appropriate data plan if a data plan is used in a manner that interferes with other Subscribing Entities' service, T-Mobile's ability to allocate Network capacity among Subscribing Entities, or that otherwise may degrade Service quality for other Subscribing Entities. T-Mobile also manages its Network to facilitate the proper functioning of Services that require consistent high speeds, such as video calling, which may, particularly at times and in areas of network

congestion, result in reduced speeds for other Services. Additionally, T-Mobile may implement other network management practices, such as caching less data, using less capacity and sizing video more appropriately for a Unit to transmit data files more efficiently. Such practices are agnostic and neutral to the content itself and to the websites that provide it. While T-Mobile avoids changing text, image, and video files in the compression process when practical, the process may impact the appearance of files as displayed on Subscribing Entity's Units.

- c. Downloadable Content and Applications. T-Mobile has been instructed to block all premium downloads (i.e. the Subscribing Entity account will not accept charges for content/application downloads) and will do so at the BAN level. If any Subscribing Entity authorizes T-Mobile to enable downloading or a Subscribing Entity User downloads Content and Applications (e.g., downloadable or networked applications, wallpapers, ringtones, games, and productivity tools) (with the User paying the cost of the download), the Subscribing Entity or User will be subject to the terms and conditions for same. T-Mobile is not responsible for any third party content or website a Subscribing Entity User may be able to access using the Unit. Subscribing Entity Users may encounter advertisements from other entities ("Third Party Ads") while using web2go or browsing the Internet. T-Mobile is not responsible for any Third Party Ads, or for any website or content that a Subscribing Entity User may access by clicking on or following a link contained in a Third Party Ad.

T-Mobile may retain, use, and share information collected when a Subscribing Entity User downloads, uses, or installs some Content or Apps, may update such Subscribing Entity User's Content or App remotely, or may disable or remove any Content or App at any time. Subscribing Entity may refer to T-Mobile's Privacy Policy as well as the Content or App creator/owner's privacy policy for information regarding the collection, use and retention of information collected when a Subscribing Entity downloads, installs, or uses any Content or App. T-Mobile is not responsible for any transmission failure, interruption, or delay related to Content & Apps, or any content or website Subscribing Entity Users may be able to access through the Content or App.

- d. Additional Terms for Wi-Fi Calling. This Section applies only to calls made over a Wi-Fi network using a T-Mobile Unit, including, without limitation, T-Mobile @Home Service and T-Mobile Wi-Fi Calling with Mobile Office (collectively "Wi-Fi Calling"). Wi-Fi Calling is a voice Service and requires a qualifying rate plan, a Wi-Fi-enabled Unit, broadband internet connection and Wi-Fi signal. When Subscribing Entity's use Wi-Fi Calling with a Wi-Fi add-on feature, calls Subscribing Entity's place to, or receive from, U.S. numbers while connected to a Wi-Fi network are included in the add-on feature. All data, messaging, and other Services will be billed according to the terms and conditions of the rate plan. Billing for the entirety of any Wi-Fi assisted call will be based on the network (Wi-Fi or cellular) that a Subscribing Entity's Unit was connected to when the Subscribing Entity initially made or received the call. Additional incoming and outgoing calls initiated while Subscribing Entity's are already connected to a network (e.g., call waiting, call forwarding, conference calling, voice mail) also are billed based upon the network upon which the original call was initiated. Subscribing Entity acknowledges that calls may not transfer between Wi-Fi networks or between Wi-Fi networks and a cellular network, thereby causing a call to drop. If Subscribing Entity's use a Wi-Fi-enabled Unit but do not purchase a Wi-Fi Calling add-on feature, all calls on any Wi-Fi network will be charged according to the Subscribing Entity's T-Mobile rate plan. For these calls, T-Mobile will bill Subscribing Entity based on the time at the location of the Wi-Fi network (or a nearby cell tower) if T-Mobile knows where it is. If T-Mobile is unable to determine the location of the Wi-Fi network, T-Mobile may, in its reasonable discretion, base the

time of the call on the local time of a Subscribing Entity's billing address, which can affect the designation of a call, such as a night or weekend call.

- e. Service Limitations, Connectivity and International Use. Subscribing Entity acknowledges and agrees that a Subscribing Entity's use of any Wi-Fi network is permissible **and that Subscribing Entity (and not T-Mobile) is solely responsible for all charges associated with Subscribing Entity's use of the Service.** Cell Broadcasts (alerts that go to certain Subscribing Entities) and Wireless Priority Service (WPS) may not be available with Wi-Fi Calling. If Subscribing Entities have a Wi-Fi Calling add-on feature and use Wi-Fi Calling Service outside of the U.S., calls to U.S. numbers are not included as part of the add-on feature and are charged under Subscribing Entity's rate plan. Calls to international numbers are charged international rates. Subscribing Entity will pay for all internet access charges incurred by Subscribing Entities.

9-1-1, Emergency Alerts Service and Wi-Fi Calling. Subscribing Entity agrees and will inform all Master Account Users as follows:

1. 9-1-1 service using Wi-Fi uses the internet and operates differently than traditional 9-1-1. For example, 9-1-1 services may not work during power or internet (e.g., cable service) outages or disruptions or if your internet or T-Mobile Services are suspended. When making a 9-1-1 call using Wi-Fi Calling, a Subscribing Entity should always state the nature of the emergency and provide both the Subscribing Entity's location and phone number. **9-1-1 service and/or a Subscribing Entity's location information may not be available or reliable with Wi-Fi calling and a Subscribing Entity's ability to receive emergency services may be impeded from time to time, without notice. T-Mobile is not responsible for failures to connect or complete 9-1-1 calls or if inaccurate information is provided.**
 2. **If Subscribing Entity dials 9-1-1 while using the Wi-Fi Calling service outside the U.S., the 9-1-1 services may not be available.**
- f. Emergency Alerts. T-Mobile has chosen to offer wireless emergency alerts, within portions of its coverage area, on wireless alert capable Units. There is no additional charge for these wireless emergency alerts. For details on the availability of this Service and wireless emergency alert capable Units, please visit www.T-Mobile.com.

T-Mobile may use a variety of information and methods to determine the location of a 9-1-1 call, including T-Mobile's GSM wireless Network if available in a Subscribing Entity's location, or the location of a Subscribing Entity's Primary Address. Even with this information, Subscribing Entity acknowledges that an emergency operator may not be able to receive or use the address information (or a Subscribing Entity's phone number) to locate the Subscribing Entity in order to provide emergency services. If a Subscribing Entity dials 9-1-1 while outside the U.S., 9-1-1 Services may not be available. Subscribing Entity is required to provide T-Mobile with a valid address for the location at which Subscribing Entity's Master Account Subscribing Entity's primarily use Wi-Fi Calling ("Primary Address"). If such address changes, either temporarily or permanently, Subscribing Entity will register the new address with T-Mobile. T-Mobile assumes no responsibility for securing the Primary Address. When Subscribing Entity's use Wi-Fi Calling Service away from the Primary Address, T-Mobile may have no or very limited information about the Subscribing Entity's location, which could result in (i) a 9-1-1 call being routed to an out-of-area public safety agency, (ii) the public safety agency receiving incomplete information about the Subscribing

Entity's call and the Subscribing Entity's location, or (iii) a Subscribing Entity's 9-1-1 call being routed to an emergency response center, which will ask the Subscribing Entity for the Subscribing Entity's location and use that information to route the call to a public safety agency.

Early Termination. State of Ohio government liable account users shall not be charged a cancellation or early termination fee and T-Mobile hereby waives the right to collect such fee from government liable account users.

Accessory Discount. Each Subscribing Entity is eligible for a 25% discount off of the Manufacturer's Suggested Retail Price (MSRP) on Equipment Accessories ordered for each line of Service with a Fixed Term of two year(s) or more (the "Accessory Discount"). The Accessory Discount shall not be combined with any rebate or promotional pricing that is currently available for Accessories, however, a Subscribing Entity may participate in any rebate program or promotional Accessory pricing in lieu of receiving the Accessory Discount referenced herein.

Billing Conversion Plan. Once T-Mobile and the State execute the Service Attachment, T-Mobile will create a unique code that identifies the State and all Subscribing Entities. This code is referenced as a NODE. T-Mobile anticipates having the NODE in place within ten (10) business days after the Service Attachment is executed by both parties.

Upon request for Services under this Service Attachment by a Subscribing Entity (either for new lines of Service or transferring existing lines with T-Mobile to this Service Attachment, T-Mobile will investigate each Federal Tax Identification number to identify whether the Subscribing Entity has an existing Billing Account Number (BAN). If a BAN is identified TMUS will complete the migration process.

After the migration process is complete, the T-Mobile will contact the Subscribing Entity designated authorized contact and schedule a meeting to discuss optimization and usage reports.

Disclaimer of Warranties. SUBSCRIBING ENTITY ACKNOWLEDGES THAT T-MOBILE IS NOT THE MANUFACTURER OF THE UNITS, AND EXCEPT AS TO ANY WRITTEN LIMITED WARRANTY THAT MAY BE PROVIDED WITH THE UNITS, ALL SERVICES AND UNITS ARE PROVIDED ON AN "AS IS" AND "WITH ALL FAULTS" BASIS, AND WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, SUBSCRIBING ENTITY ASSUMES ALL RESPONSIBILITY AND RISK FOR USE OF THE SERVICE OR UNITS. T-MOBILE DOES NOT AUTHORIZE ANYONE TO MAKE A WARRANTY OF ANY KIND ON T-MOBILE'S BEHALF AND SUBSCRIBING ENTITY SHOULD NOT RELY ON ANY SUCH STATEMENT. ANY STATEMENTS MADE IN PACKAGING, MANUALS OR OTHER DOCUMENTS, OR BY ANY OF T-MOBILE'S AGENTS (EXCEPT AS TO ANY WRITTEN LIMITED WARRANTY THAT MAY BE PROVIDED WITH THE UNITS), ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY AND NOT AS WARRANTIES BY T-MOBILE OF ANY KIND. NEITHER T-MOBILE NOR ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, DEALERS, SUPPLIERS, PARENTS, SUBSIDIARIES OR AFFILIATES ("T-MOBILE AFFILIATES") WARRANT THAT THE INFORMATION, PRODUCTS, PROCESSES, AND/OR SERVICES AVAILABLE THROUGH THE SERVICE OR UNIT WILL BE UNINTERRUPTED, ACCURATE, COMPLETE, USEFUL, FUNCTIONAL OR ERROR FREE. IF SUBSCRIBING ENTITY RECEIVED A WRITTEN "T-MOBILE LIMITED WARRANTY" WITH ANY UNIT, IT IS THE ONLY WARRANTY MADE BY T-MOBILE WITH RESPECT TO SUCH UNIT. In states that do not allow the disclaimer of implied warranties, the above exclusion may not apply to Subscribing Entity in whole or in part.

T-Mobile will not be liable for any deficiency in performance caused in whole or in part by act or omission of an underlying carrier or service provider, dealer, equipment or facility failure, Unit failure, Network failures, Network problems, lack of coverage or Network capacity, equipment or facility upgrade or modification, acts of God, strikes, fire, terrorism, war, riot, emergency, government actions, equipment or facility shortage or relocation, or causes beyond T-Mobile's control, including without limitation, the failure of an incoming or outgoing call, including a 9-1-1 emergency call, to be connected or completed or for the functionality of location services, including 9-1-1 location services.

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Signature Page to Follow

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

T-MOBILE USA, INC.	STATE OF OHIO, DEPARTMENT OF ADMINISTRATIVE SERVICES
	
Signature	Signature
Matt Miller	Robert Blair/srd
Printed Name	Printed Name
Vice President	Director Blair Assistant Director/State CIO
Title	Title
30 September 2014	
Date	Effective Date
91-1983600	10/21/14
Federal Tax ID	

3. Location where state data will be stored, accessed, tested, maintained or backed-up, by Service Provider:

12920 S.E. 38th ST.
(Address)

Bellevue WA 98006
(City, State, Zip)

Name/Location(s) where state data will be stored, accessed, tested, maintained or backed-up by subcontractor(s):

NA
(Name)

(Address, City, State, Zip)

Service Provider also affirms, understands and agrees that Service Provider and its subService Providers are under a duty to disclose to the State any change or shift in location of Services performed by Service Provider or its subcontractors before, during and after execution of any Agreement with the State. Service Provider agrees it will so notify the State immediately of any such change or shift in location of its Services. The State has the right to immediately terminate the contract, unless a duly signed waiver from the State has been attained by the Service Provider to perform the Services outside the United States.

On behalf of the Service Provider, I acknowledge that I am duly authorized to execute this Affirmation and Disclosure form and have read and understand that this form is a part of any Agreement that Service Provider may enter into with the State and is incorporated therein.

By: Richard Lipman
Service Provider

Print Name: Richard Lipman

Title: GOVERNMENT ACCOUNT MANAGER

Date: 10/4/2014