

**SERVICE ATTACHMENT 1  
TO THE  
MASTER SERVICE AGREEMENT  
LOCAL SERVICES PURSUANT TO ICB AUTHORITY**

This is a Service Attachment to the Master Service Agreement (December 2005) "Agreement", between The Office of Information Technology (OIT) on behalf of the State of Ohio, and Verizon North Inc., 1300 Columbus-Sandusky Road, Marion, OH 43302.

**1 Description of Service**

**CentraNet Access, 1:1 NAR, Feature Series 1000** is a C.O.-based CentraNet service designed for end users who require the function and features of a key system or PBX without the cost of switching equipment. CentraNet switches individual dedicated lines between phones at the customer's premise.

**2 Service Specific Terms and Definitions**

- NAR - Network Access Resource
- CentraNet – Central Exchange which is usually located at the telephone company and is part of the central exchange or central office.
- C.O. – Central Office
- PBX – Private Branch Exchange which is usually located at the customer premises.
- Key System – functions much the same as PBX and is located on the customer premise and is smaller than a PBX
- Major Service Outage- 20% of lines are out of service.
- MRC – Monthly Recurring Charge
- NRC – Non-recurring Charge

**3 Standard Service Features**

This service will include the following feature as part of the monthly recurring charge:

**Feature Package 1000:** Call Forwarding, Call Hold, Call Pick Up-Direct, Call Pick Up Extended ,Call Pick Up-Group, Call Waiting/Cancel, Hunting (Secretarial), Speed Calling 6 (Individual), Speed Calling 8 (Individual), Station Restriction, Last Number Redial, Three Way Calling, Toll Restriction

**4 Add On Features**

Included in the Pricing below are options for Feature Package 2000 and Feature Package 3000. Details of these packages and all other add-on features are detailed at the following URL:

[http://www.puco.ohio.gov/emplibrary/files/docketing/tariffs/Local%20exchange%20company/V  
erizon%20North,%20Inc/PUCO%207,%20General%20Exchange/Section%2003%20-  
%20Switched%20Telephone%20Services.pdf](http://www.puco.ohio.gov/emplibrary/files/docketing/tariffs/Local%20exchange%20company/V<br/>erizon%20North,%20Inc/PUCO%207,%20General%20Exchange/Section%2003%20-<br/>%20Switched%20Telephone%20Services.pdf)

**5 Fee Structure**

This service will be billed as a Monthly Recurring Charge based on overall line count and a three year pricing model and does not include usage charges. There are no Non-Recurring Charges associated with this service. **The Customer agrees to purchase this service on a month to month basis up to a maximum of thirty-six consecutive months from the effective date of the Agreement, which is the date that both Parties have executed this Agreement.**

Line count is for the entire Subscribing Entity user base, not for an individual Subscribing Entity.

**SERVICE STRUCTURE**

<b>Element name:</b>	<b>NRC*</b>	<b>Month to Month Rate</b>
CentraNet Access Line (w/o usage) per line, including FP1000, 1:1 NAR, 3 - 25 lines	Per Tariff	\$30.00
CentraNet Access Line (w/o usage) per line, including FP1000, 1:1 NAR, 26 - 50 lines	Per Tariff	\$28.00
CentraNet Access Line (w/o usage) per line, including FP1000, 1:1 NAR, 51 - 100 lines	Per Tariff	\$25.00
CentraNet Access Line (w/o usage) per line, including FP1000, 1:1 NAR, 101 - 500 lines	Per Tariff	\$15.00
CentraNet Access Line (w/o usage) per line, including FP1000, 1:1 NAR, 501 - 1000 lines	Per Tariff	\$11.00
CentraNet Access Line (w/o usage) per line, including FP1000, 1:1 NAR, 1001+ lines	Per Tariff	\$10.50
Feature Package 2000 per line	Per Tariff	\$2.00
Feature Package 3000 per line	Per Tariff	\$2.50

\* Tariff NRC applies to new lines or new feature packages added or changed.

**5.1 Cancellation Fees:** The above pricing and terms for the service are based on the Customer having 1200 lines of CentraNet in service at contract signing. Customer currently has 1,237 lines.

As outlined in Section 5, the term of this agreement cannot exceed the two year biennium. As outlined in Section 7 of the Agreement, a service may be terminated at any time by either the Subscribing Entity or Vendor.

**5.2 Equipment Discounts:** Equipment discounts are not applicable to this service.

## 6 Taxes, Surcharges and Governmental Fees

The Subscribing Entity shall pay any applicable taxes, fees, and charges, including Federal End User Common Line Charges, charged pursuant to applicable law, regulations, or tariffs in connection with the Services. Any other work, services or facilities required will be provided subject to prevailing tariff rates and charges, or if no tariff is applicable, under separate individual case basis agreement or formal amendment to this Agreement.

## 7 Reporting Requirements

On a monthly basis, the Vendor will provide the state the following information in an electronic, Microsoft compatible spreadsheet format.

- Grand Total for all Subscribing Entities
  - Number of lines
  - MRC's invoiced
  - Total charges invoiced
- Totals for each Subscribing Entity
  - Number of lines
  - MRC's invoiced
  - Total charges invoiced
- Detail Information for each Subscribing Entity
  - Line Number
  - Customer Name
  - ID Number
  - Address
  - MRC Invoiced
  - Surcharges and Government Fees Invoiced
  - Total Charges Invoiced

## 8 Cost Recovery Fee Data Requirements

On a quarterly basis, the vendor will provide the state with the following information to be included with the Cost Recovery Fee.

- Amount invoiced for services – Month 1
- Amount invoiced for services – Month 2
- Amount invoiced for services – Month 3
- Grand total amount invoiced for services
- Cost Recovery Fee Amount (Based on grand total of the cost for services only, times 2 percent)

## 9 Service Level Commitments

Vendor incorporates by reference, and will exclusively adhere to, the rules for subscriber billing adjustments for local exchange service, as set forth in Ohio Administrative Code section 4901:1-5-16. The link for that rule is as follows:

[http://www.puco.ohio.gov/puco/rules/rule.cfm?doc\\_id=390](http://www.puco.ohio.gov/puco/rules/rule.cfm?doc_id=390)

## 10 Customer Support

**10.1 Support for Service:** 24x7 Monitor Switch, 24x7 remote diagnostics, Major Service Outage, 24 hr response. Repair Number 888-420-7701.

### 10.2 Escalation Process

**Customer Service VIP Response Center**  
**1 800 483 8860**

**Call this number to report all Verizon troubles.** The center is staffed 24 hours/day, seven days/week, 365 days/year including all holidays.

**When reporting a trouble, be prepared to provide the following information:**

Telephone Number/Circuit ID (including leg or channel)  
Location address (including floor, bldg. #, suite, etc.)  
Description of the trouble and severity of the outage  
Access instructions with callback names and numbers  
Authorization for dispatch (if required)  
Whether or not we can access the service for testing/trouble isolation  
Whether or not the Customer Provided Equipment has been checked  
Your internal tracking ticket number, if any  
Test results you obtained while checking on the problem, if applicable

Let us know if you have already/plan to report the trouble to another Verizon organization

### **First Level Escalation**

During the repair process, all troubles reported to our center will be monitored and internally escalated when required. The CSC will provide you with periodic status; however, you may call at any time for additional status information using the Verizon ticket number provided, or use the same ticket number to check status via our Enterprise Direct Portal. If you are not satisfied with the status provided, or for other reasons wish to escalate a problem, please ask for a Team Leader in the CSC.

Out of hours, a Team Leader is always On-Call. You can request a first level escalation at any time by calling the toll free number at the top of the page.

### **Second Level Escalation**

Normal escalation should continue through manager level in the CSC. In most cases, this will resolve the problem.

**Service Manager: Susan Rhodes Office: 740-382-7669 Cell: 740-360-3229**  
**Manager, Customer Service: Joe Kasmerchak Office: 715-847-1758 Cell:608-345-9670**  
**Director, Customer Service: Norma Lee Office: 745-383-0177 Cell:740-360-6669**

## **11 Conversion Plan for Existing Customers**

Verizon will establish a project plan to convert over 1200 lines to a Feature Package 1000 with a 1:1 NAR ratio. Meetings will be held weekly to discuss established Centranet profiles, business groups, as well as the need for TSRs from each agency for the changes. Verizon will provide the State a copy of Verizon's management escalation list to be used during this project.

Verizon will jointly work with the State of Ohio to develop a master list of numbers to be converted based on Customer Service Records (CSR) from Verizon's database. Verizon will note any special features, such as voice mail and hunting. The CSRs will be compared to those numbers identified to be in use by State agency telecommunication coordinators (TCs) and any oversights or inaccuracies will be corrected. A "master list" will be provided back to the State of Ohio TCs sorted by agency and will be used as a basis for discussion in subsequent weekly project implementation meetings.

Verizon will determine what CO switches can be programmed prior to the conversion (thus allowing a mass upload overnight), and those requiring manual programming for each line. Those agencies with established Centranet groups will be addressed first, followed by those numbers that will require new groups to be established. Verizon will

recommend the State of Ohio consider staggering the dates of the conversion by agencies within their respective cities.

Verizon's project manager will work with the Business Contact Center (BCC) manager and representative(s) responsible for the State of Ohio conversion to determine if there may be any issues with converting any of the targeted lines on the master list. A new ISOC will be used to uniquely identify the ICB Centranet lines for the State of Ohio in Verizon's Enterprise Direct portal. The changes will be reflected in the CSRs for future tracking and reporting required by the State.

The BCC rep will contact the Verizon Project Manager to discuss the desired due dates, and Verizon will work with our internal personnel to solidify dates for the order(s) to be written for the various agencies. Based on the ICB for this service, it will be noted in the CSRs that no termination liability assigned (TLA) will apply for a three year period from the order date. Should some State of Ohio agencies choose to remain with a 2000 or 3000 Feature Package, the specific features must be identified for programming by the BCC representative in conjunction with the State TCs. Firm due dates, order number, telephone numbers and any special instructions will be made as part of the CSR and reported back to the State via a completed TSR.

As the conversion of lines for each agency is completed, Verizon will perform a "first bill review" to verify all correct charges are reflected on the customer's bill. A "treatment transaction" will be created confirming the BCC representative has verified the billing is correct with both the type of service and order number being referenced. Verizon will verify that all orders are complete per the due date requested and will call the customer to ensure the service is working to the customer's satisfaction.

## 12 Coverage Maps

The CentraNet services shall be provided to Customer under the terms hereof at the in-franchise locations where provision of the services is technically feasible, as shown at the below URL for Verizon ILEC Territories in Ohio via PUCO. Other Customer locations may be added to this Agreement only upon mutual assent of the parties.

<http://www.puc.state.oh.us/pucogis/BIGLEC/Verizon.pdf>

## 13 Additional Information

### 13.1 Regulatory Approval

Vendor's provision of these Services as stated herein is subject to Vendor's receipt of all necessary regulatory and other governmental approvals, including filing and

Commission approval of applicable tariffs and individual case basis arrangements that may be required to provide the Services under the terms hereof.

### 13.2 Suitable Facilities

The Subscribing Entity shall provide to Verizon at each Entity's location suitable and secure space, with suitable environmental conditions and uninterruptible power supply, building entrance facilities and conduit, for placement of the facilities and equipment to be used by Vendor to provide such Service.

### 13.3 Regulated Services Provided Pursuant To ICB Authority

This Service Attachment provides exclusively for the sale of Regulated Services pursuant to ICB Authority as described below.

1. Services. Regulated Services provided pursuant to ICB Authority ("ICB Authority Services") shall be governed by all applicable Tariffs for such Services, except for those rates, terms, and conditions expressly set forth in the Agreement and this Service Attachment applicable to such Services.
2. Service Period. Customer shall purchase such Services for a period stated herein ("Service Period"). Such Service Period shall commence upon installation of the Service (if not previously installed and cutover), and receipt of all necessary regulatory and other governmental approvals that may be required prior to the provision of such Services under the terms of this applicable Service Attachment and the Agreement.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the Effective Date.

STATE OF OHIO, OIT

VERIZON NORTH INC.

Name: Mary F. Carroll  
Mary F. Carroll  
Title: Director, Office of Information Technology  
State CIO

Name: Ruth M. [Signature]  
Title: REGIONAL SALES DIRECTOR

Date: 1-13-2006

Date: 12-12-05