

CBTS
Service Attachment 5
Amendment 18

This Amendment ("Amendment") is entered into by and between the State of Ohio, through the Department of Administrative Services ("State") and Cincinnati Bell Technology Solutions Inc. ("Service Provider"). This is an Amendment to Service Attachment 5 to the Master Cloud Services Agreement ("MCSA0003") – Service Attachment 5 related provisions, product offerings, and pricing previously signed by the State on August 25, 2015.

Service Provider and the State hereby agree to modify the Contract as follows:

Purpose: The purpose of this Amendment is to replace Amendment 12 dated July 24, 2018 within Service Attachment 5, dated August 25, 2015.

NGTS provides a Hosted Dedicated NGTS Cluster option to state of Ohio Cooperative Purchasing Program members and other entities not superintended by the Department of Administrative Services ("Entity" or "Cooperative Purchase Member") who have technical or business operations requirements outside of the shared NGTS State of Ohio Platform. NGTS will provide a fully contractually compliant and service aligned Hosted Dedicated Cluster for the Entity or Cooperative aligned and integrated with the NGTS State of Ohio Platform for a required five (5) year term of agreement subject to Section 4 of MCSA0003. To be eligible to leverage the Hosted Dedicated Cluster service, the entity will commit to a baseline of 500 concurrent profiles and the Hosted UC entity will commit to 1 - 499 concurrent profiles. Cooperative Purchase Member may enter in a 5 year service term, subject to that Cooperative Purchase Member's authority to enter into multiple year contracts. Hosted Platform subscribers will leverage the mutual agreement in the form of a Statement of Work (SoW) prior to the commencement of the Build phase to ensure service expectation alignment.

The Statement of Work shall serve as a contract ("Contract") between *Entity*, as a current member of the State of Ohio Cooperative Purchasing Program in good standing with the Department of Administrative Services and Cincinnati Bell Technology Solutions ("CBTS") for NGTS a *Voice-over Internet Protocol (VoIP) Telecommunications System*. The term of the Contract is effective on the Service Commencement Date with a minimum commitment level of 500 concurrent profiles for the Hosted Dedicated Platform, and 1-499 concurrent profiles for the Hosted UC for the duration of the initial term of service. If a Statement of Work is created for a state agency, board or commission superintended by the Department of Administrative Services, the Statement of Work shall be considered an Exhibit to MCSA0003 (and not a separate Contract).

The Statement of Work to *Entity* is governed by the CBTS Master Services Agreement and Service Attachments through the Ohio Department of Administrative Services. CBTS will provide all standard services and support to *Entity* and any other approved *Sub-Entity* Subscriber with 500 concurrent profiles to leverage the *Entity's* Hosted Dedicated Platform pricing or 100-499 concurrent profiles for Hosted UC pricing as well as:

1. NGTS Hosted Platform's – INCLUDES all Base features within our Shared NGTS Contract.
 - a. Hosted Dedicated – minimum 500 endpoints; see NGTS or Hosted Dedicated based profile pricing (*Table 3*)
 - b. Hosted UC - minimum 1-499 endpoints; see Hosted UC pricing (*Table 4*)
2. Available Shared Platform features NOT INCLUDED in both Hosted Dedicated (some features can be priced separately):
 - a. On-Premise Audio & Video MCU Conferencing Services
 - b. Enhanced Contact Center
 - c. Support for Non-Cisco SIP or H.323 Video Endpoints
 - d. Business-to-Business (B2B) video to non-cloud entities
 - e. Support for VPN phones (Mobile Remote Access is provided in Base offer)
3. Additionally, the following features are NOT INCLUDED in the Hosted UC platform. (some features can be priced separately):
 - a. On-Premise Audio & Video MCU Conferencing Services

- b. Enhanced Contact Center
- c. H.323 Video Endpoints
- d. Business-to-Business (B2B) video to non-cloud entities
- e. Enterprise Mass notification and Paging

4. Call Center service feature can be added to the Hosted Dedicated Platform based on below pricing structure:

Contact Center: Basic Profile Minimum	
Profile Type	Monthly Cost
Contact Center (ACD Agents)	\$80.31
Call Recording	\$8.95
Quality Monitoring (AQM)	\$47.50
Workforce Management (WFM)	\$47.50

Table 1

5. Call Center service feature can be added to the Hosted UC Platform based on below pricing structure:

Contact Center: Basic Profile Minimum	
Profile Type	Monthly Cost
Hosted Call Center Express (ACD Agents)	\$16.65
Call Recording	\$19.00

Table 2

Pricing model for NGTS Hosted Platforms

Starting pricing for the Hosted Dedicated Platform is below:

Hosted Dedicated – Platform Indicative* Monthly Recurring Cost	
Profile Type	Monthly Cost
Analog	\$7.27
Miscellaneous	\$9.31
Basic	\$12.47
Enhanced	\$18.90
SIP Video	\$46.00

Table 3

* Pricing is based on the State Contract and follows the tiered pricing model. These profiles will count towards the tiered pricing model.

Starting pricing for the Hosted UC Platform is below:

Hosted UC –Platform Indicative* Monthly Recurring Cost	
Profile Type	Monthly Cost
Miscellaneous	\$9.31
Basic	\$12.47

Table 4

** Pricing is based on the State Contract and follows the tiered pricing model. These profiles will count towards the tiered pricing model.*

The State of Ohio's Master Service Agreement apply and can be referenced at the following link:

<http://das.ohio.gov/Divisions/InformationTechnology/TelecommunicationsServices.aspx#4217177-cbts>

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
<i>tim lonsway</i>	<i>Walter Kutschera</i>
Signature	Signature
Tim Lonsway	<i>MATI D ANSCHWORA</i>
Printed Name	Printed Name
VP SLED	<i>DIRECTOR</i>
Title	Title
6 May 2019	<i>5/22/19</i>
Date	Effective Date