

**AMENDMENT 1  
TO THE MASTER SERVICE AGREEMENT  
MANAGED VOICE OVER IP (VoIP) SERVICE**

**This is an Amendment** ("Amendment") to the Master Service Agreement (MSA), effective January 18, 2012 between The Department of Administrative Services (DAS) on behalf of the State of Ohio (the "State") and Cincinnati Bell Technology Solutions, Inc. ("Service Provider" or "CBTS") (State and CBTS are, at times, referred to herein individually as a "Party" and together as the "Parties").

**Purpose:** The purpose of this Amendment is to make revisions to Master Service Agreement that is dated January 18, 2012 to address language regarding Affiliates of CBTS.

**WHEREAS**, the Service Provider desires to update the MSA language to also include Affiliates of Cincinnati Bell Technology Solutions, Inc (CBTS).

Amend Section 15 to include:

**15.1** For the purpose of this Agreement, the meaning of Service Provider shall include Affiliates of Cincinnati Bell Technology Solutions, Inc. ("CBTS"). An Affiliate of CBTS is an entity that is controlled by CBTS, that controls CBTS, or that is under the common control of a third party with CBTS.

NOW, THEREFORE, be it resolved that the Parties accept the additions to the Service Attachment, effective on the date signed by the State.

All provisions of the Master Service Agreement not addressed by this Amendment remain in full force and effect.

**[Signatures on Following Page]**

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IN WITNESS WHEREOF, the Parties have executed this Amendment which shall be effective on the date signed by the State.

**CINCINNATI BELL TECHNOLOGY  
SOLUTIONS, INC.**

**THE DEPARTMENT OF  
ADMINISTRATIVE SERVICES, ON  
BEHALF OF THE STATE OF OHIO**

  
\_\_\_\_\_  
Signature

  
\_\_\_\_\_  
Signature

*David Greulich*  
\_\_\_\_\_  
Printed Name

*Robert Blair*  
\_\_\_\_\_  
Printed Name

*Director of Finance*  
\_\_\_\_\_  
Title

*Director, Ohio DAS*  
\_\_\_\_\_  
Title

*8/28/12*  
\_\_\_\_\_  
Date

*8/30/12*  
\_\_\_\_\_  
Effective Date

*74-2724593*  
\_\_\_\_\_  
Federal Tax ID#