

**Master Cloud Services Agreement #MCSA0003
Service Attachment 5
Amendment 21**

This Amendment Number 21 to Service Attachment Five (the "Amendment") is between the State of Ohio, Department of Administrative Services (the "State") and Cincinnati Bell Technology Solutions Inc. ("Service Provider"). This Amendment changes the terms of Master Cloud Services Agreement #MCSA0003 (the "Contract")

WHEREAS, the State and Service Provider entered into the Contract on January 18, 2012;

WHEREAS, the State and Service Provider entered into Service Attachment 5 on August 25, 2015; and

WHEREAS, the State and Service Provider determined that a Contract amendment was necessary to address certain revisions to the Contract.

NOW THEREFORE, the Contract is amended as follows:

1. Revision to Service Attachment Five, Section 5.10.4, Optional Add-On Key Terms, "Mass Notification and Paging" – The below Section 5.10.4, Optional Add-On Key Terms, "Mass Notification and Paging" will replace the current Section 5.10.4, Optional Key Add-On Key Terms, "Mass Notification and Paging" of Service Attachment 5 of the Contract in its entirety.

Section 5.10.4, Optional Add-On Key Terms, "Mass Notification & Paging"

Mass Notification & Paging	<p>The Mass Notification and Paging application enables the State of Ohio and organizations utilizing NGTS for their call processing to leverage paging and mass notification functions. CBTS is providing the State with a Mass Notification & Paging license, which enables multiple recipients of messages:</p> <ol style="list-style-type: none">1. Cisco / VOIP Phones- Messages can be received by the majority of Cisco VOIP phones. The phones must be registered to the NGTS platform or utilizing NGTS SIP Trunk Services.2. Mobile Phones – Messages can be delivered to mobile phones, either via SMS / Text messages, or via the Mobile application3. Desktops/Devices – Messages can be sent to desktops, radio systems, and other on-premise paging systems.4. Landlines – Messages can be received by landlines such as employee home phones, as required.5. Building Speaker/Digital Signage – Messages can be delivered to building paging speakers and digital signage where compatible devices exist. <p>Each license provides for a single user to receive messages by all the above methods simultaneously. Therefore, a single user license enables a user to receive the messages on their VOIP phone, their mobile phone, and their desktop.</p> <p>For each User License purchased, there is also the ability to add an Anonymous User (for whom no user profile is created in the Mass Notification & Paging System). The total number of Anonymous Users can be less than or equal to the total number of paid User Licenses but cannot exceed the total number of paid User Licenses. An Anonymous User may only receive SMS text alerts and must subscribe via a pre-determined Opt-In Code.</p> <p>An agency may only have a total number of Anonymous Users that is less than or equal to the total number of paid User Licenses for that same agency. As an example, an agency with 1,000 paid User Licenses may only have up to 1,000 Anonymous Users via opt In.</p>
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One Mass Notification & Paging License per person enables messages to all the below, collectively:

- 3 email accounts
- 3 Landlines
- 3 SMS/Text
- 3 Different devices with the mobile app
- VOIP Phone matching profile

The Mass Notification and Paging system monthly recurring cost per user is \$0.48.

As established in Amendment 16, CBTS will provide 20 Unicast Paging Gateways as part of the service amendment. Fifteen of the CBTS provided gateways have already been deployed. The State is entitled to the remaining five CBTS provided gateways.

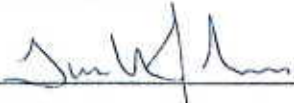
Each agency will be billed directly on a monthly basis for their user count and liable for valid invoices once the agency is live and using the system.

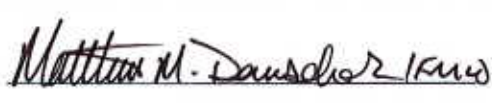
This Amendment shall become effective as of the date of the State's signature and shall remain in full force and effect for the term of the Contract. Except as modified by this Amendment, all other terms, conditions and pricing of the Contract shall remain the same and in full force and effect.

In Witness Whereof, the parties have executed this Amendment as of the dates appearing below.

CINCINNATI BELL TECHNOLOGY
SOLUTIONS, INC.

STATE OF OHIO
DEPARTMENT OF ADMINISTRATIVE SERVICES

By: 

By: 

Name: Timothy J. Karsweg

Name: Matthew M. Damschroder

Title: Vice President U.S. Public Sector

Title: Director

Date: 28 / Jan / 2021

Date: 2/5/2021