

CBTS
Service Attachment 5
Amendment 12

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 Service Attachment 5, Amendment 7 dated April 12, 2017. Amendment 7 previously replaced section 5.17 Hosted Dedicated Cluster 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 or needs 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 Large Site entity will commit to a baseline of 500 concurrent profiles and the Small Site entity will commit to 100 - 499 concurrent profiles. An initial 5-year service term is required. Hosted Dedicated Cluster 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 five (5) years, effective on the Service Commencement Date with a minimum commitment level of 500 concurrent profiles for the Large Site, and 100-499 concurrent profiles for the Small Site 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. Terms & conditions shall apply and become part of the Contract. 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* Large Site pricing or 100-499 concurrent profiles for Small Site pricing as well as:

1. NGTS Hosted Dedicated Platform – INCLUDES all Base features within our Shared NGTS Contract.
 - a. Large Site – minimum 500 endpoints; see NGTS or Large Site based profile pricing (*Table 2*)
 - b. Small Site - minimum 100-499 endpoints; see Small Site pricing (*Table 3*)
2. Available Shared Platform features NOT INCLUDED in both Dedicated Platforms (these can be ICB and 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. UCCX Call Center service feature can be added based on below pricing structure (*Table 1*):

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

4. Support for Dedicated Clusters may be provided by the CBTS 24x7x365 ENOC and would be subject to the associated SLA's.

Pricing model for NGTS Dedicated Platforms

Starting pricing for the Large Site Platform is below:

Hosted Dedicated – Large Site Platform Indicative* Monthly Recurring Cost	
Profile Type	Monthly Cost
Analog	\$7.27
Miscellaneous	\$9.31
Basic	\$12.61
Enhanced	\$19.02
SIP Video	\$46.00

Table 2

** 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 Small Site Platform is below:

Hosted Dedicated – Small Site Indicative* Monthly Recurring Cost	
Profile Type	Monthly Cost
Analog	\$20.00
Miscellaneous	\$21.00
Basic	\$24.75
Enhanced	\$26.50
SIP Video	\$46.00

Table 3

This is Amendment is incorporated under the Terms and conditions and the State of Ohio's Master Service Agreement 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>	
Signature	Signature
Tim Lonsway	Robert Blair
Printed Name	Printed Name
Director SLED	DAS Director
Title	Title
25, April 2018	4-27-2018
Date	Effective Date