CBTS
Service Attachment 5
Amendment 14

This Amendment ("Amendment) is entered into by and between the State of Ohio, through the Department of Administrative Services ("State") and cbts ("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 last signed by the State on August 25, 2015 for the replacement of Service Attachments 1 and 2.

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

Purpose: The purpose of this Amendment is to replace section 5.4.3 in Service Attachment 5, Amendment 6 dated February 7, 2017. Specifically, the Interstate Long Distance rate is being updated in section 5.4.3.

5.4.3 Off Network Interstate, International Long Distance Call, and Dedicated Inbound Only Toll Free

An Off Network Interstate long distance call is identified as a call made within the United States borders but outside the Ohio state lines. An Off Network International long distance call refers to a world-wide call made to any country that is outside the United States borders. These types of Off Network calls do not count towards the MOU.

The Dedicated Toll Free Inbound Only Add-On allows connection to the PSTN and offers existing profile, SIP and Contact Call Center users (Subscribers) a viable alternative to traditional PSTN connectivity. This also allows a Subscribing Entity to supplement a service to the existing NGTS service as an Add On item that is invoiced as a line item on the same bill.

Type of Call	Flat Rate
Interstate Long Distance	No Charge if monthly MOU is not exceeded **
International Long Distance	Refer to Exhibit F of Service Attachment 1 for Rates
Dedicated Toll Free Inbound	$.0135 per minute
Any Inbound call to the Enterprise Contact Center	$.0135 per minute

** If monthly MOU exceeds 1,000,000 minutes, the remaining balance of interstate long distance minutes will be charged at $.012 per minute.

Dedicated Toll Free Inbound Tiered Pricing

Monthly MOU Scale	Unit Rate
0 - 500,000	$ 0.0135
500,001 - 999,999	$ 0.0130
1,000,000 - 2,500,000	$ 0.0125
2,500,001 - 5,000,000	$ 0.0120
5,000,001 - 7,500,000	$ 0.0115

Note: cbts reserves the right to adjust the unit rate monthly based on actual usage.

This Amendment is incorporated under and subject to 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**
tim lonsway		
Signature		**Signature**
Tim Lonsway		Robert Blair
Printed Name		**Printed Name**
Director Government		DAS Director
Title		**Title**
5, April 2018		4.16.18
Date		**Effective Date**