

Amendment #7

To

Service Attachment #5

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 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 entity will commit to a baseline of 500 concurrent profiles for the initial 5 year service term. 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 Administration 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 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 Administration 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* Hosted Dedicated Cluster as well as:

1. Hosted Dedicated Platform – INCLUDES all Base features within our Shared NGTS Contract.
2. Additional Feature Set INCLUDED:
 - a. Interlata Toll: Includes 70 minutes of usage for Out of State LD per profile
3. Available Shared Platform features NOT INCLUDED in Hosted Dedicated Cluster (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 to non-cloud entities
 - e. Support for VPN phones (Mobile Remote Access is provided in Base offer)
4. Support for calling WebEx Cloud is available but requires a separate WebEx account/subscription

5. Call center pricing requires an update as Call Center are built completely separate per customer:

CONTACT CENTER: Basic Profile Minimum	QUANTITY	MRC
Contact Center (ACD Agents)	0	\$80.31
Quality Monitoring/Call Recording (AQM)	0	\$26.50
Workforce Management (WFM)	0	\$22.18

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

Starting pricing for the Hosted Dedicated Cluster is below:

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

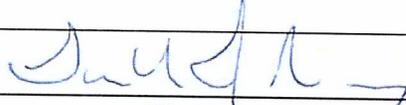
** Pricing is based on the State Contract and follows the tiered pricing model. These profiles will count towards the tiered pricing endpoint counts.*

This is the entire agreement between the parties. Terms and conditions and 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
	
Signature	Signature
Timothy Lonsberry	Robert Blair
Printed Name	Printed Name
Director	DAS Director
Title	Title
4/April/2017	4/12/17
Date	Effective Date