

**SERVICE ATTACHMENT 2
TO THE
MASTER SERVICE AGREEMENT**

This is a Service Attachment to the Master Service Agreement dated May 6, 2006, "Agreement", between The Office of Information Technology ("OIT") on behalf of the State of Ohio, and **Qwest Communications Corporation**, Attention: Corporate Counsel, 1801 California Street, Suite 900, Denver, Colorado 80202.

WHEREAS, OIT desires to include additional Vendor services and the corresponding general provisions thereof; and

WHEREAS, the above named parties desire to execute this Service Attachment to said Agreement.

NOW THEREFORE, in accordance with the Agreement, and in consideration of the conditions and covenants contained herein, the Parties mutually agree as follows:

Remote Access Service

1. Description of Service

1.1 Intro. All capitalized terms, unless otherwise defined herein, shall have the meanings assigned to them in the Agreement.

1.2 Qwest. "Qwest" shall mean and refer to Qwest Communications Corporation. "Customer" shall mean and refer to Subscribing Entity, under the Agreement.

1.3 Remote Access Service Description. This Service Attachment sets forth the description of Qwest® Remote Access Service ("RA" or "Service"). Service consists of: (a) use of infrastructure including ports and modems (excluding End User-provided modems) and network facilities for dial-up access to IP networks; (b) TCP/IP routing services; (c) either proxy Remote Authentication Dial-In User Service ("RADIUS") or Qwest-hosted RADIUS authentication from Qwest's RADIUS proxy server to Customer's RADIUS server for authorization, authentication, and accounting; (d) optional email service; and (e) client software, product information, reporting capabilities, and processes, including sales, order entry, provisioning, fulfillment, billing, and customer care.

1.4 Premium Client. Premium Client is an optional comprehensive remote access solution that offers: (a) a complete desktop client application for end-users; and (b) a supporting Web-based management portal, the Qwest Premium Client Management Portal, for Customer's system administrator to utilize in controlling aspects of the end-user experience.

Premium Client end-users receive a single-click application that configures and updates software necessary for a remote access Internet or VPN connection for RA. System administrators can use the Qwest Premium Client Management Portal to establish specific groups of users, and customize Premium Client to provide such capabilities as customized phonebooks, end-user messaging, real-time software updates and reporting functionality.

1.5 Ordering Service. All Service is subject to facilities and capacity availability and is provided on an as is and as available basis. Prior to ordering Service, Customer will provide to Qwest information and materials, such as the registered domain/realm name, email addresses and passwords necessary for Qwest to perform the set-up and other initial services to launch the Customer and its End Users to the Service ("Qwest Customer Account Setup") via Qwest Control, a proprietary web-based communications

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management platform. All orders for Service as well as any cancellations or modifications to an order must be made through Customer's Telecommunication Service Request (TSR) system. Qwest agrees that only telecommunication coordinators have the authority regarding procurement, modification, and termination of services. Qwest agrees to keep Customer's orders updated and current in the TSR System. Customers must also request service through Customer's TSR ordering system. Purchase orders for a Customer must be determined by the purchasing process of that Cooperative Purchasing Member. Upon completion of the Qwest Customer Account Setup, Customer will perform any necessary changes to facilitate Customer's and its End Users' access to the Service. Customer specifically agrees that all Service changes or orders submitted to Qwest by Customer via Qwest Control during the Term of this Service Attachment will be governed by the rates, terms, and conditions set forth in the Agreement and this Service Attachment. Qwest reserves the right to reject any Service changes or orders in its reasonable discretion. All End User access accounts installed under this Service Attachment will expire upon the termination of this Service Attachment. "Order Form" shall mean and refer to the authorized forms for purchase by Customer under the TSR system.

1.6 Term / Effective Date. This section is intentionally left blank.

1.7 Customer-specific Appropriations, Renewals, & Upgrades. OIT's appropriations are controlled by the Ohio General Assembly and the current General Assembly cannot commit a future General Assembly to any expenditures. Therefore, this Service Attachment will automatically expire at the end of the current biennium, which is June 30, 2007. OIT, however, may renew this Service Attachment and the underlying Agreement in the next biennium by issuing written notice to Qwest of the decision to do so. Renewals will be initiated by OIT in writing at least thirty (30) days prior to the expiration of the then current term. This expiration and renewal procedure will also apply to the end of any subsequent biennium. After the second renewal, OIT and Qwest agree that pricing for Service will be renegotiated. Upon termination of this Service Attachment, all rights of Customer to order Service cease and Qwest has no further obligations to furnish Service to Customer hereunder. Customer has the option anytime during the term hereof to upgrade to a new technology or service offering with Qwest without incurring termination charges. All associated non-recurring charges will apply to the new services and the original term will remain in effect.

1.8 Service Conditions. The following conditions apply to the Service:

1.8.1 Protocol. The Service provides dial-up communications access to Customer's End Users who use analog modems operating between 9,600 and 112,000 bits per second. End Users will be able to call a LEC-provided local access number with an analog modem. Calls will be authenticated via communications between Qwest-provided RADIUS proxy servers and/or Customer's RADIUS servers. Once the End User is authenticated, the Qwest Network Access Server will negotiate the IP connection and route End User packets based on the destination IP address. Qwest, in its sole discretion, may attempt to support single and/or dual channel ISDN (End user session usage time is doubled if dual channel ISDN occurs). The Service includes Qwest IP Network monitoring and management twenty-four hours per day, seven days per week by the Qwest Network Operations Center. The Service supports the V.90 and V.92 protocol and TCP/IP/PPP-based access to the Internet. Qwest reserves the right to add, delete, and/or change protocols at any time during the Term.

1.8.2 Registration. Customer will establish accounts (usernames and passwords) for its End Users via Qwest Control, register for the Service, and ensure that all compatibility/system requirements for the Service are met by itself and End Users. Qwest will provide to Customer for distribution to End Users copies of the Internet access software ("Access Software"), documentation and other related materials in such quantity, packaging, and form as Qwest reasonably determines.

1.8.3 Access Software: Ownership; License. Access Software may consist of software provided directly by Qwest to Customer ("Qwest Software") and software provided by a third party vendor to Customer designated by Qwest to Customer ("Qwest-designated Third Party Software"). The software initially provided to Customer is Qwest Software. All Qwest-designated Third Party Software shall be

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subject to the license, terms and conditions, packaged with or otherwise applicable to such software and Qwest shall have no obligations with respect to such software. All Qwest Software shall be subject to the license, terms and conditions set forth herein. All right, title and interest in the Access Software, including, without limitation, copyrights, trademarks, trade secrets, patents, and other intellectual property or proprietary rights, are hereby exclusively reserved by Qwest, the third party, or their licensors. Other than the license set forth in the following sentence, no right, title or ownership of or related to the Access Software is or shall be transferred to Customer under this Agreement. Subject to Customer's compliance with all of its obligations hereunder, including payment obligations, Qwest hereby grants to Customer and its End Users a royalty free, non-exclusive, non-transferable, irrevocable license during the Term of this Agreement to use the Access Software for the sole purpose of accessing the Service provided hereunder. If Qwest-designated Third Party Software is to be used, Qwest will provide Customer with the terms and conditions for uses of such Qwest-designated Third Party Software prior to use or implementation.

1.8.4 Access Software: Restrictions. Customer shall use the Qwest Software strictly in accordance with and subject to this Agreement and this Service Attachment. Customer shall use the Qwest-designated Third Party Software strictly in accordance with and subject to the license, terms and conditions packaged with or otherwise applicable to such software. Customer and its End Users are the only parties authorized to access the Service and the Access Software through the Qwest accounts. Customer and its End Users:

- (a) are responsible for maintaining the confidentiality of passwords used by Customer and its End Users;
- (b) shall not permit any third parties to access the Service or an End User account; and
- (c) shall ensure that all use of the Service complies with this Agreement.

Qwest will provide technical support for installation and general use of the Access Software, but has no obligation to provide maintenance or other ongoing software support of any kind for the Access Software; provided however, Qwest may, at its sole discretion, provide Customer with updates and/or enhancements. No technical support will be provided by Qwest for any Access Software that is modified or combined in any way by Customer or End Users, unless such modification or combination is agreed to in advance, in writing by Qwest.

1.8.5 Access Software: Warranty/Disclaimers. Qwest warrants that the Qwest Software will conform to the standards generally observed in the industry for similar software. THE PRECEDING WARRANTY IS EXCLUSIVE AND ALL OTHER WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NONINFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. Customer's exclusive remedy for breach of the warranty set forth herein shall be repair or replacement of the Qwest Software by Qwest. Qwest will pass through and assign to Customer all rights and warranties provided by licensors of the Qwest-designated Third Party Software to the extent that such licensors permit such pass through and assignment. Any costs of such assignment of Qwest-designated Third Party Software shall be borne by Customer.

1.8.6 Email. Each email box provided hereunder will have ten megabytes of storage capacity. Qwest and its suppliers make no warranties regarding the quality, reliability, timeliness, or security of the Service or that the Service will be uninterrupted or error free. Qwest and its suppliers will have no responsibility or liability for:

- (a) the deletion or failure to store, or to store properly, email messages; or
- (b) any data, files, or other materials, harmful or otherwise, transmitted as part of the Service.

Qwest will not support or develop a tool that allows bulk-loading email boxes via upload. All email provisioning must be completed through the Qwest-provided provisioning tool, one email box at a time. Service does not include any usage reports pertaining to email services.

1.8.7 Equipment or Software not Provided by Qwest. Customer will be solely responsible for the installation, operation, maintenance, use, and compatibility of equipment or software not provided by Qwest and Qwest will have no responsibility or liability in connection therewith. In the event that equipment or software not provided by Qwest impairs Customer's or End Users' use of any Service:

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- (a) Customer will nonetheless be liable for payment for Service; and
- (b) any service specifications or service target generally applicable to the Service will not apply.

Customer will cooperate with Qwest in setting the initial configuration for its equipment's interface with the Service and comply with Qwest's instructions in connection therewith.

1.8.8 Internet Address Space. Qwest, at its sole discretion, may allocate dynamic Internet address space (subject to reasonable availability) for the benefit of Customer during the Term, and Qwest will route those addresses on Qwest's network; it being understood and agreed that neither Customer nor any of its End Users will have the right to route these addresses. Customer understands and agrees that it will have no ownership interest in any IP address which Qwest assigns to End Users on Customer's behalf and that Qwest will retain ownership of all such IP addresses, and upon termination of the Service, Customer's access to and utilization of such IP addresses will terminate.

1.8.9 PSTN. Service is subject to the limitations of and changes to the Public Switched Telephone Network and the LEC, including without limitation the availability of modem speeds, lines and modifications, changes, NPA splits, and/or deletion of all or certain local dial-up access telephone numbers. Qwest will have no liability whatsoever to Customer with respect to any such limitations or changes. Qwest may change the access numbers at any time. Customer agrees to migrate all End Users from an old access number (which may not be within the Qwest RA phonebook) to any new access number provided by Qwest as soon as is commercially practicable, but in no event more than thirty days after Qwest provides the new access number to Customer.

1.8.10 International Roaming Service Terms and Conditions. International roaming capability ("International Roaming") is available in many locations, but not all, outside the continental United States, and Customer must verify with Qwest the availability of the Service in Customer's desired locations. Some international locations may not have access to Qwest's toll free (8XX) number(s) for technical support. For Service outside of the continental United States, the following terms and conditions apply.

- (a) International Laws.** International Roaming will be offered hereunder subject to:
- (i) any applicable tariffs;
 - (ii) compliance with all applicable laws and regulations;
 - (iii) obtaining any domestic or foreign approvals and authorizations required or advisable;
 - (iv) continued availability of any of the service in any jurisdiction, country, or to any location; and
 - (v) continued availability of access lines in any particular jurisdiction, country, or location.

Customer acknowledges and agrees that Qwest may elect not to offer the service in any particular jurisdiction, location, or country, or may block service in any particular jurisdiction, location, or country if Qwest determines, in its sole discretion, that the continuation of such service is not permitted or advisable.

(b) Export Laws. Customer's use of International Roaming will comply, in all material respects, with all international, federal, state, and local laws and regulations relating to its performance under this Service Attachment. Customer is solely responsible for obtaining all licenses, approvals, and regulatory authority for its performance hereunder and any resale of the service.

(c) Export Controls. Customer will comply fully with all export and re-export controls under U.S. Export Administration Regulations and/or the relevant export control laws and regulations of any other applicable jurisdiction (collectively, "Export Controls"). Customer acknowledges that certain equipment, software, and technical data which may be provided hereunder may be subject to such Export Controls. Without limiting the generality of the foregoing, Customer will not, and will require its representatives not to, export, re-export, direct, or transfer CPE, any other hardware, software, or technical data delivered by Qwest to Customer, or any direct product thereof, to any destination, person, or entity restricted or prohibited by the Export Controls. Customer will be solely responsible for obtaining all necessary

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consents and licenses, and registering and filing any documents required under such Export Controls, and all costs associated therewith.

1.8.11 Relationship of the Parties. Qwest is acting as an independent contractor and will have exclusive control of the manner and means of performing its obligations. Qwest's name and the names of its affiliates are proprietary and nothing herein constitutes a license authorizing their use, and in no event will Customer attempt to sell service to its End Users using the name of Qwest or its affiliates. In addition, Customer will not state to End Users or prospective End Users:

- (a) that they will be Qwest customers or that they may obtain Qwest Service from Customer; or
- (b) the Customer has any relationship with Qwest other than an agreement to purchase RA from Qwest.

1.9 Service Targets. RA is not subject to any service level agreement. However, Service will attempt to meet the following service targets: Call Success Rate – 95% to 98%; Network Packet Loss – 0%; Latency – 125 milliseconds; Average Time to Login – 30 seconds; Average V.90 Modem Connect Speed – 28.8 Kbps. Qwest will attempt to achieve reasonable availability rates comparable to industry standards for both hardware and operating system application layers of the Premium Client system architecture.

1.10 Maintenance. Normal maintenance refers to: (a) upgrades of hardware or software; or (b) upgrades to increase capacity. Normal maintenance may degrade the quality of the Service provided, which may include an outage of the Service. Normal maintenance on the Qwest Dial Access Network is currently performed on Tuesday through Thursday morning between the hours of 3:00 AM and 7:00 AM Local Time. Normal maintenance on the Qwest IP network backbone is currently performed on Sunday, Tuesday, and Thursday between the hours of midnight and 6:00 AM Local Time. "Local Time" will refer to the local time in the time zone in which an affected service is located; provided, however, that if affected services are located in multiple time zones, Local Time will refer to Eastern Time. Normal maintenance hours are subject to change without notice.

2. Service Specific Terms and Definitions

2.1 All service-specific definitions are contained in the text of this Service Attachment.

3. Standard Service Features

3.1 Access Flexibility.

- Global Dial-up access from over 4,600 U. S. points of presence including 111 countries internationally.
- Wi-Fi access (802.11) from multiple business venues. The complete Wi-Fi deployment will include extensive coverage in hotels, airports and other high-traffic business locations. (Wi-Fi access is only available with Premium Client).

3.2 End-User Client Options.

- Standard client software for basic dial-up access only.
- Premium Client software for customers with enhanced remote access functionality needs. Premium Client provides an integrated access and VPN client (customer-provided VPN, or Qwest-provided) in one single application. The Premium Client offers access flexibility (supports dial plus broadband), VPN security enablement, personal security and firewall integration, end-user control, grouping, messaging, tracking and reporting.

3.3 Support Services.

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- Web-based customer portals (Qwest Control® and premium administrative portal for customers choosing this option).
- 24/7 end-user customer care.
- Multiple authentication options (RADIUS).

4. Add On Features

4.1 The following additional features are available at additional charge.

Premium Client Service to the Qwest [Secure] Remote Access Service
 8xx Dial Internet Protocol

5. Fee Structure

5.1 **Charges.** Customer will pay to Qwest all applicable charges described in the Agreement and this Service Attachment. The charges do not include Taxes.

5.2 **End User Pricing Summary.** The Total MRC per End User includes 150 hours of local Service usage. A per hour overage charge applies to usage in excess of the 150 hours. Notwithstanding the foregoing, an MRC per inactive End User applies for each established End User who does not log in and authenticate in a given billing cycle. In addition:

- (a) a per hour charge applies for each hour of 8XX usage in any particular month (Customer's 8XX usage will not be included in the calculation of the 150 hours of local usage);
- (b) an NRC applies per End User; and
- (c) a per hour charge applies for each hour of International Roaming use.

Applicable charges are referenced in the table below.

Number of End Users	Total MRC Per End User	Overage Charge Per Hour (Over 150 Local Hours)	8XX Charge Per Hour	Int'l Roaming Charge Per Hour	MRC Per Inactive End User	NRC Per End User
1 – 2,000	\$13.00	\$1.50	\$6.00	\$8.00	\$8.00	\$25.00*
2,001 +	\$11.75	\$1.50	\$6.00	\$8.00	\$8.00	\$25.00*

*As of the Service Attachment Effective Date, Qwest is waiving the NRC so long as Customer is not in default of any obligations under the Agreement or this Service Attachment. Qwest may discontinue waiving the NRC so long as Qwest provides OIT with 30 days advance notice.

5.3 **Premium Client Pricing Summary.** Customer will pay an additional \$3.00 MRC, if ordering Premium Client. This charge will be excluded from any discounts.

5.4 **Hourly Pricing Option.** The monthly charge is the Total Charge per Hour multiplied by the total number of hours Customer uses Service during each month. In addition:

- (a) a per hour charge applies for each hour of 8XX usage in any particular month;
- (b) an NRC applies per End User; and
- (c) a per-hour charge applies for each hour of International Roaming use. Applicable charges are referenced in the table below.

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Hourly Pricing Summary		Contiguous U.S. Pricing
Volume of Hours	Total Charge Per Hour	Int'l Roaming Charge Per Hour
0 - 49,999	\$0.60	\$8.00
50,000 – 99,999	\$0.59	\$8.00
100,001+	\$0.57	\$8.00

5.5 8xx Dial IP Pricing. 8xx Dial IP Pricing is applicable to both the End User Pricing Option and the Hourly Pricing Option.

Volume of Hours	Total Charge Per Hour	Int'l Roaming Charge Per Hour
0 – 4,999	\$2.07	\$8.00
5,000 – 9,999	\$1.99	\$8.00
10,001+	\$1.95	\$8.00

5.6 Customer Responsibility.

5.6.1 Customer is subject to Qwest's initial and continuing credit review and approval with regards to RA. Qwest reserves the right to withhold implementation of Service pending completion of Qwest's credit review and Qwest may condition initiation of Service on its receipt of a deposit or such other means to establish reasonable assurance of payment. Customer agrees that it is solely responsible for all billing, collections, payments on behalf of, and/or other issues with respect to any of its End Users, and that Qwest will have no liability in connection therewith. The charges set forth in this Service Attachment do not include any long distance charges or any other charges that apply if Customer or an End User accesses the Service from outside the local calling area of the access number. Customer and/or End User will be responsible for such charges.

5.6.2 All use of the Services will comply with the Qwest Acceptable Use Policy, which is posted at <http://www.qwest.com/legal/>. The AUP is incorporated by reference and made a part of this Service Attachment. Qwest may immediately suspend a Service for any violation of the AUP. Qwest may change the AUP at any time and such change will be effective upon posting to the website or other notice to OIT. Notwithstanding the provisions in the applicable Service Attachments, if a service modification: (i) materially and adversely affects the Customer's legitimate use of Service; and (ii) is not required by government or judicial action, then Customer may terminate the affected Service upon 30 days prior written notice without liability for cancellation charges for the affected Service, provided, however that Customer provides Qwest written notification of its intent to terminate the Service under this Section within 30 days after the modification occurs and provides Qwest thirty days to cure such modification. If Customer does not provide Qwest notice that it desires to terminate the affected Service during the time permitted in this section, Customer will have waived its right to terminate the affected Service under this section.

5.6.3 Customers ordering Premium Client will have the following additional responsibilities:

- (a) Premium Client allows Customer to push various levels of software configuration to different groups of end-users. Premium Client also enables Customer to push its own software updates, such as VPN clients, personal firewall, Secure IM™, Windows (OS)™ updates to Premium Client end-users.
- (b) Qwest will provide support only for Premium Client. Without limiting the generality of the immediately preceding sentence, Customer is responsible for:
 - (i) managing end-user software configuration;
 - (ii) ensuring end-user groups are set up properly;

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- (iii) supporting the application of any software it chooses to bring into the Premium Client environment; and
 - (iv) managing its own Customer provided VPN clients and VPN servers including, but not limited to purchase, installation, confirmation, maintenance, and monitoring of such VPN devices and software. Qwest will not be responsible for the content, interworkings or performance of Customer provided software.
- (c) Customer will maintain administrative access for Premium Client at all times.

However, Qwest will maintain administrative access rights to perform service updates, including without limitation, phonebook updates. Customer will remain responsible for the adoption of any such updates and the distribution of the updates to Customer's end-user groups.

5.7 Miscellaneous.

(a) Qwest reserves the right to modify the rates and charges or change certain components of the Service upon not less than 30 days prior written notice to OIT; provided that Qwest may reduce the foregoing notice period, as necessary, if such modification is based upon Regulatory Activity. Regulatory Activity" means any regulation and/or ruling, including modifications thereto, by any regulatory agency, legislative body or court of competent jurisdiction. Customer will not be eligible for any discounts or promotions other than those specifically set forth herein or on a promotion term sheet, which will be signed by OIT and accepted by Qwest. Such promotions will not be effective unless the applicable promotion term sheet is appended immediately behind this Service Attachment.

(b) Notwithstanding the provisions in the applicable Service Attachment, if a service modification: (i) materially and adversely affects the Customer's legitimate use of Service; and (ii) is not required by government or judicial action, then Customer may terminate the affected Service upon 30 days prior written notice without liability for cancellation charges for the affected Service, provided, however that Customer provides Qwest written notification of its intent to terminate the Service under this Section within 30 days after the modification occurs and provides Qwest thirty days to cure such modification. If Customer does not provide Qwest notice that it desires to terminate the affected Service during the time permitted in this section, Customer will have waived its right to terminate the affected Service under this section.

6. Equipment Discounts

6.1 No Equipment Discounts apply to Remote Access Services.

7. Taxes, Surcharges and Governmental Fees

7.1 Qwest will not bill the Customer for taxes for which Customer has provided a valid certificate of tax exemption. Qwest may be required to charge certain taxes to Customer, for which Customer may be liable. Until Service is provisioned, Qwest is unable to provide an itemized list of these taxes as tax rates differ by state, county, city, district, product, component group code, product component, and application code. After Service is provisioned in accordance with this Service Attachment, applicable taxes and fees will be listed on Customer's billing statements.

8. Reporting Requirements

8.1 Qwest provides paper reports each month, as well as on-line reporting capabilities through a Customer Management System called Q.Control.

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- Special customer/account management and reporting tools accessed via Web-based user interface for the customer's IT personnel to use in monitoring and managing their end-user base
- Real-time administrative control over your end-user base without having to make single phone call

8.2 Company-assigned account administrators can:

- Add single users, load large amounts of users at once, delete and temporarily deactivate users
- Change passwords
- Download Business Dial client dialer software
- Access complete individual usage records, billing information, invoice viewer and online payment
- Access FAQs and customer service contact information

9. Cost Recovery Fee Data Requirements

9.1 Cost Recovery Fee requirements do not apply to Remote Access Services.

10. SLA Requirements

10.1 Service Level Agreement. The Service is subject to the QWCC Platform Service Level Agreement posted on Qwest's web site at www.qwest.com/legal ("SLA"), which is effective as of the last signature date of this Agreement. The SLA provides OIT's sole and exclusive remedy for service interruptions or service deficiencies of any kind whatsoever for the Service. OIT represents and warrants that as of the Effective Date of this Service Attachment, and prior to both executing the Order Form and receiving the Service, that OIT

- (a) has had the opportunity to access and has in fact read the SLA, and
- (b) understands the SLA and the amount of SLA credits available therein.

Qwest reserves the right to amend the SLA effective upon posting to the web site or other notice to OIT.

10.2 SLA Amendments.

(a) Qwest reserves the right to amend the SLA effective upon posting to the web site or with prior notice to OIT.

(b) Notwithstanding the provisions in the applicable Service Attachment, if a service modification: (i) materially and adversely affects Customer's legitimate use of Service; and (ii) is not required by government or judicial action, then Customer may terminate the affected Service upon 30 days prior written notice without liability for cancellation charges for the affected Service, provided, however that Customer provides Qwest written notification of its intent to terminate the Service under this Section within 30 days after the modification occurs and provides Qwest thirty days to cure such modification. If Customer does not provide Qwest notice that it desires to terminate the affected Service during the time permitted in this section, Customer will have waived its right to terminate the affected Service under this section.

11. Customer Support

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11.1 Support / Spirit of Service. Qwest Communications International Inc. (NYSE: Q) is a leading provider of voice, video and data services. With more than 40,000 employees, Qwest is committed to the "Spirit of Service" and providing world-class services that exceed customers' expectations for quality, value and reliability.

The personalized attention provided by your dedicated State of Ohio Account team is one of the reasons Qwest continues to have a long standing reputation for excellence within the state government marketplace. In addition to our Dedicated Service manager in Dublin, Ohio, Qwest will assign a primary point of contact within the Major Account Service Team ("MAST") to support the Customer. The primary point of contact will serve as the interface to internal organizations within Qwest to support the timely resolution and response to inquiries, issues, and troubles posed by the Customer. Additionally, after hours support for the Customer will be supported by a defined team of MAST Service Specialists that will support all switched or dedicated toll-free numbers. The after-hours support team will answer the Board's calls on a priority basis. MAST management is also available to assist the primary point of contact and the after-hours team with backup and escalation support.

11.2 Escalation. Qwest's escalation procedure is designed to aid in the resolution of any and all service related issues in an expedient manner.

(a) Trouble Handling Procedures. Included in this section are Qwest's trouble resolution procedures. This information is provided for the Customer to use as a general guideline when reporting troubles. It is the goal of Qwest to assist the Customer in determining critical applications and resolution expectations, plus manage trouble resolution accordingly. Qwest's intention is to provide unequalled service and support to the State of Ohio.

(b) Escalation Procedures. Qwest's trouble reporting procedures automatically provide for timely, upward notification of problems not resolved with established standards. The priority level determines the length of time before the first management level is informed of a problem. Priority 1 outages require full resource application until repaired; escalation occurs around-the-clock until the outage is repaired. The Customer may request increased escalation at any time that there is a perception that the problem is not being properly handled.

(c) Trouble Resolution Procedures. In addition to providing an Account Team, Qwest has a 24-hour, customer service support team. This provides enhanced support services to larger and more specialized customers. This group is staffed 24 hours a day, 7 days a week, 365 days a year.

11.3 Team Responsibilities. MAST 1-800-524-5249. Responsibilities of the Major Account Service Team (MAST):

(a) Network Surveillance

- Monitors Qwest Network
- Originates trouble tickets when a critical or major alarm is generated on a circuit.
Critical Circuits include:
 - DMS 250 Switch
 - Digital Cross Connect System (DACCS)
 - Frame Surveillance
- Monitors Qwest Frame Switches
- Originates trouble tickets when an outage is generated on a switch that involves Customer Accounts

(b) Major Account Outage Notification Procedure

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- When Network Surveillance detects an alarm in DMS 250, DACS, or SED units, the Network Surveillance Technician will:
- Originate a Trouble Ticket to be used as the Master Ticket Number in the event of a cut.
- Call MAST to advise of the outage, provide trouble ticket number, and send a broadcast page if necessary (in the event of a cut or DS-3 level outage).
- When contacted by Network Surveillance, the MAST Representative will:
 - Refer to Customer profile,
 - Call Contact provided and advise of the circuits affected and the problem status, and give the customer the trouble ticket number,
 - The MAST Representative will escalate the trouble ticket immediately through MAST Lead Technician to Lead Technician in Remote Test Center,
 - The Remote Test Center Technician will work Trouble Ticket, resolve and close with customer.

(c) MAST Escalations. Internal Escalation Intervals:

Trouble Type	Time to Ticket	Ticket to Pickup	Pickup to Initial Status	Subsequent Status Intervals
Critical (Multiple Customer Sites Down Hard)	Immediate	Immediate	30 Minutes	Every 60 Minutes
High (Single Customer Site Down Hard)	Immediate	Immediate	60 Minutes	Every 60 Minutes
Medium (Partial Service Outage)	Immediate	30 Minutes	60 Minutes	Every 2 Hours
Low (Intermittent Trouble)	Immediate	60 Minutes	60 Minutes	Based Upon Request*

11.4 Team Members. The Major Account Service Team (MAST) 1-877-842-8669 is designed to aid customers and quickly resolve service issues or line troubles. Additionally, the Qwest GES Markets -Ohio Team is designed to help customers with sales support, engineering, and billing issues.

(a) Qwest Communications deploys a dedicated Customer Account Team that is responsible for the installation, administration, service, engineering and planning for existing and future applications. The team consists of many Qwest professionals specializing in the following areas:

(1) Senior National Accounts Manager

The Customer Account Senior National Account Manger is responsible for overseeing the development, implementation, maintenance and growth of the OIT/Qwest partnership. In building a partnership with the OIT, the SNAM will work for the client to develop key strategies and build the relationship for open communication. SNAM maintains daily contact with customers regarding contract, specifications, technical performance, schedule, and cost.

(2) National Account Manager

The National Account Manager is responsible for working with Customers on new products, as well as working with Customers on their future and existing needs. In an effort to meet customer needs, the NAM works closely with the account managers to ensure customer satisfaction

(3) Account Support Specialists

The Account Support Specialists are responsible for completing all orders associated with the installation, billing and maintenance of customer service. They are also responsible for processing customer service inquiries.

(4) Sales Engineer The Sales Engineer is responsible for all engineering functions regarding network, equipment and application interface. The technical advisor is the lead contact on all problem resolution regarding these functions. The engineer is equipped to respond to information

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regarding the latest technology through continuous update and training and serves as a client technical advisor.

(5) Service Manager

The Service Manager supports Customers on trouble resolution to service interruptions or scheduled outages. He works directly with the Major Account Support Team (MAST) to quickly and effectively solve Qwest issues.

(6) Sales Support Manager

The Sales Support Manager is responsible for service delivery fulfillment and serves as the first point of escalation for the Account Consultants and Service Managers for provisioning, billing and trouble management.

(7) Sales Director

The Sales Director is responsible for management performance, and completion of major new and existing telecommunications projects or programs. Manages and directs all phases of each project/program from inception to completion.

(b) These resources plus Customer Service Engineering, Billing, Fraud and Abuse and the Network Management Team are available to support Customer's specific needs. Unlike other larger carriers, Qwest offers more flexibility to customize your services quickly.

(c) **Hours.** Normal business hours are from 8am to 5pm EST.

(d) The Government Account Team should receive all service inquiries and trouble reports during normal business hours. The MAST may also receive service inquiries or reports in the event Customer is unable to reach the Government Account Team.

12. Conversion Plan for Existing Customers

12.1 Qwest Customers. Qwest currently provides Remote Access Services to some Customers.

12.2 Adding Services. In the event that a Customer would be interested in adding Services hereunder, the account team will coordinate with all parties for a seamless conversion.

13. Coverage maps

13.1 Coverage Area. Qwest Remote Access Services are provided throughout the United States on the Qwest Dial Access Network:

- More than 2,700 U.S. POPs across the country and growing. The automatic updating phone book continually adds local access numbers as our coverage areas increase throughout the year.
- The Qwest Dial Access Network currently covers more than 84 percent of the U.S. population with a local call—and coverage is growing.
- This means that there is a local access number at the end-user's disposal in most locations throughout the country.
- There is always 8XX service for the end-user if they are in a part of the country not serviced by a local access number.
- International roaming coverage from many overseas locations.

13.2 Map. See attached map "Qwest Dial Access Network Coverage".

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14. Additional information

14.1 There is no additional information to be provided at this time.

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IN WITNESS WHEREOF, the Parties have executed this Service Attachment which shall be effective on the date signed by OIT.

STATE OF OHIO, OIT

Qwest Communications Corporation

Name: Mary F. Carroll

Name: Susan Baker

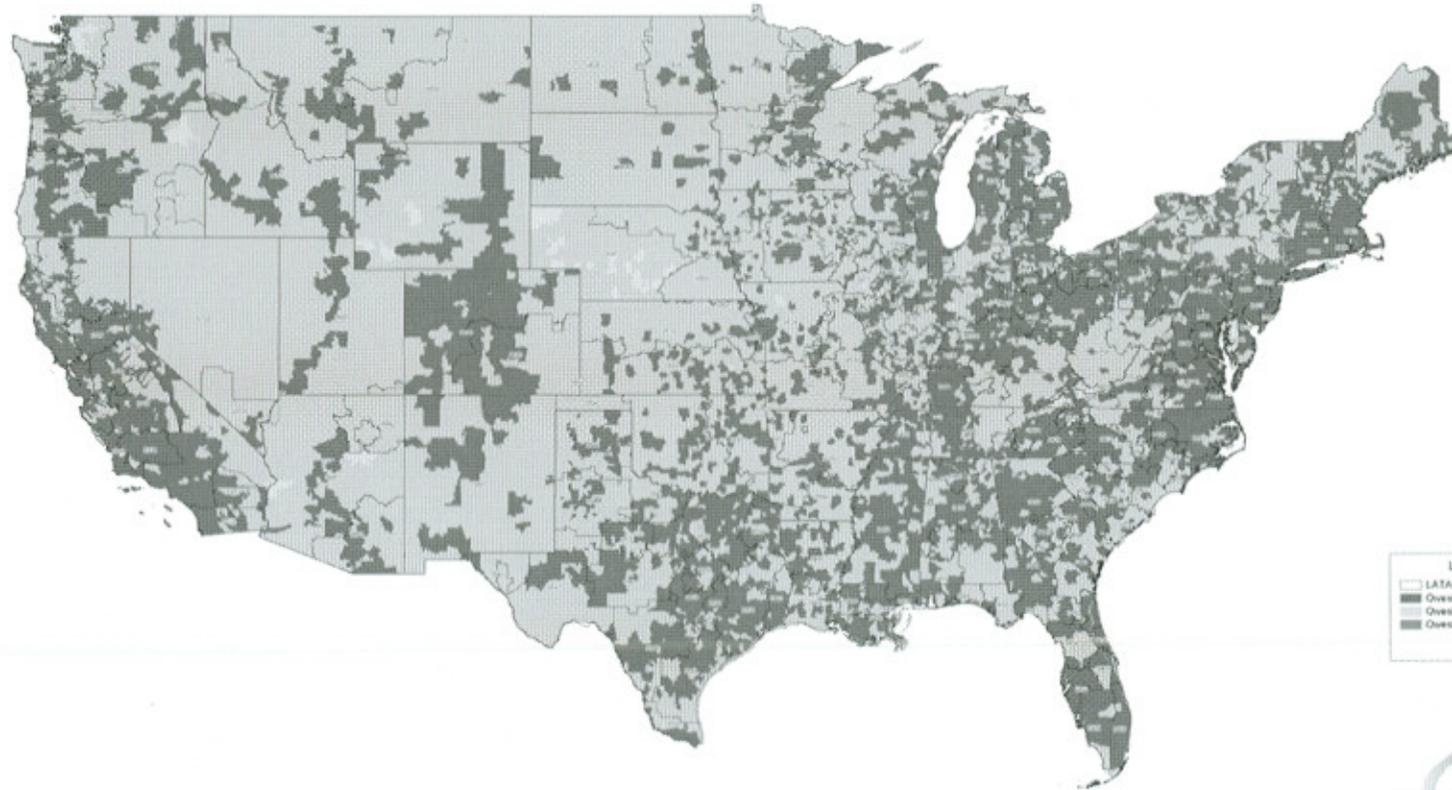
Title: Mary F. Carroll
Director, Office of Information Technology

Title: STAFF ANALYST - OFFER MGMT

Date: State CIO 12/07/04

Date: 11/2/2006

Qwest Dial Access Network Coverage



LEGEND
— LATA Boundary
■ Qwest DAN Production
■ Qwest DAN Planned
■ Qwest net

