

CBTS
Service Attachment 5
Amendment 11

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 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 in support of Service Attachment 5, dated August 25, 2015 specifically, this Amendment adds the following products and services to MCSA0003.

- Landline Texting Service

1.0 Landline Texting Service

The Landline Texting Service allows a user to text an existing landline or toll-free phone number and respond with a web browser or wireless device. These features are defined below.

1.1 Landline Texting Definition of Service

Key Term	Description
Scheduled Texting	A text message can be set to send to one recipient, multiple recipients, or a group at a specific date and time.
Group Texting	A named group of up to 50 contacts can be created. Text messages sent to named groups will go out as a blind carbon copy. Recipients will not be able to see what other recipients received or replied to the message
Keywords	Users can choose a specific word for customers to text into their business number. Once someone texts in the keyword, they will receive an automated response with a link, call-to-action, specific information, etc.
Supported Features	Browser or App Access The service can be accessed using a browser, desktop apps and mobile apps. Desktop apps ² are supported for Windows and Apple. Mobile apps are supported for Android and iOS ³ based tablets and smartphones.
Devices	Depending on the package purchased, two or more devices can be logged in simultaneously. Messages Text messages can be sent and received with all packages. Only the Premium package allows sending of MMS messages.
Customizable Signature	A short, personal message can be added to each outbound text message. Auto Reply An automated text message can be sent to anyone who texts into an account. The auto reply feature can be set for specified hours of the day/day of the week.
Additional Users	Additional Users may be added to the Premium package at a cost. Users may have Admin or Operator features. Operators may send and receive text messages, but do not have access to Admin features.

Inbound Forward	The Premium Package includes Inbound Forward, which allows inbound messages to be forwarded to a URL you select for subsequent management.
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1.2 Landline Texting Service Pricing

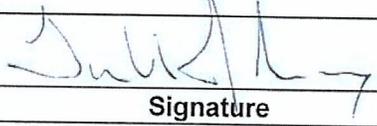
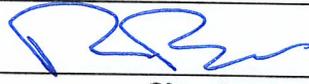
The CBTS Landline Texting service offers 2 different packages. Standard and Premium. There is no setup fee.

Feature	Standard	Premium
Price	\$14.99/month	\$89/month
Included Messages	500 Messages	Unlimited Text Messages
Included Users	1	1
Additional Users	n/a	\$20/user
Device logins included	Unlimited	Unlimited
Maximum Messages/Minute	5	60
Contact Import	Y	Y
Customizable Signature	Y	Y
Auto Reply Messages	1	Y
Scheduled Texting		Y
Group Texting		Y
Inbound Forward		Y – To Email

2.0 Ohio General Assembly Non-Appropriation of Funds

Funding is contingent upon the availability of lawful appropriations by the Ohio General Assembly. If the Ohio General Assembly fails at any time to discontinue funding for payments or any other obligations due by the State under this Amendment and Agreement the State will be released from its obligations, including early termination fees, on the date funding expires.

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
Tim Housway	Robert Blair
Printed Name	Printed Name
Dir. Gov + Ed	DAS Director
Title	Title
7, March 2018	3-28-18
Date	Effective Date