

Statement of Work

Date: January 12, 2013
Client: Agency
Project Name: Next Generation Telephony Service – New Service Initiation

Overview

Cincinnati Bell Technical Solutions is engaged to provide Basic Voice and Enhanced Voice services to OhioDAS and all Ohio State Agencies as defined in the MSA and SA1.

This Statement of Work (the “SoW” is between Cincinnati Bell Technology Solutions, Inc, (“CBTS, Service Provider”) having an office at 4600 Montgomery Rd., Cincinnati, Ohio 45212-2600 and the State of Ohio, Department of Administrative Services (“the State”), having its principal place of business at 30 East Broad Street, 40th Floor, Columbus, Ohio 43215 (jointly referred hereto as the “Parties”) which is effective as of the date signed by Department of Administrative Services (“DAS”). This SOW is governed by CBTS’s *Master Service Agreement* and *Service Attachment(s)* with the State of Ohio. If there are any conflicts between the SoW and the MSA or SAs, the MSA and SAs prevail.

This SoW, when signed, serves as the agreement between OhioDAS and Cincinnati Bell Technology Solutions for Next Generation Telephony services to be provided by Cincinnati Bell Technology Solutions as governed in the Master Services Agreement (MSA) and further defined in the Service Attachment (SA1) with OhioDAS as stated in the previous paragraph.

Cincinnati Bell Technology Solutions - Approach

CBTS adheres to a structured approach when initiating new Service Requests for sites or Agencies defined as Transition Methodology. Transition Methodology consists of four (4) phases to ensure agreement in scope and continuous alignment through the process.

Phase Discovery

- Business Requirements Document and Technical Assessment Workbook submitted to CBTS
- Network Requirements and Design with OIT Backbone Team / CBTS
- Risk and Issues Registers created
- Phone numbers to be Ported documented (User, Fax and reserved blocks)
- Phone Models and User Profiles selected
- Migration Planning and Schedule Development
- End-Point Procurement / User Profiles / Number Porting entered into the State’s TSR System
- SoW – Review/Signoff

Phase 2 Design and Planning

- Transition to Service Schedule - Review/Signoff
- Change / Risk / Issue / Communications / Reporting
- Voice and Data Design
- Site level IT Readiness
 - Minimum CAT 5e cabling is recommended
 - Agency network infrastructure
 - Ohio.Gov connectivity

- Phase 2, Quality Gateway Checklist - Review/Signoff

Phase 3 Implementation

- Transition to Service – schedule review
- Site Remediation
- Service Core Configurations
 - Ohio.Gov Backbone
 - CBTS
- Service Core Testing - Ohio.Gov/OARnet/CBTS
- Quality Gateway Checklist - Review/Approval
- Phone installation
- End User Testing

Phase 4 Transition to Operations

- Standard Operating Procedures Review
 - Service Desk Support Process
 - Contact List
 - Escalation Procedures
 - Dial Plan
 - TCP/Address Scheme
 - Network Diagrams
 - Bill of Materials
- Operations Handoff - Signoff
- Transition Project Closure
- Customer Satisfaction Survey
- Operations - Steady State

To ensure continuous alignment and proper diligence for changes and risks, Cincinnati Bell Technology Solutions provides weekly status reports and will conduct meetings on either a weekly or biweekly basis.

Cincinnati Bell adheres to all OhioDAS MSA and SA1 Service Level Agreements (SLA) for Operational and Service Request Management and all additional services and support not enumerated in this Statement of Work.

Client Responsibilities

The Agency and OhioDAS must fulfill the following responsibilities for Cincinnati Bell Technical Solutions work tasks to be performed:

- State Agency and Ohio. DAS is responsible for appointing a single point of contact (SPOC) to handle all communications involved with the project. This individual will also possess decision-making authority for project related issues.
- State Agency is responsible for appointing an Agency contact authorized to review and approve documentation and scope definitions. The person responsible may change from function to function but a single authority from the Agency will have accountability for the overall work product.
- The Agency and Ohio.DAS is responsible for final acceptance of the appropriate solutions presented by Cincinnati Bell Technical Solutions.

Next Generation Telephony Solution (NGTS)

- The Agency is responsible for site Remediation if required unless requested from Cincinnati Bell Technical Solutions to execute the service at an agreed rate.

Project Charges and Timing

New Service Initiation costs are not incurred until scope is defined and Non Recurring Cost project costs, if applicable are executed. Monthly Recurring Cost will be initiated upon the successful turn up of the service.

All cost and billing activities are governed in the MSA and associated SA1 documents and are applied universally to leverage its pricing scales as agreed with OhioDAS.

Project Change Request

Should The Agency and/or OhioDAS require changes in scope other than the initially agreed in this New Service Initiation contract, the Agency and OhioDAS shall engage the Cincinnati Bell Technology Solutions Commercial Team to discuss scope and impact to determine if change is financially impacting through the Cincinnati Bell Technology Solutions established Project Change Request process.

Standard Cincinnati Bell Technical Solution Payment Terms

Please reference the Next Generation Telephony Service MSA and SA1 between OhioDAS and Cincinnati Bell Technical Solutions.

Proposal Acceptance

Company	State of Ohio - Agency	Company	Cincinnati Bell Technical Solutions
Signature		Signature	
Name		Name	
Title		Title	
Date		Date	