Appendix 2 to
Fifth Amendment of
Master Service Agreement

October 31, 2012

Attachment to Data Center Services
Service Component Provider
Master Services Agreement
DIR Contract No. DIR-DCS-MSI-MSA-001

Between

The State of Texas, acting by and through
the Texas Department of Information Resources

and

Capgemini America, Inc.

Attachment 4-B
Financial Responsibility Matrix

October 31, 2012

Meaning of Headings

Item	Description
All Taxes (Sales / Services/ Value Added / Excise Tax)	Who pays the taxes in accordance with the Agreement?
Inflation / Deflation	Who is financially responsible for inflation / deflation that impacts any Personnel-related line items? Refer to **Exhibit 4** for Economic Change Adjustment terms and methodology.
Charging Mechanism	By what mechanism is this item paid for? The Charging Mechanisms used in this **Attachment 4-B** are: 1. Base/Variable - included in Monthly Base Charges; Variable = ARCs/RRCs apply to volume changes; Refer to **Exhibit 4**. 2. Pass-Through Expenses - Refer to **Exhibit 4**. 3. Retained - State contract with no State payment to Service Provider. Service Provider has no financial responsibility for payment to third party. 4. HSC = Hardware Service Charge; refer to **Exhibit 4** 5. SSC = Software Service Charge; refer to **Exhibit 4**
Maintenance Contract Expenses	Who has financial responsibility for Maintenance contracts for the Equipment?
Maintenance	Who pays for the break/fix, preventative maintenance and spare parts for this item?
Charging Mechanism	By what mechanism is this item paid for? The Charging Mechanisms used in this **Attachment 4-B** are: 1. Base/Variable - included in Monthly Base Charges; Variable = ARCs/RRCs apply to volume changes; Refer to **Exhibit 4**. 2. Pass-Through Expenses - Refer to **Exhibit 4**. 3. Retained - State contract with no State payment to Service Provider. Service Provider has no financial responsibility for payment to third party. 4. HSC = Hardware Service Charge; refer to **Exhibit 4** 5. SSC = Software Service Charge; refer to **Exhibit 4**
Support / Operational Expenses	Who has financial responsibility for support and operational expenses relating to the assets?
Administrative Procurement	Who procures the item including managing the bidding process and receipt, payment and associated invoicing activities
IMAC	Who performs Installations, Moves, Adds and Changes for the asset? Includes planning and implementation.
Invoice Verification	Who has operational responsibility to verify the invoices (purchase, maintenance) from the Third Party Vendors?
Maintenance	Who pays for the break/fix, preventative maintenance, spare parts, and software maintenance for this item? If SP, SP will reimburse TX for prepaid maintenance. For Mainframe, Print, Data Center, and Network this column also determines who pays for maintenance contracts (Server Maintenance contracts are covered in the Maintenance Contract Expense section)
Operations & Support	Who provides the Services to support the software and assets including configuration, restarting, operating, troubleshooting, etc.
Removal & Disposal	Who is responsible for removing the Equipment from the environment? State receives any net benefit after disposal of Client owned Equipment. Service Provider receives any benefit after disposal for all other Service Provider owned Equipment. Includes planning and implementation.
Disaster Recovery	Who provides disaster recovery services for this item?
Services Tax	Who pays taxes that are based upon operations of such Services?

Mainframe	Asset Allocation: Capital / Lease Cost (1)											Support / Operational Expenses									
Service Towers:	Existing TX Owned /Leased Assets/Licenses (5)	Existing TIT Owned/Leased Assets/Licenses (4) (5)	Software Licenses / Transfer Fees (9) (10)	Software Currency	Future/Asset Refresh	Refresh Cycle	Releases / Upgrades / Enhancements	Growth	All Taxes	Inflation / Deflation	Charging Mechanism	Administrative Procurement	IMAC	Invoice Verification	Maintenance (11)	Operations & Support	Removal & Disposal	Disaster Recovery (2)	Services Tax (6)	Inflation / Deflation	Charging Mechanism
Equipment:																					
Mainframe																					
CPU	TX	SP - MF	N/A	N/A	SP - MF	n / n-1 (8)	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	Base/Variable
DASD	TX	SP - MF	N/A	N/A	SP - MF	n / n-1 (8)	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	Base/Variable
Front End Processor	TX	SP - MF	N/A	N/A	SP - MF	n / n-1 (8)	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	Base/Variable
Tape	TX	SP - MF	N/A	N/A	SP - MF	n / n-1 (8)	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	Base/Variable
Consumables (e.g. tape cartridges)	TX	SP - MF	N/A	N/A	SP - MF	n / n-1 (8)	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	Base/Variable
Cables and Connectors (3)	TX	SP - DC	N/A	N/A	SP - DC	N/A	SP - DC	SP - DC	SP - DC	SP - DC	Base/Variable	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	N/A	SP - DC	Base/Variable
Software:																					
Mainframe IBM																					
Antivirus Software	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Application Software	TX	TX	TX	n / n-1	TX	N/A	TX	TX	TX	TX	N/A	TX	SP - MF	TX	TX	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Application Utilities	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Collaborative	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Compilers	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Database Management Software	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Development Tools	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Email	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Infrastructure Management Software	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Middleware	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Network Software	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Operating Software	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Security Software	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Utility / Monitoring & Management	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
DIR Enterprise License Software	TX	TX	TX	n / n-1	TX	N/A	TX	TX	TX	TX	N/A	TX	SP - MF	TX	TX	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Mainframe Non-IBM																					
Antivirus Software	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	SSC	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Application Software	TX	TX	TX	n / n-1	TX	N/A	TX	TX	TX	TX	N/A	TX	SP - MF	TX	TX	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Application Utilities	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	SSC	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Collaborative	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	SSC	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Compilers	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	SSC	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Database Management Software	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	SSC	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Development Tools	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	SSC	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Email	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	SSC	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Infrastructure Management Software	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	Base/Variable	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Middleware	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	SSC	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Network Software	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	SSC	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Operating Software	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Security Software	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	SSC	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
Utility / Monitoring & Management	SP - MF	SP - MF	SP - MF	n / n-1	SP - MF	N/A	SP - MF	SP - MF	SP - MF	SP - MF	SSC	SP - MF	SP - MF	SP - MF	SP - MF	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable
DIR Enterprise License Software	TX	TX	TX	n / n-1	TX	N/A	TX	TX	TX	TX	N/A	TX	SP - MF	TX	TX	SP - MF	N/A	SP - MF	N/A	SP - MF	Base/Variable

N/A = Not Applicable
SP = All Service Providers
SP - MF = Mainframe Component Provider
SP - SV = Server Component Provider
SP - PM = Print - Mail Component Provider
SP - MSI = Multisourcing Service Integrator
SP - NW = Network Component Provider
SP - DC = Data Center Component Provider
TX = DIR or DIR Customer
Unless otherwise noted, all financial responsibility designations noted in this matrix apply to both Consolidated and Non-Consolidated environments.

Note 1: Designates financial responsibility for the purchase and or lease cost of the underlying hardware assets.
Note 2: Includes Disaster Planning and implementation and provision of Disaster Recovery and Crisis Management Services. The cost for all DR Services are included in the base charges, no additional fees or charges shall be payable for any services related to Disaster Recovery preparation or response, including declaration fees.
Note 3: Includes cabling required to connect pieces of Equipment and from Equipment to network ports.
Note 4: TIT = Team for Texas, includes IBM and IBM Partners currently providing Services to DIR Customers under the DCS agreement.
Note 5: SP will assume leases for TX Equipment and TIT Equipment, excluding Equipment procured through MLPP financing and excluding TIT owned equipment. In addition, SP will buyout existing TIT Equipment leases that are unassignable.
Note 6: As of the Effective Date, TX is exempt from any Service Taxes assessed by the State.
Note 7: "Support Center Equipment" includes all Equipment necessary to operate the Support Centers, including command center consoles, personal computers, monitoring Equipment and printers.
Note 8: Mainframes must be capable of running the current ("n") or next to current ("n-1") version of the applicable System Software within six (6) months of the general availability of such System Software.
Note 9: SP is not financially responsible for IBM software license and transfer fees. SP is not financially responsible for DIR or DIR Customer owned existing software licenses.
Note 10: SP is not financially responsible for Software AG.
Note 11: SP is not financially responsible for the delta between the TX DIR IBM software maintenance fees and the provided ACS IBM software maintenance fees if the State elects to use its own IBM software licenses.

Print and Mail	Asset Allocation: Capital / Lease Cost (1)											Support / Operational Expenses									
Service Towers:	Existing TX Owned /Leased Assets/Licenses (6)	Existing TIT Owned/Leased Assets/Licenses (5) (6)	Software Licenses / Transfer Fees	Software Currency	Future/Asset Refresh	Refresh Cycle	Releases / Upgrades / Enhancements	Growth	All Taxes	Inflation / Deflation	Charging Mechanism	Administrative Procurement	IMAC	Invoice Verification	Maintenance	Operations & Support (4)	Removal & Disposal	Disaster Recovery (2)	Services Tax (7)	Inflation / Deflation	Charging Mechanism
Equipment:																					
Print and Mail																					
Printers - High Volume (10)	TX	SP - PM	N/A	N/A	SP - PM	EOL	SP - PM	SP - PM	SP - PM	SP - PM	Base/Variable	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	N/A	SP - PM	Base/Variable
Inserters	TX	SP - PM	N/A	N/A	SP - PM	EOL	SP - PM	SP - PM	SP - PM	SP - PM	Base/Variable	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	N/A	SP - PM	Base/Variable
Printers - All Other	TX	SP - PM	N/A	N/A	SP - PM	EOL	SP - PM	SP - PM	SP - PM	SP - PM	Base/Variable	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	N/A	SP - PM	Base/Variable
Standard Paper	TX	SP - PM	N/A	N/A	SP - PM	N/A	N/A	SP - PM	SP - PM	SP - PM	Base/Variable	SP - PM	N/A	SP - PM	N/A	SP - PM	N/A	N/A	N/A	SP - PM	Base/Variable
Standard Envelopes (11)	TX	SP - PM	N/A	N/A	SP - PM	N/A	N/A	SP - PM	SP - PM	SP - PM	Base/Variable	SP - PM	N/A	SP - PM	N/A	SP - PM	N/A	N/A	N/A	SP - PM	Base/Variable
Custom Paper (9)	TX	SP - PM	N/A	N/A	TX	N/A	N/A	TX	TX	TX	Retained Optional Service	TX	N/A	TX	N/A	SP - PM	N/A	N/A	N/A	SP - PM	Base/Variable
Custom Forms & Inserts (9)	TX	SP - PM	N/A	N/A	TX	N/A	N/A	TX	TX	TX	Retained	TX	N/A	TX	N/A	SP - PM	N/A	N/A	N/A	SP - PM	Base/Variable
Distribution	N/A	N/A	N/A	N/A	SP - PM	N/A	N/A	SP - PM	SP - PM	SP - PM	Base/Variable	SP - PM	N/A	SP - PM	N/A	SP - PM	N/A	N/A	N/A	SP - PM	Base/Variable
Shredding	N/A	N/A	N/A	N/A	SP - PM	N/A	N/A	SP - PM	SP - PM	SP - PM	Base/Variable	SP - PM	N/A	SP - PM	N/A	SP - PM	N/A	N/A	N/A	SP - PM	Base/Variable
Shipping / Postage	N/A	N/A	N/A	N/A	SP - PM	N/A	N/A	SP - PM	SP - PM	SP - PM	N/A	SP - PM	N/A	SP - PM	N/A	SP - PM	N/A	N/A	N/A	SP - PM	N/A
Cables and Connectors (3)	TX	SP - DC	N/A	N/A	SP - DC	N/A	SP - DC	SP - DC	SP - DC	SP - DC	Base/Variable	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	N/A	SP - DC	Base/Variable
Software:																					
Print and Mail																					
All Print and Mail Software	SP - PM	SP - PM	SP - PM	n / n-1	SP - PM	N/A	SP - PM	SP - PM	SP - PM	SP - PM	Base/Variable	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	N/A	SP - PM	N/A	SP - PM	Base/Variable

N/A = Not Applicable
SP = All Service Providers
SP - MF = Mainframe Component Provider
SP - SV = Server Component Provider
SP - PM = Print - Mail Component Provider
SP - MSI = Multisourcing Service Integrator
SP - NW = Network Component Provider
SP - DC = Data Center Component Provider
TX = DIR or DIR Customer
Unless otherwise noted, all financial responsibility designations noted in this matrix apply to both Consolidated and Non-Consolidated environments.

Note 1: Designates financial responsibility for the purchase and/or lease cost of the underlying hardware assets

Note 2: Includes Disaster Planning and implementation and provision of Disaster Recovery and Crisis Management Services. The cost for all DR Services are included in the base charges, no additional fees or charges shall be payable for any services related to Disaster Recovery preparation or response, including declaration fees.

Note 3: Includes cabling required to connect pieces of Equipment and from Equipment to network ports.

Note 4: Includes Delivery Point Validation services, pre-sort is a responsibility of Print-Mail Component Provider and third-party vendor may be used with DIR approval.

Note 5: TIT = Team for Texas, includes IBM and IBM Partners currently providing Services to DIR Customers under the DCS agreement.

Note 6: SP will assume leases for TX Equipment and TIT Equipment, excluding Equipment procured through MLPP financing. In addition, SP will buyout existing TIT Equipment leases that are unassignable.

Note 7: As of the Effective Date, TX is exempt from any Service Taxes assessed by the State.

Note 8: Hold

Note 9: Preprinted DIR Customer-specific forms and inserts and envelopes (e.g., return envelopes, DIR Customer-produced inserts, etc.).

Note 10: Includes all associated peripheral equipment.

Note 11: Custom Envelopes are not included in the Base Variable services, but Customized Envelopes can be purchased via the Customized Envelopes optional services. Customized Envelopes purchased via this service are the SPs financial responsibility.

Network	Asset Allocation: Capital / Lease Cost (1)											Support / Operational Expenses									
Service Towers:	Existing TX Owned /Leased Assets/Licenses (4)	Existing TIT Owned/Leased Assets/Licenses (3) (4)	Software Licenses / Transfer Fees	Software Currency (8)	Future/Asset Refresh	Refresh Cycle	Releases / Upgrades / Enhancements	Growth	All Taxes	Inflation / Deflation	Charging Mechanism	Administrative Procurement	IMAC (7)	Invoice Verification	Maintenance	Operations & Support	Removal & Disposal	Disaster Recovery (2)	Services Tax (5)	Inflation / Deflation	Charging Mechanism
Network:																					
Equipment (10)																					
Data Center Locations - ADC/SDC/Winters	TX	SP - NW	N/A	N/A	SP - NW	7 yrs	SP - NW	SP - NW	SP - NW	SP - NW	Base/Variable	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	N/A	SP - NW	Base/Variable
SP Service Delivery Centers	N/A	SP	N/A	N/A	SP	7 yrs	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	N/A	SP	Base/Variable
Non Consolidated Service Locations	TX	TX	N/A	N/A	TX	7 yrs	TX	TX	TX	TX	N/A	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained
Remote Locations - WAAS	TX	SP - SV	N/A	N/A	SP - SV	7 yrs	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Transport - Data																					
Data Center Locations - ADC/SDC/Winters (6)	N/A	N/A	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	N/A	SP	Base/Variable
SP Service Delivery Centers (6)	N/A	N/A	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	N/A	SP	Base/Variable
Non Consolidated Service Locations	N/A	N/A	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained
VPN - DIR Customer Service	N/A	N/A	N/A	N/A	SP - NW	N/A	SP - NW	SP - NW	SP - NW	SP - NW	Base/Variable	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	N/A	SP - NW	Base/Variable
VPN - Service Provider Internal Use	N/A	N/A	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	N/A	SP	Base/Variable
Transport - Voice																					
Data Center Locations - ADC/SDC/Winters	N/A	N/A	N/A	N/A	SP - DC	N/A	SP - DC	SP - DC	SP - DC	SP - DC	Base/Variable	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	N/A	SP - DC	Base/Variable
SP Service Delivery Centers (6)	N/A	N/A	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	N/A	SP	Base/Variable
Non Consolidated Service Locations	N/A	N/A	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained
Software:																					
Data Center Locations - ADC/SDC/Winters																					
Network Management/Monitoring Software	TX	SP - NW	SP - NW	n / n-1	SP - NW	N/A	SP - NW	SP - NW	SP - NW	SP - NW	Base/Variable	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	N/A	SP - NW	Base/Variable
Firewall Software	TX	SP - NW	SP - NW	n / n-1	SP - NW	N/A	SP - NW	SP - NW	SP - NW	SP - NW	Base/Variable	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	N/A	SP - NW	Base/Variable
Information Security Software (9)	TX	SP - NW	SP - NW	n / n-1	SP - NW	N/A	SP - NW	SP - NW	SP - NW	SP - NW	Base/Variable	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	N/A	SP - NW	Base/Variable
Non Consolidated Locations																					
Network Management/Monitoring Software	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	N/A	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained
Firewall Software	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	N/A	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained
Information Security Software (9)	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	N/A	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained

N/A = Not Applicable
SP = All Service Providers
SP - MF = Mainframe Component Provider
SP - SV = Server Component Provider
SP - PM = Print - Mail Component Provider
SP - MSI = Multisourcing Service Integrator
SP - NW = Network Component Provider
SP - DC = Data Center Component Provider
TX = DIR or DIR Customer
Unless otherwise noted, all financial responsibility designations noted in this matrix apply to both Consolidated and Non-Consolidated environments.

Note 1: Designates financial responsibility for the purchase and or lease cost of the underlying hardware assets

Note 2: Includes Disaster Planning and implementation and provision of Disaster Recovery and Crisis Management Services. The cost for all DR Services are included in the base charges, no additional fees or charges shall be payable for any services related to Disaster Recovery preparation or response, including declaration fees.

Note 3: TIT = Team for Texas, includes IBM and IBM Partners currently providing Services to DIR Customers under the DCS agreement.

Note 4: SP will assume leases for TX Equipment and TIT Equipment, excluding Equipment procured through MLPP financing and excluding TIT owned equipment. In addition, SP will buyout existing TIT Equipment leases that are unassignable.

Note 5: As of the Effective Date, TX is exempt from any Service Taxes assessed by the State.

Note 6: All SPs are responsible for voice and data Transport at and between SP Facilities and from SP Facilities to Consolidated Data Centers. All SPs are responsible for data transport at and between the DIR Consolidated Data Centers to support their solution and from the DIR Consolidated Data Centers to any disaster recovery site. For additional clarity, a network diagram identifying SP responsibilities for connectivity is being provided in the Data Room.

Note 7: All travel and living expenses incurred by SP for travel to DIR's Sites are included within the Charges. Third party moving expenses approved by DIR to perform an IMAC involving the relocation of Equipment from one DIR Site to another DIR Site, excluding those as part of Transformation, shall be invoiced to DIR on a pass-through basis.

Note 8: Software currency requirements dependent upon DIR Customer's readiness.

Note 9: Includes Intrusion Detection Software (IDS) and Intrusion Prevention Software (IPS).

Note 10: Network equipment includes but is not limited to routers, switches, load balancers, firewall equipment, NIPS, NIDS.

Personnel

All Service Towers:	Salary, Benefits, Add'l Comp, Payroll Taxes	Travel	Training	Relocation	Inflation / Deflation	Increase / Decrease in Staffing	Severance	Retention Payments	EUC Devices (2)	Background Checks	Office Space	Charging Mechanism
Third-Party Service Contracts (1)	SP	SP	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Affected Employees	SP	SP	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Affected Contractors	SP	SP	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
SP Staff	SP	SP	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
TX Employees	TX	TX	TX	TX	TX	TX	TX	TX	TX	TX	TX	TX

N/A = Not Applicable
SP = All Service Providers
TX = DIR or DIR Customer
Unless otherwise noted, all financial responsibility designations noted in this matrix apply to both Consolidated and Non-Consolidated environments.
Note 1: Third-Party Service Contracts are third-party contracts that include a labor-based component that is not included in the TX staffing levels
Note 2: End User Computing (EUC) devices includes PCs, laptops, printers, mobile phones, pagers, and any other tool required for personnel to provide services

STM Refresh

		Stub Period 7/12 - 8/12	Y1Q1	Y1Q2	Y1Q3	Y1Q4	Year 1 Total	Y2Q1	Y2Q2	Y2Q3	Y2Q4	Year 2 Total	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Total
Server Refresh																			
Stabilization	Intel Single Instance Servers Count	10	130	130	130	120	510	-	-	-	-	-	-	-	-	-	-	-	520
	Intel VM Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Unix Single Instance Server Count	5	20	20	20	15	75	-	-	-	-	-	-	-	-	-	-	-	80
	Unix VM Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Consolidation	Intel Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Intel VM Server Count	-	-	-	4	4	8	4	2	4	4	14	14	14	-	-	-	-	50
	Unix Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Unix VM Server Count	-	-	-	2	3	5	3	2	3	2	10	9	9	-	-	-	-	33
Ongoing Refresh	Intel Single Instance Server Count	-	-	-	-	-	-	145	145	145	128	563	538	546	-	-	563	538	2,748
	Intel VM Server Count	-	-	-	-	-	-	6	4	6	4	20	18	18	-	6	34	32	128
	Unix Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	-	2	2	2	2	6	6	20
	Unix VM Server Count	-	-	-	-	-	-	3	2	2	2	9	8	6	-	-	12	14	49
	Total Intel Server Refresh	10	130	130	134	124	518	155	151	155	136	597	570	578	-	6	597	570	3,446
	Total Unix Server Refresh	5	20	20	22	18	80	6	4	5	4	19	19	17	2	2	18	20	182
	Total Server Refresh Requirement	15	150	150	156	142	598	161	155	160	140	616	589	595	2	8	615	590	3,628
Instance to VM Server Stacking Ratio																			
	Intel Stabilization	-	-	-	-	-		-	-	-	-		-	-	-	-	-	-	
	Unix Stabilization	20	20	20	20	20		-	-	-	-		-	-	-	-	-	-	
	Intel Consolidation	-	-	-	45	45		45	45	45	45		45	45	-	-	-	-	
	Unix Consolidation	-	-	-	20	20		20	20	20	20		20	20	-	-	-	-	
	Intel On-going Refresh	-	-	-	-	-		22	10	22	10		14	14	-	45	29	28	
	Unix On going Refresh	-	-	-	-	-		17	15	15	15		15	13	-	-	20	20	
Instance Refresh																			
Stabilization	Intel Single Instance Servers Count	10	130	130	130	120	510	-	-	-	-	-	-	-	-	-	-	-	520
	Intel VM Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Unix Single Instance Server Count	5	20	20	20	15	75	-	-	-	-	-	-	-	-	-	-	-	80
	Unix VM Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Consolidation	Intel Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Intel VM Server Count	-	-	-	180	180	360	180	90	180	180	630	630	630	-	-	-	-	2,250
	Unix Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Unix VM Server Count	-	-	-	40	60	100	60	40	60	40	200	180	180	-	-	-	-	660
Ongoing Refresh	Intel Single Instance Server Count	-	-	-	-	-	-	145	145	145	128	563	538	546	-	-	563	538	2,748
	Intel VM Server Count	-	-	-	-	-	-	130	40	130	40	340	250	250	-	270	970	880	2,960
	Unix Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	-	2	2	2	2	6	6	20
	Unix VM Server Count	-	-	-	-	-	-	50	30	30	30	140	120	80	-	-	240	280	860
	Total Intel Instance Refresh	10	130	130	310	300	870	455	275	455	348	1,533	1,418	1,426	-	270	1,533	1,418	8,478
	Total Unix Instance Refresh	5	20	20	80	75	175	110	70	90	70	340	302	262	2	2	246	266	1,620
	Total Instance Refresh Requirement	15	150	150	370	375	1,045	565	345	545	418	1,873	1,720	1,688	2	272	1,779	1,704	10,098

Single Instance Server Count	The count of servers which support a single Application Instance
VM Server Count	The count of servers which each supports more then one Application Instance
Instance to VM Server stacking ratio	The average number of Application Instances which are hosted on a VM Server