

**Appendix 3 to the
Tenth Amendment of
Master Services Agreement**

April 30, 2015



**Attachment to Data Center Services
Multisourcing Service Integrator
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**

April 30, 2015

Change Log

| CCR | Amendment | Date | Description |
|----------------|--------------|--------------------|--|
| CCR-18, CCR-19 | Amendment 2 | June 30, 2012 | <p>Changed "HW Charge" to "HSC Charge" in Meaning of Headings tab</p> <p>Updated "Refresh Cycle" meaning in Meaning of Headings tab</p> <p>Updated Notes 7, 18, 19, and 20 in Server tab</p> <p>Updated refresh cycle for Printers and Inserters to "EOL" on Print tab</p> |
| CCR-31 | Amendment 3 | September 28, 2012 | <p>Changed E-mail line items to "Email-Hosted," "Email CAL-Hosted," "Email-O365," and "Email-Enhanced Security" in Server tab</p> <p>Designated responsibilities for "Email-O365" and "Email-Enhanced Security" in Server tab</p> <p>Updated Note 7 in Server tab</p> <p>Added Notes 21-23 in Server tab</p> <p>Updated "Email Software-Hosted," "Email Software-Enhanced Security," and "Email Software-O365" in Server Software tab</p> |
| CCR-37 | Amendment 4 | October 31, 2012 | <p>Added "Optional Service" charging mechanism to "Custom Paper" on Print tab</p> |
| CCR-48 | Amendment 6 | January 31, 2013 | <p>Added Utility Servers - ADFS in Server tab, Equipment Section with corresponding Note 25</p> <p>Added Note 24 to address internal hard drive responsibility</p> |
| CCR-52 | Amendment 7 | May 31, 2013 | <p>Added DBaaS-Oracle Equipment and DBaaS-Oracle Software in Server tab with corresponding Note 26 and Note 27.</p> <p>Updated Note 2 on Print tab</p> |
| CCR-62 | Amendment 8 | June 28, 2013 | <p>Updated for Exadata and Xerox OAG CS offerings on server and print tabs. Added note 26 on server tab. Updated note 2 on print tab.</p> |
| CCR-116 | Amendment 9 | March 1, 2014 | <p>"Server Tab" updated to:</p> <ul style="list-style-type: none"> * split Appliance Servers and Network Appliances to reflect new Appliance RU * change "Consolidated File and Print" to "Enterprise File and Print" (EFP) and reflect tiered pricing structure for EFP and added Note 27 * Updated Note 22 for Email – O365 from Base Variable to tiered pricing * "Network Tab" updated to change refresh cycle to 5 years for WAAS |
| | Amendment 10 | April 30, 2015 | <p>Updated Data Center tab</p> <ul style="list-style-type: none"> * Added Note 11: "Chassis costs associated with fractional hardware expansion is included in HSC calculations for AIX, Big Intel and Solaris." |

Meaning of Headings

| Item | Description |
|---|---|
| Assets | Unless otherwise specified, this classification applies to all assets that are used to provide the Services. |
| Asset Allocation Capital / Lease Cost | Who has financial responsibility for purchase and/or lease cost of underlying Equipment? |
| Existing State Owned Assets/Licenses | Who paid for the State Provided Equipment that existed at Commencement Date that is used to provide the Services? |
| Existing TTT Owned/Leased Assets/Licenses | Who is financially responsible for the acquisition of the Equipment identified in Exhibit 10 and the lease cost of the Equipment identified in Exhibit 12 . Existing Equipment means installed in a DIR Customer's Production Environment as of the Commencement Date . |
| Software Licenses / Transfer Fees | Who is financially responsible for Software licenses and transfer/access fees (license and maintenance) for products used to provide the Services from Commencement Date forward? |
| Software Currency | How current does the Software need to be? N means the current production version that has been released by the vendor. N-1 means the release previous to the current release. Financial responsibility determined in accordance with Software Releases/Upgrades/Enhancements . |
| Future/Asset Refresh | Equipment shall be refreshed in accordance with applicable Refresh cycle and Service Provider's other technical currency obligations in the Agreement. If new Equipment is needed or Equipment needs to be refreshed, who pays for the Equipment? Refresh includes any cabling, wiring, server racks, PDUs, etc., necessary for the Equipment to be installed and to be operational. These costs are not chargeable through the HSC Charge. |
| Refresh Cycle | Refresh Cycle: For all STM Server, refresh requirement will be satisfied according to the schedule in Attachment 4-B, "STM Refresh" unless otherwise approved by DIR as part of the Ex 4 Server Asset Plan process. For all non STM Server equipment where a period of years is specified, this refresh shall be implement as 1/"Refresh Years" percent of the environment each year. For example if the refresh cycle is 5 years, then 20% of the environment will be refreshed each year. Refresh cycles are applicable to existing equipment in the environment at Commencement as well as new equipment procured post-Commencement. |
| Releases / Upgrades / Enhancements | If the Equipment needs to be upgraded or enhanced, who pays for the additional Equipment? If new release of the Software are needed, who pays for the Software? Financial responsibility includes upgrade from n-1 to n where required, based upon Application requirements . |
| Growth | If more Equipment, Software or additional licenses of this type are required due to growth, who pays for the additional Equipment? Equipment shall be provided, as needed, to meet increased volumes. In the event Service Provider is financially responsible for growth and the indicated charging mechanism is Base/Variable, the Service Provider must account for all growth costs in the ARC rate used to price incremental volumes. Growth includes any cabling, wiring, server racks, PDUs, etc., necessary for the Equipment to be installed and to be operational. These costs are not chargeable through the HW Charge. |
| 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? |
| 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 |
| Personnel | |
| Salary, Benefits, Add'l Comp | Who pays for all Personnel compensation including salary, benefits, bonus, other additional compensation and payroll taxes? |
| Travel | Subject to Pass-Through Expenses in Exhibit 4 , who pays for Personnel travel? |
| Training | Who pays for training of Personnel? Includes all training except those that are mandated by Client. |
| Relocation | Who was responsible for any relocation of Transitioned Personnel when they transitioned to Service Provider? |
| 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 . |
| Increase / Decrease in Staffing | If staffing increases, who pays for the extra staff? If staffing goes down, who gets the benefit? |
| Severance | If Personnel separate after being hired by Service Provider and severance is owed, who pays the severance payment? |
| Retention Payments | If retention payments are made to all or selective Personnel, who pays the retention payment? |
| EUC Devices (2) | Who is responsible for the employees Laptop, Desktop, Printers, Mobile Phones, etc. |
| Background Checks | Who is responsible for background checks as described in Attachment 17-A ? |
| Office Space | Who is responsible for the employees office space? |
| Charging Mechanism | By what mechanism is this item paid for? The Charging Mechanisms used in this Attachment 4-B are: 1. Mgt Fee/RUs - The Service Charges; 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. |

| Mainframe | Asset Allocation: Capital / Lease Cost (1) | | | | | | | | | | | | Support / Operational Expenses | | | | | | | | | |
|------------------------------------|--|---|--|-------------------|----------------------|---------------|------------------------------------|---------|-----------|-----------------------|--------------------|----------------------------|--------------------------------|----------------------|------------------|----------------------|--------------------|-----------------------|------------------|-----------------------|--------------------|--|
| | Existing TX Owned/Leased Assets/Licenses (5) | Existing TTT 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 | |
| Service Towers: | | | | | | | | | | | | | | | | | | | | | | |
| 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 | TX | TX | TX | TX | TX | TX | N/A | TX | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | TX | TX | TX | TX | TX | TX | N/A | TX | 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 | TX | TX | TX | TX | TX | TX | N/A | TX | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | SP - MF | 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 | TX | TX | TX | TX | TX | TX | N/A | TX | 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: TTT = 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 TTT Equipment, excluding Equipment procured through MLPP financing and excluding TTT owned equipment. In addition, SP will buyout existing TTT 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.

| Server | Asset Allocation, Capital Lease Cost (1) | | | | | | | | | | | | | H/HSW Main Contract Equipment | | | | Support / Operational Expenses | | | | |
|--|---|---|--|------------------------------|---------------------------------|-----------------------|--|-----------|-------------------------|---------------------|---------------------|---------------------|-------------------------------|-------------------------------|-------------------------|-------------|------------------------|--------------------------------|--------------------------|---------------------|-------------------------|-----------------------|
| | Existing TX Owned/Leased Asset/License (7) | Existing HT Owned/Leased Asset/License (6) | Software License/ Transfer Fee (13) | Software Current/ (17) | Future/Asset Refresh (16) | Refresh Cycle (16) | Replaces/ Upgrades/ Enhancements Growth | Alt Taxes | Inflation/ Deflation | Change Mechanism | Maintenance (19) | Change Mechanism | Administrative Procurement | IMAC (11) | Invoice Verification | Maintenance | Operation & Support | Removal & Disposal | Disaster Recovery (2) | Services Tax (8) | Inflation/ Deflation | Charging Mechanism |
| Toolboxes | | | | | | | | | | | | | | | | | | | | | | |
| Server (13) | | | | | | | | | | | | | | | | | | | | | | |
| Application Servers | TX | SP-SV | NA | NA | NA | 5 yrs (20) | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| UIB Servers - Email | TX | SP-SV | NA | NA | NA | 5 yrs (20) | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| UIB Servers - ADP/IT | TX | SP-SV | NA | NA | NA | 5 yrs (20) | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| UIB Servers - Enterprise FilePrint | TX | SP-SV | NA | NA | NA | 5 yrs (20) | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| UIB Servers - All Other | TX | SP-SV | NA | NA | NA | 5 yrs (20) | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| Application | TX | SP-SV | NA | NA | NA | 5 yrs (20) | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| Network Appliances | TX | SP-SV | NA | NA | NA | 5 yrs (20) | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| Infrastructure Servers | TX | SP-SV | NA | NA | NA | 5 yrs (21) | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| DBaaS-Oracle | NA | NA | NA | NA | NA | 5 yrs (20) | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| Storage (1) | TX | SP-SV | NA | NA | NA | 5 yrs (20) | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| Communics (i.e. fax, cardless, etc.) | TX | SP-SV | NA | NA | NA | 5 yrs | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| Server Monitor | TX | SP-SV | NA | NA | NA | 5 yrs | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| Server Backups (4) | TX | SP-SV | NA | NA | NA | 5 yrs | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| Middleware | TX | SP-SV | NA | NA | NA | 5 yrs | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | SP-SV | NA | SP-SV |
| Cable & Connectors - Consolidated (12) | SP-DC | SP-DC | NA | NA | NA | SP-DC | SP-DC | SP-DC | SP-DC | SP-DC | SP-DC | SP-DC | SP-DC | SP-DC | SP-DC | SP-DC | SP-DC | SP-DC | SP-DC | SP-DC | NA | SP-DC |
| Cable & Connectors - Remote (1) | TX | TX | NA | NA | NA | TX | TX | TX | TX | TX | TX | TX | TX | TX | TX | TX | TX | TX | TX | TX | NA | TX |

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 - MS = Multihosting Service Integrator
SP - SW = Network Component Provider
SP - DC = Data Center Component Provider
TX = D/R or D/R Customer

Unless otherwise noted, all financial responsibility designations noted in this matrix apply to both Consolidated and Non-Consolidated environments.

Note 1: Describes 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 D/R Services are included in the base charges, no additional fees or charges shall be levied for any services related to Disaster Recovery restoration or response, including declaration fees.
Note 3: "Storage" includes internal, external, optical (including tapes) and UIBS Servers used for storage management in all locations (i.e. Consolidated and Non-Consolidated locations).
Note 4: Server backup financial responsibility applies to both Consolidated and Non-Consolidated customers. Refresh of Non-Consolidated customers to be included in the Transition and Transformation Charges.
Note 5: Cable is TX, any necessary connector device (e.g. NIC), is SP-SV. Exhibit 18 should illustrate responsibility. All connections inside the rack and/or cabinet are the responsibility of the Service Component Provider (e.g. SP-SV).
Note 6: T/T - Team for Teams, includes IBM and IBM Partners currently providing Services to D/R Customers under the DCS agreement.
Note 7: SP is financially responsible for the best out of IBM and IBM Subcontractor owned equipment.
Note 8: As of the Effective Date, TX is exempt from any Service Taxes assessed by the State.
Note 9: Hold
Note 10: Hold
Note 11: All travel and lodging expenses incurred by SP for travel to D/R Sites are included within the Charges. Third party moving expenses approved by D/R to perform an IMAC involving the relocation of Equipment from one D/R Site to another D/R Site, excluding those as part of Transformation, shall be invoiced to D/R on a Pass-Through basis. Moves within the same building are included in Base Charges.
Note 12: Includes cabling required to connect pieces of Equipment and from Equipment to network ports.
Note 13: Server cabinets are included in Exhibit 4, Section 2.4.1.
Note 14: If a user category is needed by D/R Customers for do not destroy (DND) purposes, the cost of the media is to be charged as a non-charge.
Note 15: D/R Customer resourced commodity hardware billable as a Pass-Through only on Non-Infrastructure servers. Commitments or warranties required on Infrastructure servers or required on any server as part of the Server Component Provider's obligation to deliver Service are included in Base Charges and not charged as a Pass-Through.
Note 16: License refresh for substitution purposes included as part of the Transition and Transformation Charges. Onsite refresh assumes code is maintained from the date Equipment goes into production.
Note 17: Software currency requirements dependent upon D/R Customer's readiness.
Note 18: SP is financially responsible for IBM software license and maintenance.
Note 19: Hold
Note 20: The refresh of licenses as described in Attachment 4-B "STM Refresh" includes the 3 year refresh commitment for STM licenses.
Note 21: The refresh of Infrastructure Services (Non-STM Services) will be performed at 8% of total Infrastructure Services in Year 1 and 20% in all years thereafter. To the extent that refresh of Infrastructure Services is necessary to perform all of this schedule in order to maintain service levels or address operational issues, Service Provider will accelerate that refresh with no change to the Charges.
Note 22: Costs for Email - O365 are recovered through a reimbursement mechanism with the execution of ADRB 4 services, which are subject to a separate fee as described in Exhibit 4.
Note 23: Costs for Email - Enhanced Security are recovered through a Base/Variable refresh mechanism with the execution of Microsoft Email CALs and Exchange Licenses, which are charged using an SSC mechanism.
Note 24: Internal hard drives purchased as part of a dedicated Application Server (not a Multi-Dir Customer Server / ISC Server) are recovered in that Server's ISC Charges. All other storage hardware is recovered through the Base/Variable storage Resource Loads.
Note 25: ADP/IT Servers are billed in accordance with the Resource Load Assumptions in Table 4 of Exhibit 4.
Note 26: Charges for DBaaS-Oracle Equipment and Software will be billed in accordance with the provisions of Exhibit 4.
Note 27: Charges for Enterprise File Server Services and Software are based on one-pricing methodology in accordance with the provisions of Exhibit 4.

The following descriptions are to aid in the interpretation of the Attachment and do not modify, change, or limit the obligations of either Party with respect to the relevant assets or activities as set forth in the Agreement.

Antivirus Software
Means Antivirus Software, as such term is defined in Exhibit 1 (e.g., McAfee, Symantec AV (aka Norton), Trend Micro).

Application Software
Means Application Software, as such term is defined in Exhibit 1.

Application Utilities
System Software that provides an addition to the capabilities of Application Software or COITS that allow for dynamic tailoring of the functionality (e.g., Quorum, SAS, Filenet, ERIS ARCCAS, Crystal Reports, Citrix, SQL Editor, Webbrowser).

Connectors
System Software used to convert source code to executable code (e.g., Cobol, Microsoft Cobol).

Database Management Software
System Software used to access structured data and usually provides functionality for ad hoc queries, data extraction and reporting reports (e.g., Oracle, Informatica, SQL Server, DB2, Sybase).

Development Tools
Means Development Tools, as such term is defined in Exhibit 1 (e.g., Front Page, text data generators, Visual Basic, Net, ColdFusion, Rational).

DIR Enterprise License Software
Software that is obtained by D/R under an enterprise license on behalf of D/R Customers.

Email
System Software that enables the exchange of electronic mail and facilitates the sharing and display of information among teams of people engaged in a cooperative task (e.g., Lotus Notes, Microsoft Exchange, Novell Groupwise).

Infrastructure Management Software
Management Tools used to provide an integration, to manage the entire Infrastructure (e.g., Trend Storage Manager, Veritas Backup Exec, Backup Now).

Middleware
Means Middleware, as such term is defined in Exhibit 1 (e.g., WebLogic, WebSphere, Microsoft, Apache, IBM Tivoli, IBM HTTP Server).

Network Software
Management Tools that enable multiple computers to communicate with one another (e.g., Process Mail/Net, Attachmate, Fiske OptView, Printronix SoftPac, VPS, firewall software).

Operational Software
Means Operational Software, as such term is defined in Exhibit 1, excluding Application Utilities, Connectors, Database Management Software and E-mail Collaboration Software (e.g., AX, HP/UX, Solaris, Windows - including embedded functionality, Netware, Linux, AS/400, COCOS).

Security Software
Management Tools that are used to restrict access to the data and files on a Server (e.g., ISA, SSH Proxy, Radix, WebSense, StarForceNet, Trojic Access Manager).

UIB/ Monitor/ & Management Software
Management Tools that facilitate the management, monitoring and performance testing of Equipment and Software, whether located in a Data Center or remote location (e.g., IBM Tivoli Distributed Monitor, Zennworks, Microsoft SMS, IBM Tivoli Configuration, Trojic Software Distribution, Trojic Enterprise Console, Trojic Workload Scheduler, Remote suite of Software, RMS Control, Remedy Arcserve, CA, vShield, SMS).

CAL
Client Access License, referring to Microsoft/Corporation's name for rights that must be purchased and enabled to allow for various multithreading functionality on Windows-based Servers.



| Print and Mail | Asset Allocation: Capital / Lease Cost (1) | | | | | | | | | | | | Support / Operational Expenses | | | | | | | | | |
|---------------------------------------|--|---|-----------------------------------|-------------------|----------------------|---------------|------------------------------------|---------|-----------|-----------------------|---------------------------|----------------------------|--------------------------------|----------------------|-------------|--------------------------|--------------------|-----------------------|------------------|-----------------------|--------------------|---------------|
| | Existing TX Owned/Leased Assets/Licenses (6) | Existing TTT 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 | |
| Service Towers: | | | | | | | | | | | | | | | | | | | | | | |
| 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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. Except for the per event Four (4) Hour Recovery Time Objective (RTO), 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: TTT = 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 TTT Equipment, excluding Equipment procured through MLPP financing. In addition, SP will buyout existing TTT 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.

| Data Center | Asset Allocation: Capital / Lease Cost (1) | | | | | | | | | | | Support / Operational Expenses | | | | | | | | | | |
|---|--|---|-----------------------------------|-----------------------|----------------------|---------------|------------------------------------|---------|-----------|-----------------------|--------------------|--------------------------------|----------|----------------------|-------------|----------------------|--------------------|-----------------------|------------------|-----------------------|--------------------|-----|
| | Existing TX Owned/Leased Assets/Licenses (5) | Existing TIT Owned/Leased Assets/Licenses (4) (5) | Software Licenses / Transfer Fees | Software Currency (9) | 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 (6) | Inflation / Deflation | Charging Mechanism | |
| Service Towers: | | | | | | | | | | | | | | | | | | | | | | |
| Equipment: | | | | | | | | | | | | | | | | | | | | | | |
| Cables & Connectors - Consolidated Data Centers | 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 | |
| Cables & Connectors - Remote | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Facilities: | | | | | | | | | | | | | | | | | | | | | | |
| Non-Consolidated Service Locations | | | | | | | | | | | | | | | | | | | | | | |
| Environmental (e.g., HVAC, PDU/s) | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| UPS - Facility | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| UPS - Stand Alone | TX | TX | N/A | N/A | SP - SV | N/A | SP - SV | SP - SV | TX | TX | Retained/HSC | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | Base/Variable | |
| Space upgrades, additions, float | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Server Racks & Enclosures | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained/HSC | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Furniture & Fixtures | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Wiring & Cabling (3) | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Building Deprec / Lease | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Office Equipment | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Building Maintenance / Security | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Property Taxes | 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 | N/A |
| Utilities | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Other Space Charges | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Print and mail form storage | TX | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| DIR Consolidated Data Center - ADC | | | | | | | | | | | | | | | | | | | | | | |
| Environmental (e.g., HVAC, PDU/s) | 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 | SP - DC | SP - DC | Base/Variable | |
| UPS - Facility | 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 | SP - DC | SP - DC | Base/Variable | |
| UPS - Stand Alone | 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 | SP - DC | SP - DC | Base/Variable | |
| Space upgrades, additions, float | 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 | SP - DC | SP - DC | Base/Variable | |
| Server Racks & Enclosures | 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 | SP - DC | SP - DC | Base/Variable | |
| Furniture & Fixtures | 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 | SP - DC | SP - DC | Base/Variable | |
| Wiring & Cabling (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 | SP - DC | SP - DC | Base/Variable | |
| Building Deprec / Lease | 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 | SP - DC | SP - DC | Base/Variable | |
| Office Equipment | 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 | SP - DC | SP - DC | Base/Variable | |
| Building Maintenance / Security | 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 | SP - DC | SP - DC | Base/Variable | |
| Property Taxes | 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 | N/A |
| Utilities | 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 | SP - DC | SP - DC | Base/Variable | |
| Other Space Charges | 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 | SP - DC | SP - DC | Base/Variable | |
| Print and mail form storage | 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 | SP - DC | SP - DC | Base/Variable | |
| DIR Consolidated Data Center - SDC | | | | | | | | | | | | | | | | | | | | | | |
| Environmental (e.g., HVAC, PDU/s) | 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 | SP - DC | SP - DC | Base/Variable | |
| UPS - Facility | 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 | SP - DC | SP - DC | Base/Variable | |
| UPS - Stand Alone | 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 | SP - DC | SP - DC | Base/Variable | |
| Space upgrades, additions, float | 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 | SP - DC | SP - DC | Base/Variable | |
| Server Racks & Enclosures | 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 | SP - DC | SP - DC | Base/Variable | |
| Furniture & Fixtures | 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 | SP - DC | SP - DC | Base/Variable | |
| Wiring & Cabling (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 | SP - DC | SP - DC | Base/Variable | |
| Building Deprec / Lease | N/A | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Office Equipment | 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 | SP - DC | SP - DC | Base/Variable | |
| Building Maintenance / Security | 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 | SP - DC | SP - DC | Base/Variable | |
| Property Taxes | N/A | TX | N/A | N/A | TX | N/A | TX | TX | TX | TX | Retained | TX | TX | TX | TX | TX | TX | TX | TX | TX | Retained | |
| Utilities | 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 | SP - DC | SP - DC | Base/Variable | |
| Other Space Charges | 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 | SP - DC | SP - DC | Base/Variable | |
| Print and mail form storage | 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 | SP - DC | SP - DC | Base/Variable | |
| SP Service Delivery Centers (8) | | | | | | | | | | | | | | | | | | | | | | |
| Environmental (e.g., HVAC, PDU/s) | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| UPS - Facility | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| UPS - Stand Alone | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| Space upgrades, additions, float | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| Server Racks & Enclosures | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| Furniture & Fixtures | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| Wiring & Cabling (3) | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| Building Deprec / Lease | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| Office Equipment | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| Building Maintenance / Security | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| Property Taxes | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| Utilities | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| Other Space Charges | N/A | SP | N/A | N/A | SP | N/A | SP | SP | SP | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | SP | SP | Base/Variable | |
| Print and mail form storage | N/A | SP - FM | N/A | N/A | SP - FM | N/A | SP - FM | SP - FM | SP - FM | SP - FM | Base/Variable | SP - FM | SP - FM | SP - FM | SP - FM | SP - FM | SP - FM | SP - FM | SP - FM | SP - FM | Base/Variable | |

N/A = Not Applicable

SP = All Service Providers (see footnotes for clarification)

SP - MF = Mainframe Component Provider

SP - SV = Server Component Provider

SP - PM = Print - Mail Component Provider

SP - MS = 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 wiring and cabling inside (behind) the walls as well as from the walls to the network interface device. All connections inside the rack and/or cabinet are the responsibility of the Service Component Provider (e.g. SP - SV).

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 all costs 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: All travel and living expenses incurred by SP for travel to DIR's Sites are included within the Charges. Third party movie 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: Any service provided out of SP Service Delivery Centers is financial responsibility of that SP.

Note 9: Software curtailment requirements dependent upon DIR Customer's readiness.

Note 10: If existing equipment was purchased via the HSC, it is a Service Provider-owned asset with maintenance coverage. All future UPS - Standalone devices and associated peripherals such as batteries should be managed and maintained by Service Provider.

Note 11: Chassis costs associated with fractional hardware expansion is included in HSC calculations for AIX, Big Intel and Solaris.

| Network | Asset Allocation: Capital / Lease Cost (1) | | | | | | | | | | | Support / Operational Expenses | | | | | | | | | |
|---|--|---|-----------------------------------|-----------------------|----------------------|---------------|------------------------------------|---------|-----------|-----------------------|--------------------|--------------------------------|----------|----------------------|-------------|----------------------|--------------------|-----------------------|------------------|-----------------------|--------------------|
| | Existing TX Owned/Leased Assets/Licenses (4) | Existing TTT 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 |
| Service Towers: | | | | | | | | | | | | | | | | | | | | | |
| 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 | 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 | 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 | N/A | TX | Retained | |
| Remote Locations - WAAS | TX | SP - SV | N/A | N/A | SP - SV | 5 yrs | SP - SV | SP - SV | SP - SV | SP - SV | Base/Variable | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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

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

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

| Cross Functional | Asset Allocation: Capital / Lease Cost (1) | | | | | | | | | | | Support / Operational Expenses | | | | | | | | | | |
|--|---|---|-----------------------------------|-------------------|----------------------|---------------|------------------------------------|----------|-----------|-----------------------|--------------------|--------------------------------|----------|----------------------|-------------|----------------------|--------------------|-----------------------|------------------|-----------------------|--------------------|--|
| | Existing TX Owned /Leased Assets/Licenses (5) | Existing TIT Owned/Leased Assets/Licenses (4) (5) | 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 | Removal & Disposal | Disaster Recovery (2) | Services Tax (6) | Inflation / Deflation | Charging Mechanism | |
| Service Towers: | | | | | | | | | | | | | | | | | | | | | | |
| Equipment: | | | | | | | | | | | | | | | | | | | | | | |
| Service Center | | | | | | | | | | | | | | | | | | | | | | |
| Enterprise Service Center Equipment (7) | TX | SP - SV | SP - SV | N/A | SP - SV | N/A | SP - SV | SP - SV | N/A | SP - SV | Base/Variable | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | N/A | SP - SV | Base/Variable | |
| Service Component Service Center Equipment (8) | TX | SP | SP | N/A | SP | N/A | SP | SP | N/A | SP | Base/Variable | SP | SP | SP | SP | SP | SP | SP | N/A | SP | Base/Variable | |
| MSI Support Equipment - MSI Locations (9) | SP - MSI | SP - MSI | SP - MSI | N/A | SP - MSI | N/A | SP - MSI | SP - MSI | N/A | SP - MSI | Base/Variable | SP - MSI | SP - MSI | SP - MSI | SP - MSI | SP - MSI | SP - MSI | SP - MSI | N/A | SP - MSI | Base/Variable | |
| MSI Support Equipment - Consolidated DC's (9) (10) | SP - MSI | SP - MSI | SP - MSI | N/A | SP - MSI | N/A | SP - MSI | SP - MSI | N/A | SP - MSI | Base/Variable | SP - MSI | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | N/A | SP - SV | Base/Variable | |
| Software: | | | | | | | | | | | | | | | | | | | | | | |
| Cross Functional | | | | | | | | | | | | | | | | | | | | | | |
| Service Management Systems | SP - MSI | SP - MSI | SP - MSI | n / n-1 | SP - MSI | N/A | SP - MSI | SP - MSI | SP - MSI | SP - MSI | Base/Variable | SP - MSI | SP - MSI | SP - MSI | SP - MSI | N/A | SP - MSI | N/A | SP - MSI | SP - MSI | Base/Variable | |
| General Cross Functional: | | | | | | | | | | | | | | | | | | | | | | |
| Off site tape storage services - Consolidated DC's | TX | SP - DC | N/A | N/A | N/A | 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 | SP - DC | SP - DC | Base/Variable | |
| Off site tape storage services - Non Consolidated | TX | SP - SV | N/A | N/A | N/A | N/A | SP - SV | SP - SV | SP - SV | SP - SV | Base/Variable | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | SP - SV | Base/Variable | |
| Security Assessment | N/A | N/A | N/A | N/A | SP - MSI | N/A | SP - MSI | SP - MSI | SP - MSI | SP - MSI | Pass-Through | SP - MSI | SP - MSI | SP - MSI | SP - MSI | SP - MSI | N/A | SP - MSI | SP - MSI | SP - MSI | Pass-Through | |
| Asset Inventory and Mgmt Software | TX | SP - MSI | N/A | n / n-1 | N/A | N/A | SP - MSI | SP - MSI | SP - MSI | SP - MSI | Base/Variable | SP - MSI | SP - MSI | SP - MSI | SP - MSI | SP - MSI | SP - MSI | SP - MSI | SP - MSI | SP - MSI | 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: Hold

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. 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: "Enterprise Service Center Equipment" includes all Equipment necessary to operate the Service Centers, including command center consoles, personal computers, monitoring Equipment and printers.

Note 8: "Service Component Service Center Equipment" includes all Equipment necessary to operate the individual Service Component Provider Level 1.5 Service Centers not provided by the MSI Service Center.

Note 9: MSI Support Equipment includes the servers, storage, and peripherals necessary to provide the underlying MSI Service including but not limited to Service Desk, Chargeback, Asset Management, Reporting, etc.

Note 10: Operational server support for the MSI service management systems in the ADC/SDC will be the financial responsibility of the Server Component Provider. Incremental Charges above those contemplated at Commencement Date from the Server Component Provider for support of the MSI systems will be recovered by DIR from the MSI.

Personnel

| | 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 |
|-----------------------------------|---|--------|----------|------------|-----------------------|---------------------------------|-----------|--------------------|-----------------|-------------------|--------------|--------------------|
| All Service Towers: | | | | | | | | | | | | |
| 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.

Server Software

| | Service Tier Matrix Servers | | Utility Servers (2) | | |
|--|--|-----------------------------------|---|--|-----------------------------------|
| | Infrastructure Stack Software (included in the Service Tier Matrix Instance Charge) | DIR Customer Request ¹ | Utility Server Infrastructure Stack Software (included in the Consolidated File/Print RU Category) | Utility Server Infrastructure Stack Software (included in the Email Accounts RU Category) | DIR Customer Request ¹ |
| Antivirus Software | SP - SV | N/A | SP - SV | SP - SV | N/A |
| Application Software | N/A | N/A | N/A | N/A | N/A |
| Application Utilities | N/A | TX | N/A | N/A | TX |
| Compilers | N/A | TX | N/A | N/A | N/A |
| Database Management Software | N/A | TX | N/A | N/A | N/A |
| Development Tools | N/A | TX | N/A | N/A | TX |
| DIR Enterprise License Software | N/A | N/A | N/A | N/A | N/A |
| E-mail Software - Hosted | N/A | N/A | N/A | SP - SV | TX (CAL included) |
| E-mail Software - Enhanced Security | N/A | N/A | N/A | SP - SV | TX |
| E-mail Software - O365 | N/A | N/A | N/A | SP - SV | N/A |
| Infrastructure Mgmt Software | SP - SV | N/A | SP - SV | SP - SV | N/A |
| Middleware | N/A | TX | N/A | N/A | TX |
| Network Software | N/A | TX | N/A | N/A | TX |
| Operating Software | SP - SV | N/A | SP - SV | SP - SV | N/A |
| Security Software | N/A | TX | N/A | N/A | TX |
| Utility / Monitoring & Management Software | SP - SV | N/A | SP - SV | SP - SV | N/A |

N/A = Not Applicable

SP - SV = Server Component Provider

TX = DIR or DIR Customer

Note 1: Software designated as "DIR Customer Request" shall only be procured and installed by Server Component Provider on Servers at the direction of DIR. The costs for such Software shall be included in the Software Service Charge (SSC). For those categories marked N/A, if a DIR Customer elects to install software from those categories that are already included in the Infrastructure Stack, the costs for such Software shall be included in the SSC.

Note 2: Utility Servers for software financial responsibility purposes includes Email servers and Consolidated File/Print servers.

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 | 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 | - | - | - | - | - | |
| | | Unix Consolidation | - | - | - | 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 | 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 | 60 | 75 | 175 | 110 | 70 | 90 | 70 | 340 | 302 | 262 | 2 | 2 | 246 | 286 | 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
VM Server Count
Instance to VM Server stacking ratio

The count of servers which support a single Application Instance
The count of servers which each supports more than one Application Instance
The average number of Application Instances which are hosted on a VM Server