

**Appendix 6 to  
Ninth Amendment of  
Master Services Agreement**

March 1, 2014



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

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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**

March 1, 2014

Change Log

CCR	Amendment	Date
CCR-18, CCR-19	Amendment 2	June 30, 2012
CCR-31	Amendment 3	September 28, 2012
CCR-37	Amendment 4	October 31, 2012
CCR-48	Amendment 6	January 31, 2013
CCR-52	Amendment 7	May 31, 2013
CCR-62	Amendment 8	June 28, 2013
	Amendment 9	March 1, 2014

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Description

Changed "HW Charge" to "HSC Charge" in **Meaning of Headings** tab  
Updated "Refresh Cycle" meaning in **Meaning of Headings** tab  
Updated **Notes 7, 18, 19, and 20** in **Server** tab  
Updated refresh cycle for Printers and Inserters to "EOL" on **Print** tab

Changed E-mail line items to "Email-Hosted," "Email CAL-Hosted," "Email-O365," and "Email-Enhanced Security" in **Server** tab  
Designated responsibilities for "Email-O365" and "Email-Enhanced Security" in **Server** tab  
Updated **Note 7** in **Server** tab  
Added **Notes 21-23** in **Server** tab  
Updated "Email Software-Hosted," "Email Software-Enhanced Security," and "Email Software-O365" in **Server Software** tab

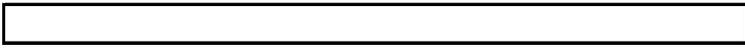
Added "Optional Service" charging mechanism to "Custom Paper" on **Print** tab

Added **Utility Servers - ADFS** in Server tab, Equipment Section with corresponding Note 25  
Added Note 24 to address internal hard drive responsibility

Added **DBaaS-Oracle Equipment** and **DBaaS-Oracle Software** in Server tab with corresponding Note 26 and Note 27.  
Updated **Note 2** on Print tab

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.

"Server Tab" updated to:  
\* 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  
"Network Tab" updated to change refresh cycle to 5 years for WAAS

## Meaning of Headings

Item	Description
<b>Assets</b>	Unless otherwise specified, this classification applies to all assets that are used to provide the Services.
<b>Asset Allocation Capital / Lease Cost</b>	Who has financial responsibility for purchase and/or lease cost of underlying Equipment?
<b>Existing State Owned Assets/Licenses</b>	Who paid for the State Provided Equipment that existed at Commencement Date that is used to provide the Services?
<b>Existing TTT Owned/Leased Assets/Licenses</b>	Who is financially responsible for the acquisition of the Equipment identified in <b>Exhibit 10</b> and the lease cost of the Equipment identified in <b>Exhibit 12</b> . Existing Equipment means installed in a DIR Customer's Production Environment as of the Commencement Date.
<b>Software Licenses / Transfer Fees</b>	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?
<b>Software Currency</b>	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.
<b>Future/Asset Refresh</b>	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.
<b>Refresh Cycle</b>	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 implemented 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.
<b>Releases / Upgrades / Enhancements</b>	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.
<b>Growth</b>	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.
<b>All Taxes (Sales / Services/ Value Added / Excise Tax)</b>	Who pays the taxes in accordance with the Agreement?
<b>Inflation / Deflation</b>	Who is financially responsible for inflation / deflation that impacts any Personnel-related line items? Refer to <b>Exhibit 4</b> for Economic Change Adjustment terms and methodology.
<b>Charging Mechanism</b>	By what mechanism is this item paid for? The Charging Mechanisms used in this <b>Attachment 4-B</b> are: 1. Base/Variable - included in Monthly Base Charges; Variable = ARCs/RRCs apply to volume changes; Refer to <b>Exhibit 4</b> . 2. Pass-Through Expenses - Refer to <b>Exhibit 4</b> . 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 <b>Exhibit 4</b> 5. SSC = Software Service Charge; refer to <b>Exhibit 4</b>
<b>Maintenance Contract Expenses</b>	Who has financial responsibility for Maintenance contracts for the Equipment?
<b>Maintenance</b>	Who pays for the break/fix, preventative maintenance and spare parts for this item?
<b>Charging Mechanism</b>	By what mechanism is this item paid for? The Charging Mechanisms used in this <b>Attachment 4-B</b> are: 1. Base/Variable - included in Monthly Base Charges; Variable = ARCs/RRCs apply to volume changes; Refer to <b>Exhibit 4</b> . 2. Pass-Through Expenses - Refer to <b>Exhibit 4</b> . 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 <b>Exhibit 4</b> 5. SSC = Software Service Charge; refer to <b>Exhibit 4</b>
<b>Support / Operational Expenses</b>	Who has financial responsibility for support and operational expenses relating to the assets?
<b>Administrative Procurement</b>	Who procures the item including managing the bidding process and receipt, payment and associated invoicing activities
<b>IMAC</b>	Who performs Installations, Moves, Adds and Changes for the asset? Includes planning and implementation.
<b>Invoice Verification</b>	Who has operational responsibility to verify the invoices (purchase, maintenance) from the Third Party Vendors?
<b>Maintenance</b>	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)
<b>Operations &amp; Support</b>	Who provides the Services to support the software and assets including configuration, restarting, operating, troubleshooting, etc.
<b>Removal &amp; Disposal</b>	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.
<b>Disaster Recovery</b>	Who provides disaster recovery services for this item?
<b>Services Tax</b>	Who pays taxes that are based upon operations of such Services?
<b>Inflation / Deflation</b>	Who is financially responsible for inflation / deflation that impacts any Personnel-related line items? Refer to <b>Exhibit 4</b> for Economic Change Adjustment terms and methodology.
<b>Charging Mechanism</b>	By what mechanism is this item paid for? The Charging Mechanisms used in this <b>Attachment 4-B</b> are: 1. Base/Variable - included in Monthly Base Charges; Variable = ARCs/RRCs apply to volume changes; Refer to <b>Exhibit 4</b> . 2. Pass-Through Expenses - Refer to <b>Exhibit 4</b> . 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 <b>Exhibit 4</b> 5. SSC = Software Service Charge; refer to <b>Exhibit 4</b>
<b>Personnel</b>	
<b>Salary, Benefits, Add'l Comp</b>	Who pays for all Personnel compensation including salary, benefits, bonus, other additional compensation and payroll taxes?
<b>Travel</b>	Subject to Pass-Through Expenses in <b>Exhibit 4</b> , who pays for Personnel travel?
<b>Training</b>	Who pays for training of Personnel? Includes all training except those that are mandated by Client.
<b>Relocation</b>	Who was responsible for any relocation of Transitioned Personnel when they transitioned to Service Provider?
<b>Inflation / Deflation</b>	Who is financially responsible for inflation / deflation that impacts any Personnel-related line items? Refer to <b>Exhibit 4</b> for Economic Change Adjustment terms and methodology.
<b>Increase / Decrease in Staffing</b>	If staffing increases, who pays for the extra staff? If staffing goes down, who gets the benefit?
<b>Severance</b>	If Personnel separate after being hired by Service Provider and severance is owed, who pays the severance payment?
<b>Retention Payments</b>	If retention payments are made to all or selective Personnel, who pays the retention payment?
<b>EUC Devices (2)</b>	Who is responsible for the employees Laptop, Desktop, Printers, Mobile Phones, etc.
<b>Background Checks</b>	Who is responsible for background checks as described in <b>Attachment 17-A</b> ?
<b>Office Space</b>	Who is responsible for the employees office space?
<b>Charging Mechanism</b>	By what mechanism is this item paid for? The Charging Mechanisms used in this <b>Attachment 4-B</b> are: 1. Mgt Fee/RUs - The Service Charges; Refer to <b>Exhibit 4</b> . 2. Pass-Through Expenses - Refer to <b>Exhibit 4</b> . 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	
<b>Service Towers:</b>																						
<b>Equipment:</b>																						
<b>Mainframe</b>																						
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	
<b>Software:</b>																						
<b>Mainframe IBM</b>																						
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	TX	TX	TX	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	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	SP - MF	TX	TX	TX	TX	TX	N/A	SP - MF	Base/Variable	
<b>Mainframe Non-IBM</b>																						
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	TX	TX	TX	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	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	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	SP - MF	TX	TX	TX	TX	TX	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: 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.



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	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. 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 TIT Owned / Leased Assets/Licenses (5)	Existing TIT Owned / Leased Assets/Licenses (4)/(5)	Software Licenses / Transfer Fees	Software Currency (9)	Future/Asset Refresh	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	
<b>Service Towers:</b>																					
<b>Equipment:</b>																					
Cables & Connectors - Consolidated Data Centers	TX	SP - DC	N/A	N/A	SP - DC	N/A	SP - DC	SP - DC	SP - DC	SP - DC	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	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained	
<b>Facilities:</b>																					
<b>Non-Consolidated Service Locations</b>																					
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	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	
UPS - Stand Alone (10)	TX	N/A	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	Base/Variable	
Space upgrades, additions, fitout	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	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	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	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	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	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	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	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	
Utilities	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	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	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	Retained	
<b>DIR Consolidated Data Center - ADC</b>																					
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	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	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	Base/Variable	
Space upgrades, additions, fitout	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	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	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	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	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	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	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	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	
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	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	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	Base/Variable	
<b>DIR Consolidated Data Center - SDC</b>																					
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	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	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	Base/Variable	
Space upgrades, additions, fitout	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	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	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	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	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	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	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	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	
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	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	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	Base/Variable	
<b>SP Service Delivery Centers (8)</b>																					
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	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	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	Base/Variable	
Space upgrades, additions, fitout	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	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	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	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	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	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	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	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	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	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	Base/Variable	
Print and mail form storage	N/A	SP - PM	N/A	N/A	SP - PM	N/A	SP - PM	SP - PM	SP - PM	SP - PM	Base/Variable	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	SP - PM	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 - 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 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 DC3 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: 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: Any service provided out of SP Service Delivery Centers is financial responsibility of that SP.  
Note 9: Software currency 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.

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
<b>Network:</b>																					
<b>Equipment (10)</b>																					
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	5 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
<b>Transport - Data</b>																					
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
<b>Transport - Voice</b>																					
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
<b>Software:</b>																					
<b>Data Center Locations - ADC/SDC/Winters</b>																					
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
<b>Non Consolidated Locations</b>																					
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: 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
<b>Service Towers:</b>																					
<b>Equipment:</b>																					
<b>Service Center</b>																					
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
<b>Software:</b>																					
<b>Cross Functional</b>																					
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	SP - MSI	N/A	SP - MSI	N/A	SP - MSI	Base/Variable
<b>General Cross Functional:</b>																					
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
<b>All Service Towers:</b>												
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 <sup>1</sup>	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 <sup>1</sup>
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
<b>Server Refresh</b>																			
<b>Stabilization</b>	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Consolidation</b>	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
<b>Ongoing Refresh</b>	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
<b>Total Intel Server Refresh</b>		10	130	130	134	124	518	155	151	155	136	597	570	578	-	6	597	570	3,446
<b>Total Unix Server Refresh</b>		5	20	20	22	18	80	6	4	5	4	19	19	17	2	2	18	20	182
<b>Total Server Refresh Requirement</b>		15	150	150	156	142	598	161	155	160	140	616	589	595	2	8	615	590	3,628
<b>Instance to VM Server Stacking Ratio</b>																			
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	-
<b>Instance Refresh</b>																			
<b>Stabilization</b>	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Consolidation</b>	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
<b>Ongoing Refresh</b>	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
<b>Total Intel Instance Refresh</b>		10	130	130	310	300	870	455	275	455	348	1,533	1,418	1,426	-	270	1,533	1,418	8,478
<b>Total Unix Instance Refresh</b>		5	20	20	60	75	175	110	70	90	70	340	302	262	2	2	246	286	1,620
<b>Total Instance Refresh Requirement</b>		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 than one Application Instance  
 Instance to VM Server stacking ratio      The average number of Application Instances which are hosted on a VM Server