Appendix 1 to
Third Amendment of
Master Service Agreement

September 28, 2012

Attachment to Data Center Services

DIR Contract No. DIR-DCS-SCP-MSA-003

Between

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

and

Xerox Corporation

Attachment 4-B
Financial Responsibility Matrix

September 28, 2012

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 TfT 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?

Meaning of Headings

Item	Description
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.

Meaning of Headings

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

N/A = Not Applicable
SP = All Service Providers
SP - MF = Mainframe Component Provider
SP - SV = Server Component Provider
SP - PM = Print - Mail Component Provider
SP - MSI = Multisourcing Service Integrator
SP - NW = Network Component Provider
SP - DC = Data Center Component Provider
TX = DIR or DIR Customer
Unless otherwise noted, all financial responsibility designations noted in this matrix apply to both Consolidated and Non-Consolidated environments.
Note 1: Designates financial responsibility for the purchase and/or lease cost of the underlying hardware assets
Note 2: Includes Disaster Planning and implementation and provision of Disaster Recovery and Crisis Management Services. The cost for all DR Services are included in the base charges, no additional fees or charges shall be payable for any services related to Disaster Recovery preparation or response, including declaration fees.
Note 3: Includes cabling required to connect pieces of Equipment and from Equipment to network ports.
Note 4: TfT = 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 TfT Equipment, excluding Equipment procured through MLPP financing and excluding TfT owned equipment. In addition, SP will buyout existing TfT 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)											HW/SW Maint Contract Expenses		Support / Operational Expenses									
Service Towers:	Existing TX Owned /Leased Assets/Licenses (7)	Existing TfT Owned/Leased Assets/Licenses (6) (7)	Software Licenses / Transfer Fees (18)	Software Currency (17)	Future/Asset Refresh	Refresh Cycle (16)	Releases / Upgrades / Enhancements	Growth	All Taxes	Inflation / Deflation	Charging Mechanism	Maintenance (19)	Charging Mechanism	Administrative Procurement	IMAC (11)	Invoice Verification	Maintenance	Operations & Support	Removal & Disposal	Disaster Recovery (2)	Services Tax (8)	Inflation / Deflation	Charging Mechanism
Equipment:																							
Server (13)																							
Application Servers	TX	SP - SV	N/A	N/A	SP - SV	5 yrs (20)	SP - SV	SP - SV	SP - SV	SP - SV	HSC	SP - SV	HSC	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Utility Servers - Email	TX	SP - SV	N/A	N/A	SP - SV	5 yrs (20)	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Utility Servers - Consolidated File/Print	TX	SP - SV	N/A	N/A	SP - SV	5 yrs (20)	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Utility Servers - All Other	TX	SP - SV	N/A	N/A	SP - SV	5 yrs (20)	SP - SV	SP - SV	SP - SV	SP - SV	HSC	SP - SV	HSC	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Appliance Servers/Network Appliances	TX	SP - SV	N/A	N/A	SP - SV	5 yrs (20)	SP - SV	SP - SV	SP - SV	SP - SV	HSC	SP - SV	HSC	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Infrastructure Servers	TX	SP - SV	N/A	N/A	SP - SV	5 yrs (21)	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Storage (3)	TX	SP - SV	N/A	N/A	SP - SV	5 yrs	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Consumables (e.g. tape cartridges)	TX	SP - SV	N/A	N/A	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable (14)	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Components (e.g. fax cards, memory, etc) (15)	TX	SP - SV	N/A	N/A	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Pass-Through	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Server Monitoring	TX	SP - SV	N/A	N/A	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Server Backups (4)	TX	SP - SV	N/A	N/A	SP - SV	5 yrs	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Microfiche	TX	SP - SV	N/A	N/A	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Pass-Through	SP - SV	Pass-Through	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Pass-Through
Cables & Connectors - Consolidated (12)	SP - DC	SP - DC	N/A	N/A	SP - DC	N/A	SP - DC	SP - DC	SP - DC	SP - DC	Base/Variable	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 (5)	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	Retained	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained
Software:																							
Application and Utility Servers																							
Antivirus Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Application Software	TX	TX	TX	n / n-1	TX	N/A	TX	TX	TX	TX	N/A	TX	Retained	TX	SP - SV	TX	TX	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Application Utilities	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	SSC	SP - SV	SSC	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Compilers	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	SSC	SP - SV	SSC	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Database Management Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	SSC	SP - SV	SSC	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Development Tools	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	SSC	SP - SV	SSC	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Email - Hosted	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Email CAL - Hosted	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	SSC	SP - SV	SSC	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Email - O365	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable (22)	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Email - Enhanced Security	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable & SSC (23)	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Infrastructure Management Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Middleware	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	SSC	SP - SV	SSC	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Network Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Operating Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Operating Software CAL	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	SSC	SP - SV	SSC	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Security Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Utility / Monitoring & Management Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
DIR Enterprise License Software	TX	TX	TX	n / n-1	TX	N/A	TX	TX	TX	TX	N/A	TX	Retained	TX	SP - SV	TX	TX	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Infrastructure Servers																							
Antivirus Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Application Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Application Utilities	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Compilers	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Database Management Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Development Tools	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Email / CAL	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Infrastructure Management Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Middleware	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Network Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Operating Software / CAL	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Security Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Utility / Monitoring & Management Software	SP - SV	SP - SV	SP - SV	n / n-1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
DIR Enterprise License 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	N/A

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: "Storage" includes internal, external, optical (including platters) and shared / leverageable disk pools and Utility Servers used for storage management in all locations (i.e. Consolidated and Non-Consolidate locations).
Note 4: Server backup financial responsibilities apply to both Consolidated and Non-Consolidated locations. Refresh of Non-Consolidated equipment to be included in the Transition and Transformation Charges.
Note 5: Cabling is TX, any necessary connecting device (e.g. NIC) is SP - SV. (**Exhibit 18** should illustrate responsibilities.) All connections inside the rack and/or cabinet are the responsibility of the Service Component Provider (e.g. SP - SV)
Note 6: TfT = Team for Texas, includes IBM and IBM Partners currently providing Services to DIR Customers under the DCS agreement..
Note 7: SP is financially responsible for the buy 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 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. 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 categories are described in **Exhibit 4**, Section 20.4.1.
Note 14: If a tape cartridge is needed by DIR Customer for do note destroy (DND) purposes, the cost of the media is to be charged as a pass-through.
Note 15: DIR Customer requested component upgrades billable as a Pass-Through only on Non-Infrastructure servers. Components or upgrades required on Infrastructure servers or required on any server as part of the Server Component Providers' obligation to deliver Service are included in Base Charges and not charged as a Pass-Through.

Note 16: Legacy refresh for stabilization purposes included as part of the Transition and Transformation Charges charges. Ongoing refresh assumes cycle as measured from the date Equipment goes into production.
Note 17: Software currency requirements dependent upon DIR Customer's readiness**.**
Note 18: SP is financially responsible for IBM software license and maintenance.
Note 19:
Note 20: The refresh of Instances as described in **Attachment 4-B** "STM Refresh" satisfies the 5 year refresh requirement for STM Instances
Note 21: The refresh of Infrastructure Servers (Non-STM Servers) with be performed at **0% of total Infrastructure Servers in Year 1 and 20% in all years thereafter**. To the extent that refresh of Infrastructure Servers is necessary to perform ahead 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 Base/Variable pricing mechanism with the exception of ADFS 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 pricing mechanism with the exception of Microsoft Email CALs and Exchange Licenses, which are charged using an SSC mechanism.

The following descriptions are to aid in the interpretation of this 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 COTS that allow for dynamic tailoring of the functionality (e.g., Cognos, SAS, Filenet, ERIS ARCxxx, Crystal Reports, Citrix, SQL Editor, Webtrends).
Compilers	System Software used to convert source code to executable code (e.g., Cobol, MicroFocus Cobol).
Database Management Software	System Software used to access structured data and usually provides functionality for ad-hoc queries, data retrieval and generating reports (e.g., Oracle, Informix, SQL Server, DB2, Sybase).
Development Tools	Means Development Tools, as such term is defined in **Exhibit 1** (e.g., Front Page, test data generators, Visual Basic, .Net, ColdFusion, Rational).
DIR Enterprise License Software	Software that is retained by DIR under an enterprise license on behalf of DIR Customers.
E-mail	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 integrated tool to manage the entire Infrastructure (e.g., Tivoli Storage Manager, Veritas Netbackup, Veritas Backup Exec, Bakbone Netvault).
Middleware	Means Middleware, as such term is defined in **Exhibit 1** (e.g., Weblogic, Websphere, Mqseries, Apache, BEA Tuxedo, IBM HTTP Server).
Network Software	Management Tools that enable multiple computers to communicate with one another (e.g., Process MultiNet, Attachmate, Fluke OpitView, Primesupport Sniffer, VPN, firewall software)
Operating Software	Means Operating Software, as such term is defined in **Exhibit 1**, excluding Application Utilities, Compilers, Database Management Software and E-mail / Collaborative Software (e.g., AIX, HP/UX, Solaris, Windows - including embedded functionality, Netware, Linux, AS400, GCOS).
Security Software	Management Tools that are used to restrict access to the data and files on a Server (e.g., ISA, SSH, Proxy, Radius, Websense, Surfcontrol, Tivoli Access Manager).
Utility / Monitoring & Management Software	Management Tools that facilitate the management, monitoring, and performance tuning of Equipment and Software, whether located in a Data Center or remote location (e.g., IBM Tivoli Distributed Monitor, Zenworks, Microsoft SMS, IBM Tivoli Configuration, Tivoli Software Distribution, Tivloi Enterprise Console, Tivoli Workload Scheduler, Remedy suite of Software, RMS Control, Remotely Anywhere, CA vShell, S
CAL	Client Access License, referring to Microsoft Corporation's name for rights that must be purchased and enabled to allow for various email/collaboration functionality on Windows-based Servers.

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

N/A = Not Applicable
SP = All Service Providers
SP - MF = Mainframe Component Provider
SP - SV = Server Component Provider
SP - PM = Print - Mail Component Provider
SP - MSI = Multisourcing Service Integrator
SP - NW = Network Component Provider
SP - DC = Data Center Component Provider
TX = DIR or DIR Customer
Unless otherwise noted, all financial responsibility designations noted in this matrix apply to both Consolidated and Non-Consolidated environments.
Note 1: Designates financial responsibility for the purchase and/or lease cost of the underlying hardware assets
Note 2: Includes Disaster Planning and implementation and provision of Disaster Recovery and Crisis Management Services. The cost for all DR Services are included in the base charges, no additional fees or charges shall be payable for any services related to Disaster Recovery preparation or response, including declaration fees.
Note 3: Includes cabling required to connect pieces of Equipment and from Equipment to network ports.
Note 4: Includes Delivery Point Validation services; pre-sort is a responsibility of Print-Mail Component Provider and third-party vendor may be used with DIR approval.
Note 5: TfT = 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 TfT Equipment, excluding Equipment procured through MLPP financing. In addition, SP will buyout existing TfT 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									
Service Towers:	Existing TX Owned /Leased Assets/Licenses (5)	Existing TfT 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
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	N/A	TX	Retained
Facilities:																					
Non-Consolidated Service Locations																					
Environmental (e.g., HVAC, PDUs)	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 (10)	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, fitout	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
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, PDUs)	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, 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	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
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, PDUs)	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, 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	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, PDUs)	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, 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	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 - 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	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 connectrions inside the rack and/or cabinet are the responsibility of the Service Component Provider (e.g. SP - SV).
Note 4: TfT = 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 TfT Equipment, excluding Equipment procured through MLPP financing and excluding TfT owned equipment. In addition, SP will buyout existing TfT 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									
Service Towers:	Existing TX Owned /Leased Assets/Licenses (4)	Existing TfT Owned/Leased Assets/Licenses (3) (4)	Software Licenses / Transfer Fees	Software Currency (8)	Future/Asset Refresh	Refresh Cycle	Releases / Upgrades / Enhancements	Growth	All Taxes	Inflation / Deflation	Charging Mechanism	Administrative Procurement	IMAC (7)	Invoice Verification	Maintenance	Operations & Support	Removal & Disposal	Disaster Recovery (2)	Services Tax (5)	Inflation / Deflation	Charging Mechanism
Network:																					
Equipment (10)																					
Data Center Locations - ADC/SDC/Winters	TX	SP - NW	N/A	N/A	SP - NW	7 yrs	SP - NW	SP - NW	SP - NW	SP - NW	Base/Variable	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	N/A	SP - NW	Base/Variable
SP Service Delivery Centers	N/A	SP	N/A	N/A	SP	7 yrs	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	N/A	SP	Base/Variable
Non Consolidated Service Locations	TX	TX	N/A	N/A	TX	7 yrs	TX	TX	TX	TX	N/A	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained
Remote Locations - WAAS	TX	SP - SV	N/A	N/A	SP - SV	7 yrs	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable
Transport - Data																					
Data Center Locations - ADC/SDC/Winters (6)	N/A	N/A	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	N/A	SP	Base/Variable
SP Service Delivery Centers (6)	N/A	N/A	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	N/A	SP	Base/Variable
Non Consolidated Service Locations	N/A	N/A	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained
VPN - DIR Customer Service	N/A	N/A	N/A	N/A	SP - NW	N/A	SP - NW	SP - NW	SP - NW	SP - NW	Base/Variable	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	N/A	SP - NW	Base/Variable
VPN - Service Provider Internal Use	N/A	N/A	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	N/A	SP	Base/Variable
Transport - Voice																					
Data Center Locations - ADC/SDC/Winters	N/A	N/A	N/A	N/A	SP - DC	N/A	SP - DC	SP - DC	SP - DC	SP - DC	Base/Variable	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	SP - DC	N/A	SP - DC	Base/Variable
SP Service Delivery Centers (6)	N/A	N/A	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	N/A	SP	Base/Variable
Non Consolidated Service Locations	N/A	N/A	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained
Software:																					
Data Center Locations - ADC/SDC/Winters																					
Network Management/Monitoring Software	TX	SP - NW	SP - NW	n / n-1	SP - NW	N/A	SP - NW	SP - NW	SP - NW	SP - NW	Base/Variable	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	N/A	SP - NW	Base/Variable
Firewall Software	TX	SP - NW	SP - NW	n / n-1	SP - NW	N/A	SP - NW	SP - NW	SP - NW	SP - NW	Base/Variable	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	N/A	SP - NW	Base/Variable
Information Security Software (9)	TX	SP - NW	SP - NW	n / n-1	SP - NW	N/A	SP - NW	SP - NW	SP - NW	SP - NW	Base/Variable	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	SP - NW	N/A	SP - NW	Base/Variable
Non Consolidated Locations																					
Network Management/Monitoring Software	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	N/A	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained
Firewall Software	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	N/A	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained
Information Security Software (9)	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	N/A	TX	TX	TX	TX	TX	TX	TX	N/A	TX	Retained

N/A = Not Applicable
SP = All Service Providers
SP - MF = Mainframe Component Provider
SP - SV = Server Component Provider
SP - PM = Print - Mail Component Provider
SP - MSI = Multisourcing Service Integrator
SP - NW = Network Component Provider
SP - DC = Data Center Component Provider
TX = DIR or DIR Customer
Unless otherwise noted, all financial responsibility designations noted in this matrix apply to both Consolidated and Non-Consolidated environments.
Note 1: Designates financial responsibility for the purchase and/or lease cost of the underlying hardware assets
Note 2: Includes Disaster Planning and implementation and provision of Disaster Recovery and Crisis Management Services. The cost for all DR Services are included in the base charges, no additional fees or charges shall be payable for any services related to Disaster Recovery preparation or response, including declaration fees.
Note 3: TfT = Team for Texas, includes IBM and IBM Partners currently providing Services to DIR Customers under the DCS agreement.
Note 4: SP will assume leases for TX Equipment and TfT Equipment, excluding Equipment procured through MLPP financing and excluding TfT owned equipment. In addition, SP will buyout existing TfT 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 responsibile 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									
Service Towers:	**Existing TX Owned /Leased Assets/Licenses (5)**	**Existing TfT 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**
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	SP - MSI	N/A	SP - MSI	N/A	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
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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: TfT = 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 TfT Equipment, excluding Equipment procured through MLPP financing. In addition, SP will buyout existing TfT 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 Datae from the Server Component Provider for support of the MSI systems will be recoverd by DIR from the MSI.

Personnel

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

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

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	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 Stablization	-	-	-	-	-		-	-	-	-		-	-	-	-	-	-	
	Unix Stabilization	20	20	20	20	20		-	-	-	-		-	-	-	-	-	-	
	Intel Consolidation	-	-	-	45	45		45	45	45	45		45	45	-	-	-	-	
	Unix Consolidation	-	-	-	20	20		20	20	20	20		20	20	-	-	-	-	
	Intel On-going Refresh	-	-	-	-	-		22	10	22	10		14	14	-	45	29	28	
	Unix On going Refresh	-	-	-	-	-		17	15	15	15		15	13	-	-	20	20	
Instance Refresh																			
Stabilization	Intel Single Instance Servers Count	10	130	130	130	120	510	-	-	-	-	-	-	-	-	-	-	-	520
	Intel VM Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Unix Single Instance Server Count	5	20	20	20	15	75	-	-	-	-	-	-	-	-	-	-	-	80
	Unix VM Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Consolidation	Intel Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Intel VM Server Count	-	-	-	180	180	360	180	90	180	180	630	630	630	-	-	-	-	2,250
	Unix Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Unix VM Server Count	-	-	-	40	60	100	60	40	60	40	200	180	180	-	-	-	-	660
Ongoing Refresh	Intel Single Instance Server Count	-	-	-	-	-	-	145	145	145	128	563	538	546	-	-	563	538	2,748
	Intel VM Server Count	-	-	-	-	-	-	130	40	130	40	340	250	250	-	270	970	880	2,960
	Unix Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	-	2	2	2	2	6	6	20
	Unix VM Server Count	-	-	-	-	-	-	50	30	30	30	140	120	80	-	-	240	280	860
	Total Intel Instance Refresh	10	130	130	310	300	870	455	275	455	348	1,533	1,418	1,426	-	270	1,533	1,418	8,478
	Total Unix Instance Refresh	5	20	20	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	The count of servers which support a single Application Instance
VM Server Count	The count of servers which each supports more then one Application Instance
Instance to VM Server stacking ratio	The average number of Application Instances which are hosted on a VM Server