

DIR-DCS-SCP-MSA-003

**Appendix 6 to
Seventh Amendment of
Master Service Agreement**



**Attachment to Data Center Services
Service Component Provider
Master Services Agreement**

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**

30-Jun-13

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	<p>By what mechanism is this item paid for? The Charging Mechanisms used in this Attachment 4-B are:</p> <ol style="list-style-type: none"> 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	<p>By what mechanism is this item paid for? The Charging Mechanisms used in this Attachment 4-B are:</p> <ol style="list-style-type: none"> 1. Mgt Fee/RUs - The Service Charges; Refer to Exhibit 4. 2. Pass-Through Expenses - Refer to Exhibit 4. 3. Retained - State contract with no State payment to Service Provider. Service Provider has no financial responsibility for payment to third party.

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

Note 6: As of the Effective Date, TX is exempt from any Service Taxes assessed by the State.

Note 7: "Support Center Equipment" includes all Equipment necessary to operate the Support Centers, including command center consoles, personal computers, monitoring Equipment and printers.

Note 8: Mainframes must be capable of running the current ("n") or next to current ("n-1") version of the applicable System Software within six (6) months of the general availability of such System Software.

Note 9: SP is not financially responsible for IBM software license and transfer fees. SP is not financially responsible for DIR or DIR Customer owned existing software licenses.

Note 10: SP is not financially responsible for Software AG

Note 11: SP is not financially responsible for the delta between the TX DIR IBM software maintenance fees and the provided ACS IBM software maintenance fees if the State elects to use its own IBM software licenses.

Server	Asset Allocation: Capital / Lease Cost (1)										H/WS/Maint Contract Expenses				Support / Operational Expenses										
	Existing TX Owned/Leased Assets/Licenses (7)	Existing ITI Owned/Leased Assets/Licenses (6) (7)	Software Licenses / Transfer Fees (18)	Software Currency (17)	Future/Asset Refresh (17)	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		
Service Towers: 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 - ADFS	TX	SP - SV	N/A	N/A	SP - SV	5 yrs (20)	SP - SV	SP - SV	SP - SV	SP - SV	HSC (25)	SP - SV	HSC	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	HSC		
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 (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		
Disks/Storage	TX	SP - SV	N/A	N/A	SP - SV	5 yrs (20)	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable & ESC (26)	SP - SV	Base/Variable & ESC (26)	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable		
Storage (3)	N/A	SP - SV	N/A	N/A	SP - SV	5 yrs (20)	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable (24)	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	Base/Variable	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	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	TX	TX	TX	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	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Comilers	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	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	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Disks/Storage	N/A	N/A	SP - SV	n/n/1	SP - SV	N/A	SP - SV	SP - SV	SP - SV	SP - SV	Base/Variable & ESC (26)	SP - SV	Base/Variable & ESC (26)	SP - SV	SP - SV	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	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	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	SSC	SP - SV	SSC	SP - SV	SP - SV	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	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	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	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	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	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	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	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	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	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	TX	TX	TX	TX	TX	TX	N/A	TX	N/A	TX	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	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	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	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	Base/Variable
Comilers	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	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	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	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	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	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	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	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	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	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	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	N/A

N/A = Not Applicable
SP = All Services Provided
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 DIR 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 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 Server Component Provider (e.g. SP - SV)
Note 6: TTT = Team for Texas, includes IBM and IBM Partners currently providing Services to DIR Customers under the included and/or cabinet are the responsibility of the Server Component Provider (e.g. SP - SV)
Note 7: SP is not financially responsible for the buy out of IBM 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 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 not 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: Leases refresh for substitution purposes included as part of the Transition and Transformation 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: Hold

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) will 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 - CAL and Exchange Licenses, which are charged using an SSC mechanism.

Note 24: Internal hard drives purchased as part of a dedicated Application Server (not a Multi-DIR Customer Server / HSC Server) are recovered in that Server's HSC Charges. All other storage hardware is recovered through the Base/Variable storage Resource Units.

Note 25: ADFS Servers are to be billed in accordance with the Resource Unit designations in Table A of Exhibit 4.

Note 26: Charges for DBAs/Oracle Equipment and Software will be billed in accordance with the provisions of Exhibit 4.

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 ARCCxx, Crystal Reports, Citrix, SQL Editor, Webtrends).

Comilers
System Software used to convert source code to executable code (e.g., Cobol, MicroFocus Cobol).

Database Management Software
System Software used to access, retrieve, store, and modify 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

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	
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	N/A	N/A	N/A	N/A	SP - PM	Base/Variable	
Standard Envelopes (11)	TX	SP - PM	N/A	N/A	SP - PM	N/A	N/A	SP - PM	SP - PM	SP - PM	Base/Variable	SP - PM	N/A	SP - PM	N/A	N/A	N/A	N/A	N/A	SP - PM	Base/Variable	
Custom Paper (9)	TX	SP - PM	N/A	N/A	TX	N/A	N/A	TX	TX	TX	Retained/Optional Service	TX	N/A	TX	N/A	N/A	N/A	N/A	N/A	SP - PM	Base/Variable	
Custom Forms & Inserts (9)	TX	SP - PM	N/A	N/A	TX	N/A	N/A	TX	TX	TX	Retained	TX	N/A	TX	N/A	N/A	N/A	N/A	N/A	N/A	SP - PM	Base/Variable
Distribution	N/A	N/A	N/A	N/A	SP - PM	N/A	N/A	SP - PM	SP - PM	SP - PM	Base/Variable	SP - PM	N/A	SP - PM	N/A	SP - PM	N/A	N/A	N/A	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 TX Owned / Leased Assets/Licenses (5)	Existing TTT 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	
Service Towers:																					
Equipment:																					
Cables & Connectors - Consolidated Data Centers	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	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	
Facilities:																					
Non-Consolidated Service Locations																					
Environmental (e.g., HVAC, PDU's)	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	TX	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	TX	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, float	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
Server Racks & Enclosures	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained/HSC	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
Furniture & Fixtures	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
Wiring & Cabling (3)	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
Building Deprec / Lease	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
Office Equipment	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
Building Maintenance / Security	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
Property Taxes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Utilities	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
Other Space Charges	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
Print and mail form storage	TX	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
DIR Consolidated Data Center - ADC																					
Environmental (e.g., HVAC, PDU's)	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
UPS - Facility	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
UPS - Stand Alone	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Space upgrades, additions, float	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Server Racks & Enclosures	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Furniture & Fixtures	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Wiring & Cabling (3)	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Building Deprec / Lease	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Office Equipment	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Building Maintenance / Security	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Property Taxes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Utilities	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Other Space Charges	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Print and mail form storage	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
DIR Consolidated Data Center - SDC																					
Environmental (e.g., HVAC, PDU's)	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
UPS - Facility	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
UPS - Stand Alone	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Space upgrades, additions, float	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Server Racks & Enclosures	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Furniture & Fixtures	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Wiring & Cabling (3)	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Building Deprec / Lease	N/A	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
Office Equipment	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Building Maintenance / Security	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Property Taxes	N/A	TX	N/A	N/A	TX	N/A	TX	TX	TX	TX	Retained	TX	TX	TX	TX	TX	TX	TX	TX	TX	Retained
Utilities	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Other Space Charges	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
Print and mail form storage	TX	SP-DC	N/A	N/A	SP-DC	N/A	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	SP-DC	Base/Variable
SP Service Delivery Centers (8)																					
Environmental (e.g., HVAC, PDU's)	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
UPS - Facility	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
UPS - Stand Alone	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Space upgrades, additions, float	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Server Racks & Enclosures	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Furniture & Fixtures	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Wiring & Cabling (3)	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Building Deprec / Lease	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Office Equipment	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Building Maintenance / Security	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Property Taxes	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Utilities	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Other Space Charges	N/A	SP	N/A	N/A	SP	N/A	SP	SP	SP	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	SP	SP	Base/Variable
Print and mail form storage	N/A	SP-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 DIR 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: 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: 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 TTI 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: TTT = 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 TTI Equipment, excluding Equipment procured through MLPP financing and excluding TTI owned equipment. In addition, SP will buyout existing TTI 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

clarify, 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 TTT Owned/Leased Assets/Licenses (4)/(5)	Software Licenses / Transfer Fees	Software Currency	Future/Asset Refresh	Refresh Cycle	Releases / Upgrades / Enhancements	Growth	All Taxes	Inflation / Deflation	Charging Mechanism	Administrative Procurement	IMAC	Invoice Verification	Maintenance	Operations & Support	Removal & Disposal	Disaster Recovery (2)	Services Tax (6)	Inflation / Deflation	Charging Mechanism	
Service Towers:																						
Equipment:																						
Service Center																						
Enterprise Service Center Equipment (7)	TX	SP - SV	SP - SV	N/A	SP - SV	N/A	SP - SV	SP - SV	N/A	SP - SV	Base/Variable	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable	
Service Component Service Center Equipment (8)	TX	SP	SP	N/A	SP	N/A	SP	SP	N/A	SP	Base/Variable	SP	SP	SP	SP	SP	SP	SP	N/A	SP	Base/Variable	
MSI Support Equipment - MSI Locations (9)	SP - MSI	SP - MSI	SP - MSI	N/A	SP - MSI	N/A	SP - MSI	SP - MSI	N/A	SP - MSI	Base/Variable	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	SP - MSI	N/A	SP - MSI	Base/Variable	
MSI Support Equipment - Consolidated DC's (9) (10)	SP - MSI	SP - MSI	SP - MSI	N/A	SP - MSI	N/A	SP - MSI	SP - MSI	N/A	SP - MSI	Base/Variable	SP - MSI	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	SP - SV	N/A	SP - SV	Base/Variable	
Software:																						
Cross Functional																						
Service Management Systems	SP - MSI	SP - MSI	SP - MSI	n / n-1	SP - MSI	N/A	SP - MSI	SP - MSI	SP - MSI	SP - MSI	Base/Variable	SP - MSI	SP - MSI	SP - MSI	SP - MSI	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

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: 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. 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: "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 Equipments necessary to operate the individual Service Component Provider Level 1.5 Service Centers not provided by the MSI Service Center.

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

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

Personnel

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

N/A = Not Applicable

SP = All Service Providers

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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	N/A	N/A	N/A	SP - SV	TX (CAL included)
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

		Stmb 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	-	-	-	-	-	-	-	4	6	4	20	18	18	-	6	34	32	128
		Unix Single Instance Server Count	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	-	-	
		Unix VM Server Count	-	-	-	-	-	-	3	2	2	2	9	8	6	2	2	6	6	20
		Unix VM Server Count	-	-	-	-	-	-	-	2	2	2	9	8	6	-	-	12	14	49
		Total Intel Server Refresh	10	130	130	134	124	518	155	151	155	136	597	570	578	-	6	597	570	3,446
		Total Unix Server Refresh	5	20	20	22	18	80	6	4	5	4	19	19	17	2	2	18	20	182
		Total Server Refresh Requirement	15	150	150	156	142	598	161	155	160	140	616	589	595	2	8	615	590	3,628
Instance to VM Server Stacking Ratio																				
		Intel Stabilization	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		Unix Stabilization	20	20	20	20	20	20	45	45	45	45	45	45	45	-	-	-	-	
		Intel Consolidation	-	-	-	45	45	45	20	20	20	20	20	20	20	-	-	-	-	
		Unix Consolidation	-	-	-	20	20	20	22	22	22	22	22	22	22	-	-	-	-	
		Intel On-going Refresh	-	-	-	-	-	-	22	10	22	10	14	14	-	45	29	28	28	
		Unix On going Refresh	-	-	-	-	-	-	17	15	15	15	15	13	-	-	20	20	20	
Instance Refresh																				
Stabilization		Intel Single Instance Servers Count	10	130	130	130	120	510	-	-	-	-	-	-	-	-	-	-	520	
		Intel VM Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		Unix Single Instance Server Count	5	20	20	20	15	75	-	-	-	-	-	-	-	-	-	-	80	
		Unix VM Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Consolidation		Intel Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		Intel VM Server Count	-	-	-	180	180	360	180	90	180	180	630	630	630	-	-	-	2,250	
		Unix Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		Unix VM Server Count	-	-	-	40	60	100	60	40	60	40	200	180	180	-	-	-	660	
Ongoing Refresh		Intel Single Instance Server Count	-	-	-	-	-	-	145	145	145	128	563	538	546	-	-	563	538	2,748
		Intel VM Server Count	-	-	-	-	-	-	130	40	130	40	340	250	250	-	270	970	880	2,960
		Unix Single Instance Server Count	-	-	-	-	-	-	-	-	-	-	2	2	2	2	2	6	6	20
		Unix VM Server Count	-	-	-	-	-	-	50	30	30	30	140	120	80	-	-	240	280	860
		Total Intel Instance Refresh	10	130	130	310	300	870	455	275	455	348	1,533	1,418	1,426	-	270	1,533	1,418	8,478
		Total Unix Instance Refresh	5	20	20	60	75	175	110	70	90	70	340	302	262	2	2	246	286	1,620
		Total Instance Refresh Requirement	15	150	150	370	375	1,045	565	345	545	418	1,873	1,720	1,688	2	272	1,779	1,704	10,098

Single Instance Server Count 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