

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                              |  |
|--|------------------------------|--|
|  | <b>Unit</b>                  | <b>Definition</b>  |
| <b>Account Management &amp; Administration</b>             |                              |  |
| End-User Components- Fixed Price Adjustment                | Fixed Annual Recurring       | Fixed Price Adjustment applied annually in December. Cost of Living Adjustment is not applicable.      |
| <b>Data Center (Mainframe/Server)</b>                      |                              |  |
| <b>Mainframe</b>   |                              |  |
| Mainframe Processing - z/OS                                | Per installed MIPS           | z/OS mainframe hardware and software to provide published MIPS increments of computing capacity.       |
| Mainframe Storage - z/OS                                   | Gbyte                        | Gigabyte increments of z/OS disk storage capacity.   |
| Mainframe Tape Storage - z/OS                              | Gbyte                        | Gigabyte increments of z/OS tape storage capacity.   |
| Mainframe Processing - UNISYS                              | Per installed HW/SW MIPS     | Unisys mainframe hardware and software to provide MIPS increments of computing capacity.               |
| Mainframe Storage - UNISYS                                 | Gbyte                        | Gigabyte increments of Unisys disk storage capacity.   |
| Mainframe Tape Storage - UNISYS                            | Gbyte                        | Gigabyte increments of Unisys tape storage capacity.   |
| Mainframe Print CESC                                       | 1000 lines                   | 1000 line increments of print capacity.  |
| <b>Unix Servers</b>  |                              |  |
| Unix Physical Small (1-2 CPUs)                             | Qty of Physical Unix Servers | Each physical Unix server comprised of from 1 to 2 CPUs.   |
| Unix Physical Medium (3-4 CPUs)                            | Qty of Physical Unix Servers | Each physical Unix server comprised of from 3 to 4 CPUs.   |
| Unix Physical Large (5-6 CPUs)                             | Qty of Physical Unix Servers | Each physical Unix server comprised of from 5 to 6 CPUs.   |
| Unix Physical Enterprise (over 6 CPUs)                     | Qty of Physical Unix Servers | Each physical Unix server comprised of greater than 6 CPUs.  |
| Unix Virtual Small (1-2 CPUs)                              | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 1 to 2 CPUs.  |
| Unix Virtual Medium (3-4 CPUs)                             | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 3 to 4 CPUs.  |
| Unix Virtual Large (5-6 CPUs)                              | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 5 to 6 CPUs.  |
| Unix Virtual Enterprise (over 6 CPUs)                      | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of greater than 6 CPUs.   |
| <b>Unix Servers - Disaster Recovery</b>                    |                              |  |
| Tier 1 DR - Unix Physical Small (1-2 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 1 Disaster Recovery service.    |
| Tier 1 DR - Unix Physical Medium (3-4 CPUs)                | Qty of Physical Unix Servers | Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 1 Disaster Recovery service.    |
| Tier 1 DR - Unix Physical Large (5-6 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 1 Disaster Recovery service.    |
| Tier 1 DR - Unix Physical Enterprise (over 6 CPUs)         | Qty of Physical Unix Servers | Each physical Unix server comprised of greater than 6 CPUs receiving Tier 1 Disaster Recovery service. |
| Tier 1 DR - Unix Virtual Small (1-2 CPUs)                  | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 1 Disaster Recovery service.     |
| Tier 1 DR - Unix Virtual Medium (3-4 CPUs)                 | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 1 Disaster Recovery service.     |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                              |  |
|--|------------------------------|--|
|  | <b>Unit</b>                  | <b>Definition</b>  |
| Tier 1 DR - Unix Virtual Large (5-6 CPUs)                  | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 1 Disaster Recovery service.     |
| Tier 1 DR - Unix Virtual Enterprise (over 6 CPUs)          | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 1 Disaster Recovery service.  |
| Tier 2 DR - Unix Physical Small (1-2 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 2 Disaster Recovery service.    |
| Tier 2 DR - Unix Physical Medium (3-4 CPUs)                | Qty of Physical Unix Servers | Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 2 Disaster Recovery service.    |
| Tier 2 DR - Unix Physical Large (5-6 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 2 Disaster Recovery service.    |
| Tier 2 DR - Unix Physical Enterprise (over 6 CPUs)         | Qty of Physical Unix Servers | Each physical Unix server comprised of greater than 6 CPUs receiving Tier 2 Disaster Recovery service. |
| Tier 2 DR - Unix Virtual Small (1-2 CPUs)                  | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 2 Disaster Recovery service.     |
| Tier 2 DR - Unix Virtual Medium (3-4 CPUs)                 | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 2 Disaster Recovery service.     |
| Tier 2 DR - Unix Virtual Large (5-6 CPUs)                  | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 2 Disaster Recovery service.     |
| Tier 2 DR - Unix Virtual Enterprise (over 6 CPUs)          | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 2 Disaster Recovery service.  |
| Tier 3 DR - Unix Physical Small (1-2 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 3 Disaster Recovery service.    |
| Tier 3 DR - Unix Physical Medium (3-4 CPUs)                | Qty of Physical Unix Servers | Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 3 Disaster Recovery service.    |
| Tier 3 DR - Unix Physical Large (5-6 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 3 Disaster Recovery service.    |
| Tier 3 DR - Unix Physical Enterprise (over 6 CPUs)         | Qty of Physical Unix Servers | Each physical Unix server comprised of greater than 6 CPUs receiving Tier 3 Disaster Recovery service. |
| Tier 3 DR - Unix Virtual Small (1-2 CPUs)                  | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 3 Disaster Recovery service.     |
| Tier 3 DR - Unix Virtual Medium (3-4 CPUs)                 | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 3 Disaster Recovery service.     |
| Tier 3 DR - Unix Virtual Large (5-6 CPUs)                  | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 3 Disaster Recovery service.     |
| Tier 3 DR - Unix Virtual Enterprise (over 6 CPUs)          | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 3 Disaster Recovery service.  |
| Tier 4 DR - Unix Physical Small (1-2 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 4 Disaster Recovery service.    |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                              |  |
|--|------------------------------|--|
|  | <b>Unit</b>                  | <b>Definition</b>  |
| Tier 4 DR - Unix Physical Medium (3-4 CPUs)                | Qty of Physical Unix Servers | Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 4 Disaster Recovery service.    |
| Tier 4 DR - Unix Physical Large (5-6 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 4 Disaster Recovery service.    |
| Tier 4 DR - Unix Physical Enterprise (over 6 CPUs)         | Qty of Physical Unix Servers | Each physical Unix server comprised of greater than 6 CPUs receiving Tier 4 Disaster Recovery service. |
| Tier 4 DR - Unix Virtual Small (1-2 CPUs)                  | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 4 Disaster Recovery service.     |
| Tier 4 DR - Unix Virtual Medium (3-4 CPUs)                 | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 4 Disaster Recovery service.     |
| Tier 4 DR - Unix Virtual Large (5-6 CPUs)                  | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 4 Disaster Recovery service.     |
| Tier 4 DR - Unix Virtual Enterprise (over 6 CPUs)          | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 4 Disaster Recovery service.  |
| Tier 5 DR - Unix Physical Small (1-2 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 5 Disaster Recovery service.    |
| Tier 5 DR - Unix Physical Medium (3-4 CPUs)                | Qty of Physical Unix Servers | Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 5 Disaster Recovery service.    |
| Tier 5 DR - Unix Physical Large (5-6 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 5 Disaster Recovery service.    |
| Tier 5 DR - Unix Physical Enterprise (over 6 CPUs)         | Qty of Physical Unix Servers | Each physical Unix server comprised of greater than 6 CPUs receiving Tier 5 Disaster Recovery service. |
| Tier 5 DR - Unix Virtual Small (1-2 CPUs)                  | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 5 Disaster Recovery service.     |
| Tier 5 DR - Unix Virtual Medium (3-4 CPUs)                 | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 5 Disaster Recovery service.     |
| Tier 5 DR - Unix Virtual Large (5-6 CPUs)                  | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 5 Disaster Recovery service.     |
| Tier 5 DR - Unix Virtual Enterprise (over 6 CPUs)          | Qty of Virtual Unix Servers  | Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 5 Disaster Recovery service.  |
| Tier 6 DR - Unix Physical Small (1-2 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 1 to 2 CPUs receiving Tier 6 Disaster Recovery service.    |
| Tier 6 DR - Unix Physical Medium (3-4 CPUs)                | Qty of Physical Unix Servers | Each physical Unix server comprised of from 3 to 4 CPUs receiving Tier 6 Disaster Recovery service.    |
| Tier 6 DR - Unix Physical Large (5-6 CPUs)                 | Qty of Physical Unix Servers | Each physical Unix server comprised of from 5 to 6 CPUs receiving Tier 6 Disaster Recovery service.    |
| Tier 6 DR - Unix Physical Enterprise (over 6 CPUs)         | Qty of Physical Unix Servers | Each physical Unix server comprised of greater than 6 CPUs receiving Tier 6 Disaster Recovery service. |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b>   |  |  |
|--|--|--|
|  | <b>Unit</b>                            | <b>Definition</b>  |
| Tier 6 DR - Unix Virtual Small (1-2 CPUs)                    | Qty of Virtual Unix Servers            | Each virtual Unix server comprised of from 1 to 2 CPUs receiving Tier 6 Disaster Recovery service.               |
| Tier 6 DR - Unix Virtual Medium (3-4 CPUs)                   | Qty of Virtual Unix Servers            | Each virtual Unix server comprised of from 3 to 4 CPUs receiving Tier 6 Disaster Recovery service.               |
| Tier 6 DR - Unix Virtual Large (5-6 CPUs)                    | Qty of Virtual Unix Servers            | Each virtual Unix server comprised of from 5 to 6 CPUs receiving Tier 6 Disaster Recovery service.               |
| Tier 6 DR - Unix Virtual Enterprise (over 6 CPUs)            | Qty of Virtual Unix Servers            | Each virtual Unix server comprised of greater than 6 CPUs receiving Tier 6 Disaster Recovery service.            |
| <b>NT/Win&amp;Other Servers</b>                              |  |  |
| NT Win & Other Physical Small (1-2 CPUs)                     | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 1 to 2 CPUs.   |
| NT Win & Other Physical Medium (3-4 CPUs)                    | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 3 to 4 CPUs.   |
| NT Win & Other Physical Large (5-6 CPUs)                     | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 5 to 6 CPUs.   |
| NT Win & Other Physical Enterprise (over 6 CPUs)             | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of greater than 6 CPUs.  |
| NT Win & Other Virtual Small (1-2 CPUs)                      | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 1 to 2 CPUs.  |
| NT Win & Other Virtual Medium (3-4 CPUs)                     | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 3 to 4 CPUs.  |
| NT Win & Other Virtual Large (5-6 CPUs)                      | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 5 to 6 CPUs.  |
| NT Win & Other Virtual Enterprise (over 6 CPUs)              | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of greater than 6 CPUs.   |
| <b>NT Win &amp; Other - Disaster Recovery</b>                |  |  |
| Tier 1 DR - NT Win & Other Physical Small (1-2 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 1 Disaster Recovery service.    |
| Tier 1 DR - NT Win & Other Physical Medium (3-4 CPUs)        | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 1 Disaster Recovery service.    |
| Tier 1 DR - NT Win & Other Physical Large (5-6 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 1 Disaster Recovery service.    |
| Tier 1 DR - NT Win & Other Physical Enterprise (over 6 CPUs) | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 1 Disaster Recovery service. |
| Tier 1 DR - NT Win & Other Virtual Small (1-2 CPUs)          | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 1 Disaster Recovery service.     |
| Tier 1 DR - NT Win & Other Virtual Medium (3-4 CPUs)         | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 1 Disaster Recovery service.     |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b>   |  |  |
|--|--|--|
|  | <b>Unit</b>                            | <b>Definition</b>  |
| Tier 1 DR - NT Win & Other Virtual Large (5-6 CPUs)          | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 1 Disaster Recovery service.     |
| Tier 1 DR - NT Win & Other Virtual Enterprise (over 6 CPUs)  | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 1 Disaster Recovery service.  |
| Tier 2 DR - NT Win & Other Physical Small (1-2 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 2 Disaster Recovery service.    |
| Tier 2 DR - NT Win & Other Physical Medium (3-4 CPUs)        | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 2 Disaster Recovery service.    |
| Tier 2 DR - NT Win & Other Physical Large (5-6 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 2 Disaster Recovery service.    |
| Tier 2 DR - NT Win & Other Physical Enterprise (over 6 CPUs) | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 2 Disaster Recovery service. |
| Tier 2 DR - NT Win & Other Virtual Small (1-2 CPUs)          | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 2 Disaster Recovery service.     |
| Tier 2 DR - NT Win & Other Virtual Medium (3-4 CPUs)         | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 2 Disaster Recovery service.     |
| Tier 2 DR - NT Win & Other Virtual Large (5-6 CPUs)          | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 2 Disaster Recovery service.     |
| Tier 2 DR - NT Win & Other Virtual Enterprise (over 6 CPUs)  | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 2 Disaster Recovery service.  |
| Tier 3 DR - NT Win & Other Physical Small (1-2 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 3 Disaster Recovery service.    |
| Tier 3 DR - NT Win & Other Physical Medium (3-4 CPUs)        | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 3 Disaster Recovery service.    |
| Tier 3 DR - NT Win & Other Physical Large (5-6 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 3 Disaster Recovery service.    |
| Tier 3 DR - NT Win & Other Physical Enterprise (over 6 CPUs) | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 3 Disaster Recovery service. |
| Tier 3 DR - NT Win & Other Virtual Small (1-2 CPUs)          | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 3 Disaster Recovery service.     |
| Tier 3 DR - NT Win & Other Virtual Medium (3-4 CPUs)         | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 3 Disaster Recovery service.     |
| Tier 3 DR - NT Win & Other Virtual Large (5-6 CPUs)          | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 3 Disaster Recovery service.     |
| Tier 3 DR - NT Win & Other Virtual Enterprise (over 6 CPUs)  | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 3 Disaster Recovery service.  |
| Tier 4 DR - NT Win & Other Physical Small (1-2 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 4 Disaster Recovery service.    |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b>   |  |  |
|--|--|--|
|  | <b>Unit</b>                            | <b>Definition</b>  |
| Tier 4 DR - NT Win & Other Physical Medium (3-4 CPUs)        | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 4 Disaster Recovery service.    |
| Tier 4 DR - NT Win & Other Physical Large (5-6 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 4 Disaster Recovery service.    |
| Tier 4 DR - NT Win & Other Physical Enterprise (over 6 CPUs) | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 4 Disaster Recovery service. |
| Tier 4 DR - NT Win & Other Virtual Small (1-2 CPUs)          | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 4 Disaster Recovery service.     |
| Tier 4 DR - NT Win & Other Virtual Medium (3-4 CPUs)         | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 4 Disaster Recovery service.     |
| Tier 4 DR - NT Win & Other Virtual Large (5-6 CPUs)          | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 4 Disaster Recovery service.     |
| Tier 4 DR - NT Win & Other Virtual Enterprise (over 6 CPUs)  | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 4 Disaster Recovery service.  |
| Tier 5 DR - NT Win & Other Physical Small (1-2 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 5 Disaster Recovery service.    |
| Tier 5 DR - NT Win & Other Physical Medium (3-4 CPUs)        | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 5 Disaster Recovery service.    |
| Tier 5 DR - NT Win & Other Physical Large (5-6 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 5 Disaster Recovery service.    |
| Tier 5 DR - NT Win & Other Physical Enterprise (over 6 CPUs) | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 5 Disaster Recovery service. |
| Tier 5 DR - NT Win & Other Virtual Small (1-2 CPUs)          | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 5 Disaster Recovery service.     |
| Tier 5 DR - NT Win & Other Virtual Medium (3-4 CPUs)         | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 5 Disaster Recovery service.     |
| Tier 5 DR - NT Win & Other Virtual Large (5-6 CPUs)          | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 5 Disaster Recovery service.     |
| Tier 5 DR - NT Win & Other Virtual Enterprise (over 6 CPUs)  | Qty of Virtual NT Win & Other Servers  | Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 5 Disaster Recovery service.  |
| Tier 6 DR - NT Win & Other Physical Small (1-2 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 6 Disaster Recovery service.    |
| Tier 6 DR - NT Win & Other Physical Medium (3-4 CPUs)        | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 6 Disaster Recovery service.    |
| Tier 6 DR - NT Win & Other Physical Large (5-6 CPUs)         | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 6 Disaster Recovery service.    |
| Tier 6 DR - NT Win & Other Physical Enterprise (over 6 CPUs) | Qty of Physical NT Win & Other Servers | Each physical NT Win & Other server comprised of greater than 6 CPUs receiving Tier 6 Disaster Recovery service. |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b>  |                                       |  |
|---|---------------------------------------|--|
|   | <b>Unit</b>                           | <b>Definition</b>  |
| Tier 6 DR - NT Win & Other Virtual Small (1-2 CPUs)         | Qty of Virtual NT Win & Other Servers | Each virtual NT Win & Other server comprised of from 1 to 2 CPUs receiving Tier 6 Disaster Recovery service.   |
| Tier 6 DR - NT Win & Other Virtual Medium (3-4 CPUs)        | Qty of Virtual NT Win & Other Servers | Each virtual NT Win & Other server comprised of from 3 to 4 CPUs receiving Tier 6 Disaster Recovery service.   |
| Tier 6 DR - NT Win & Other Virtual Large (5-6 CPUs)         | Qty of Virtual NT Win & Other Servers | Each virtual NT Win & Other server comprised of from 5 to 6 CPUs receiving Tier 6 Disaster Recovery service.   |
| Tier 6 DR - NT Win & Other Virtual Enterprise (over 6 CPUs) | Qty of Virtual NT Win & Other Servers | Each virtual NT Win & Other server comprised of greater than 6 CPUs receiving Tier 6 Disaster Recovery service.  |
| <b>Storage</b>  |                                       |  |
| Storage Tier 1 at CESC                                      | per Gigabyte                          | CESC NAS/SAN high availability storage allocated (presented) to user   |
| Storage Tier 2 at CESC                                      | per Gigabyte                          | CESC NAS/SAN standard availability storage allocated (presented) to user   |
| Storage Tier 2 outside of CESC                              | per Gigabyte                          | NAS/SAN standard availability storage allocated (presented) to user, where the server resides outside of CESC  |
| Storage DASD (Direct Access Storage Device)                 | per Gigabyte                          | DASD (physical) - raw storage installed to a server  |
| Storage Tier 2 at CESC no Backup                            | per Gigabyte                          | CESC NAS/SAN standard availability storage allocated (presented) to user, without backup. A server with Tier 2 at CESC no backup storage must be all Tier 2 at CESC no backup. |
| Storage DASD no Backup                                      | per Gigabyte                          | DASD (physical) - raw storage installed to a server, without backup. A server with DASD no Backup storage must be all DASD no Backup.  |
| <b>DR Storage RUs</b>                                       |                                       |  |
| Tier 1 - DR - Allocated Storage                             | Per Gbyte                             | Total allocated (presented) storage receiving Tier 1 Disaster Recovery.  |
| Tier 2 - DR - Allocated Storage                             | Per Gbyte                             | Total allocated (presented) storage receiving Tier 2 Disaster Recovery.  |
| Tier 3 - DR - Allocated Storage                             | Per Gbyte                             | Total allocated (presented) storage receiving Tier 3 Disaster Recovery.  |
| Tier 4 - DR - Allocated Storage                             | Per Gbyte                             | Total allocated (presented) storage receiving Tier 4 Disaster Recovery.  |
| Tier 5 - DR - Allocated Storage                             | Per Gbyte                             | Total allocated (presented) storage receiving Tier 5 Disaster Recovery.  |
| Tier 6 - DR - Allocated Storage                             | Per Gbyte                             | Total allocated (presented) storage receiving Tier 6 Disaster Recovery.  |
| <b>Other</b>  |                                       |  |
| Legacy Servers  | Qty of Legacy Servers                 | Server that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework   |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |   |   |
|--|---|---|
|  | <b>Unit</b>   | <b>Definition</b>   |
| New Server Install   | Project to be individually priced in a work request | Physically installing a new server, excluding server consolidation activities, creating new Instances, relocating or replacing an existing server, changing its footprint location within or between facilities, logically moving an existing server to, from or between existing and/or new Windows domains, or moving applications, data and workload between existing servers, and changing its configuration of CPU, memory, disk, software upgrades. |
| <b>Desktop Computing</b>                                   |   |   |
| <b>PC Support - Desktops</b>                               |   |   |
| 5-year Refresh Rate  | Desktop   | Support of existing desktop systems, including: PC Security services, IMACs that do not fall into the project category as noted in the PC IMAC definition, and VIP services for up to 200 Commonwealth users in aggregate<br>Each desktop supported under a 5-year refresh rate.  |
| <b>PC Support - Laptops</b>                                |   |   |
| 4-year Refresh Rate  | Laptop  | Support of existing laptop systems, including: PC Security services, IMACs that do not fall into the project category as noted in the PC IMAC definition, and VIP services for up to 200 Commonwealth users in aggregate<br>Each laptop supported under a 4-year refresh rate.  |
| <b>PC Support - Tablet</b>                                 |   |   |
| 4-year Refresh Rate  | Tablet  | Support of existing tablet systems, including: PC Security services, IMACs that do not fall into the project category as noted in the PC IMAC definition, and VIP services for up to 200 Commonwealth users in aggregate<br>Each tablet supported under a 4-year refresh rate.  |
| <b>PC Support - Handhelds</b>                              |   |   |
| No Defined Refresh Rate                                    | Handheld  | Support of existing handheld computers including Palm, Windows CE, Pocket PC, RIM, and associated docks, cables and software drivers.<br>Each handheld supported under an undefined refresh rate.   |
| <b>PC Hardware Charge - Desktops</b>                       |   |   |
| 5-year Refresh Rate  | Desktop   | Refresh of existing desktops with standard desktop systems as defined in the pricing assumptions along with refresh of monitors on alternating desktop refresh cycles.<br>Each desktop refreshed under a 5-year refresh rate.   |
| <b>PC Hardware Charge - Laptops</b>                        |   |   |
| 4-year Refresh Rate  | Laptop  | Refresh of existing laptops with standard laptop systems as defined in the pricing assumptions.<br>Each laptop refreshed under a 4-year refresh rate.   |
| <b>PC Hardware - Tablet</b>                                |   |   |
| No Defined Refresh Rate                                    | Tablet  | Refresh an existing tablets with standard tablet systems as defined in the pricing assumptions.<br>Each tablet refreshed under an undefined refresh rate.   |
| Legacy PCs   | Qty of Legacy PCs                                   | PC that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework  |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                                   |  |
|--|-----------------------------------|--|
|  | <b>Unit</b>                       | <b>Definition</b>  |
| <b>PC Software</b>   |                                   |  |
| Hard Drive Encryption for Workstations (HDEW)              | Qty of Desktops, Laptops, Tablets | Software licensing, support and maintenance for HDEW Service.  |
| Installation for HDEW                                      | Qty of HDEW Installations         | Each local installation of HDEW software on Desktop, Laptop, Tablet in accordance with SOW   |
| <b>Other</b>   |                                   |  |
| Blackberrys  | Blackberry                        | Support of Blackberrys   |
| Network Attached Printer - Category 1                      | per Network Attached Printer      | Standards Categories A (Standard Monochrome), D (Color), E (Standard Multifunction), and non-standard devices with similar functionality as listed in Addendum 5 to Appendix 5   |
| Network Attached Printer - Category 2                      | per Network Attached Printer      | Standards Category B (Medium Monochrome) and non-standard devices with similar functionality as listed in Addendum 5 to Appendix 5   |
| Network Attached Printer - Category 3                      | per Network Attached Printer      | Standards Categories C (Large Monochrome Printer) and non-standard devices with similar functionality as listed in Addendum 5 to Appendix 5  |
| Network Attached Printer - Category 4                      | per Network Attached Printer      | Standards Category F (Large Multifunction) and non-standard devices with similar functionality and specialty function printers as listed in Addendum 5 to Appendix 5   |
| IMACs for PCs  | PC IMAC                           | Desktop, laptop, tablet, or handheld-related Installations, Moves, Adds or Changes (IMACs) for a single machine except IMACs for up to and including 15 machines requested by end users contacting the Help Desk. Resource Unit charge applies to unscheduled, project IMACs not associated with transformation or refresh and unscheduled software or patch distributions to large groups of machines. IMACs of greater than 15 systems at the same time will be treated as a priced project that will not exceed the cost calculated using the Resource Unit Rate times the number of IMACs involved. IMACs may not be separated into smaller groups in an attempt to avoid project designation. |
| Copier Category 1  | Per Copier                        | Network Attached Monochrome Copier with a Duty Cycle of approximately 150,000 Pages/Month and a Print Speed of 32 Pages/Minute   |
| Copier Click Category 1A                                   | Per Click (Page)                  | Each metered click (single page) for Monochrome Usage on a Copier Category 1   |
| Copier Category 2  | Per Copier                        | Network Attached Monochrome Copier with a Duty Cycle of approximately 200,000 Pages/Month and a Print Speed of 45 Pages/Minute   |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                           |  |
|--|---------------------------|--|
|  | <b>Unit</b>               | <b>Definition</b>  |
| Copier Click Category 2A                                   | Per Click (Page)          | Each metered click (single page) for Monochrome Usage on a Copier Category 2   |
| Copier Category 3  | Per Copier                | Network Attached Monochrome Copier with a Duty Cycle of approximately 400,000 Pages/Month and a Print Speed of 75 Pages/Minute                                 |
| Copier Click Category 3A                                   | Per Click (Page)          | Each metered click (single page) for Monochrome Usage on a Copier Category 3   |
| Copier Category 4  | Per Copier                | Network Attached Color Copier with a Duty Cycle of approximately 80,000 Pages/Month and a Print Speed of 28 Monochrome Pages/Minute and 28 Color Pages/Minute  |
| Copier Click Category 4A                                   | Per Click (Page)          | Each metered click (single page) for Monochrome Usage on a Copier Category 4   |
| Copier Click Category 4B                                   | Per Click (Page)          | Each metered click (single page) for Color Usage on a Copier Category 4  |
| Copier Category 5  | Per Copier                | Network Attached Color Copier with a Duty Cycle of approximately 150,000 Pages/Month and a Print Speed of 45 Monochrome Pages/Minute and 40 Color Pages/Minute |
| Copier Click Category 5A                                   | Per Click (Page)          | Each metered click (single page) for Monochrome Usage on a Copier Category 5   |
| Copier Click Category 5B                                   | Per Click (Page)          | Each metered click (single page) for Color Usage on a Copier Category 5  |
| Copier Category 6  | Per Copier                | Network Attached Color Copier with a Duty Cycle of approximately 300,000 Pages/Month and a Print Speed of 75 Monochrome Pages/Minute and 50 Color Pages/Minute |
| Copier Click Category 6A                                   | Per Click (Page)          | Each metered click (single page) for Monochrome Usage on a Copier Category 6   |
| Copier Click Category 6B                                   | Per Click (Page)          | Each metered click (single page) for Color Usage on a Copier Category 6  |
| <b>Messaging</b>   |                           |  |
| Messaging & Mailbox Services                               | Email Box                 | Each messaging individual or group mailbox (excluding distribution and contact lists).   |
| Legacy Email Services                                      | Qty of Legacy Email Boxes | Email Box that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework  |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                                    |   |
|--|------------------------------------|---|
|  | <b>Unit</b>                        | <b>Definition</b>   |
| Enterprise Handheld Services - Blackberry                  | Per Blackberry Handheld Device     | Support of Blackberry wireless handheld device and access to Messaging & Mailbox Services for handheld devices not encompassed by the PC Support - Handheld RU under Desktop Computing or the Enterprise Handheld Services - non-Blackberry RU. Refresh of Blackberry wireless handheld device is not included. Vendor shall provide the necessary server hardware, backend infrastructure, Third-Party Software, and licenses (excluding Microsoft) to support the Enterprise Handheld Services - Blackberry.  |
| Enterprise Handheld Services - non-Blackberry              | Per non-Blackberry Handheld Device | Non-Blackberry wireless handheld device access to Messaging & Mailbox Services for handheld devices not encompassed by the PC Support - Handheld RU under Desktop Computing or Enterprise Handheld Services - Blackberry RU. Vendor shall not provide support for hardware, software or data service issues on non-Blackberry wireless handheld device. Refresh of non-Blackberry handheld device is not included. Vendor shall provide the necessary server hardware, backend infrastructure, Third-Party Software, and licenses (excluding Microsoft and End-User Client Access Licenses) to support the Enterprise Handheld Services - non-Blackberry. |
| Hosted Mail Archiving Service                              | Per Elected Email Box              | Monthly recurring per Email Box charge for Email Boxes receiving Hosted Mail Archiving Service.   |
| Hosted Mail Archiving Service - Data Migration             | Per Gigabyte                       | Per allocated (presented) gigabyte of data requested for migration to the Hosted Mail Archiving Service.  |
| <b>Data Network</b>  |                                    |   |
| User/Device Ports  | # of Ports                         | Each active Ethernet port during the monthly count period   |
| IMAC   | IMAC                               | A request for more than 25 changes to the service provider port offering at the customer site or the customer VPN configuration. The cost for such request shall not exceed the number of such changes times by the Data Network IMAC rate. A request of 25 or less changes to the service provider port offering at the customer site or the customer VPN configuration shall be at no additional charge. DHCP handles moving of customer connectivity to the physical Ethernet ports per IP addressing and are not considered an IMAC.  |
| WAN – 128Kbps  | per Circuit                        | Each circuit and managed router providing MPLS connectivity with 128Kbps bandwidth  |
| WAN – 256Kbps  | per Circuit                        | Each circuit and managed router providing MPLS connectivity with 256Kbps bandwidth  |
| WAN – 512Kbps  | per Circuit                        | Each circuit and managed router providing MPLS connectivity with 512Kbps bandwidth  |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                            |   |
|--|----------------------------|---|
|  | <b>Unit</b>                | <b>Definition</b>   |
| WAN – 768Kbps  | per Circuit                | Each circuit and managed router providing MPLS connectivity with 768bps bandwidth   |
| WAN – 1.024Mbps  | per Circuit                | Each circuit and managed router providing MPLS connectivity with 1.024Mbps bandwidth  |
| WAN – 1.536Mbps  | per Circuit                | Each circuit and managed router providing MPLS connectivity with 1.536Mbps bandwidth  |
| WAN – 3.072Mbps  | per Circuit                | Each circuit and managed router providing MPLS connectivity with 3.072Mbps bandwidth  |
| WAN – 4.608 Mbps   | per Circuit                | Each circuit and managed router providing MPLS connectivity with 4.608 Mbps bandwidth   |
| WAN – 6.144Mbps  | per Circuit                | Each circuit and managed router providing MPLS connectivity with 6.144Mbps bandwidth  |
| WAN – 45Mbps   | per Circuit                | Each circuit and managed router providing MPLS connectivity with 45Mbps bandwidth   |
| WAN – 50Mbps   | per Circuit                | Each circuit and managed router providing MPLS connectivity with 50Mbps on the SONET ring   |
| WAN – 150 Mbps - 155Mbps                                   | per Circuit                | Each circuit and managed router providing MPLS connectivity with 155Mbps bandwidth, or 150Mbps on the SONET ring  |
| Legacy WAN   | per Legacy Circuit         | Circuit that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework   |
| LAN - <=24 Ports   | per Site                   | A site with up to 24 active ports, measured annually  |
| LAN - 25-50 Ports  | per Site                   | A site with between 24 and 51 active ports, measured annually   |
| LAN - 51-200 Ports   | per Site                   | A site with between 50 and 201 active ports, measured annually  |
| LAN - 201-500 Ports  | per Site                   | A site with between 200 and 501 active ports, measured annually   |
| LAN - 501-2000 Ports                                       | per Site                   | A site with between 500 and 2001 active ports, measured annually  |
| Legacy LAN   | per Legacy Site            | Site that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework  |
| Managed Router - Service Initiation and Move – 64Kbps      | Per Router (Non-Recurring) | One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site. |
| Managed Router - Service Initiation and Move – 128Kbps     | Per Router (Non-Recurring) | One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site. |
| Managed Router - Service Initiation and Move – 256Kbps     | Per Router (Non-Recurring) | One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site. |
| Managed Router - Service Initiation and Move – 512Kbps     | Per Router (Non-Recurring) | One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site. |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                            |   |
|--|----------------------------|---|
|  | <b>Unit</b>                | <b>Definition</b>   |
| Managed Router - Service Initiation and Move – 768Kbps     | Per Router (Non-Recurring) | One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site. |
| Managed Router - Service Initiation and Move – 1.536Mbps   | Per Router (Non-Recurring) | One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site. |
| Managed Router - Service Initiation and Move – 3.072Mbps   | Per Router (Non-Recurring) | One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site. |
| Managed Router - Service Initiation and Move – 6.144Mbps   | Per Router (Non-Recurring) | One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site. |
| Managed Router - Service Initiation and Move – 45Mbps      | Per Router (Non-Recurring) | One-time, non-recurring fee associated with initiation of the Managed Router Service or the relocation of an existing Managed Router Service from one Eligible Customer site to another site. |
| Managed Router – 64Kbps                                    | Per Router (Recurring)     | Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 64Kbps and a maximum average utilization of 67% of the 64Kbps.                                  |
| Managed Router – 128Kbps                                   | Per Router (Recurring)     | Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 128Kbps and a maximum average utilization of 67% of the 128Kbps.                                |
| Managed Router – 256Kbps                                   | Per Router (Recurring)     | Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 256Kbps and a maximum average utilization of 67% of the 256Kbps.                                |
| Managed Router – 512Kbps                                   | Per Router (Recurring)     | Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 512Kbps and a maximum average utilization of 67% of the 512Kbps.                                |
| Managed Router – 768Kbps                                   | Per Router (Recurring)     | Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 768Kbps and a maximum average utilization of 67% of the 768Kbps.                                |
| Managed Router – 1.536Mbps                                 | Per Router (Recurring)     | Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 1.536Mbps and a maximum average utilization of 67% of the 1.536Mbps.                            |
| Managed Router – 3.072Mbps                                 | Per Router (Recurring)     | Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 3.072Mbps and a maximum average utilization of 67% of the 3.072Mbps.                            |
| Managed Router – 6.144Mbps                                 | Per Router (Recurring)     | Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 6.144Mbps and a maximum average utilization of 67% of the 6.144Mbps.                            |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b>    |                        |   |
|---|------------------------|---|
|   | <b>Unit</b>            | <b>Definition</b>   |
| Managed Router – 45Mbps                                       | Per Router (Recurring) | Each Managed Router provides MPLS connectivity and a router with a burst capability up to the 45Mbps and a maximum average utilization of 67% of the 45Mbps.  |
| Managed Router Internet Access – 64Kbps                       | Per Managed Router     | Internet access provided for a site receiving 64Kbps of managed router service; must be provided in conjunction with managed router services  |
| Managed Router Internet Access – 128Kbps                      | Per Managed Router     | Internet access provided for a site receiving 128Kbps of managed router service; must be provided in conjunction with managed router services   |
| Managed Router Internet Access – 256Kbps                      | Per Managed Router     | Internet access provided for a site receiving 256Kbps of managed router service; must be provided in conjunction with managed router services   |
| Managed Router Internet Access – 512Kbps                      | Per Managed Router     | Internet access provided for a site receiving 512Kbps of managed router service; must be provided in conjunction with managed router services   |
| Managed Router Internet Access – 768Kbps                      | Per Managed Router     | Internet access provided for a site receiving 768Kbps of managed router service; must be provided in conjunction with managed router services   |
| Managed Router Internet Access – 1.536Mbps                    | Per Managed Router     | Internet access provided for a site receiving 1.536Mbps of managed router service; must be provided in conjunction with managed router services   |
| Managed Router Internet Access – 3.072Mbps                    | Per Managed Router     | Internet access provided for a site receiving 3.072Mbps of managed router service; must be provided in conjunction with managed router services   |
| Managed Router Internet Access – 6.144Mbps                    | Per Managed Router     | Internet access provided for a site receiving 6.144Mbps of managed router service; must be provided in conjunction with managed router services   |
| Managed Router Internet Access – 45Mbps                       | Per Managed Router     | Internet access provided for a site receiving 45Mbps of managed router service; must be provided in conjunction with managed router services  |
| Secure Light Weight Access Point (LWAP) - One-time            | Qty of Secure LWAPS    | One-time, non-recurring fee for installation, move, or service initiation of the Wireless Network Service for up to five (5) LWAPs in a single request. LWAP requests of five (5) and above at the same time and same location will be treated as a priced project that will not exceed the cost calculated using the Resource Unit Rate times the number of LWAPs. |
| Upgrade to Secure Light Weight Access Point (LWAP) - One-time | Qty of Secure LWAPS    | One-time, non-recurring fee for replacement of a legacy Wireless Access Point with a Secure Wireless Access Point as part of the Wireless Network Service.  |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                              |   |
|--|------------------------------|---|
|  | <b>Unit</b>                  | <b>Definition</b>   |
| Secure Light Weight Access Point (LWAP) - Recurring        | Qty of Secure LWAPS deployed | Monthly recurring charge for each LWAP deployed as part of the Wireless Network Service. The RU includes one LWAP and monitoring, management and maintenance of the LWAP.   |
| <b>Voice Network</b>                                       |                              |   |
| CHVS - VoIP Service Initiation                             | VoIP Service Initiations     | Installation and Service Initiation of each telephone instrument.   |
| CHVS - VoIP Basic Phone Set                                | VoIP Basic Phone Sets        | Each basic telephone instrument and associated VoIP service. Basic Phone RU includes "dialtone" service, a phone, phone maintenance, a direct dial number, and unlimited long-distance.   |
| CHVS - VoIP Standard Phone Set                             | VoIP Standard Phone Sets     | Each standard telephone instrument and associated VoIP service. Standard Phone RU includes "dialtone" service, a 2-line phone with speakerphone, phone maintenance, a direct dial number, unlimited long-distance and voicemail.      |
| CHVS - VoIP Enhanced Phone Set                             | VoIP Enhanced Phone Sets     | Each enhanced telephone instrument and associated VoIP service. Enhanced Phone RU includes "dialtone" service, a 6-line phone with speakerphone, phone maintenance, a direct dial number, unlimited long-distance and voicemail.      |
| CHVS - VoIP Receptionist Phone Set                         | VoIP Receptionist Phone Sets | Each receptionist telephone instrument and associated VoIP service. Receptionist RU includes "dialtone" service, ability to monitor up to 40 lines, a direct dial number, unlimited long-distance and voice mail.                     |
| CHVS - VoIP Conference Phone Set                           | VoIP Conference Phone Sets   | Each basic telephone instrument and associated VoIP service. Conference Phone RU includes "dialtone" service, "spider" phone with 2 attached remote microphones, phone maintenance, a direct dial number and unlimited long-distance. |
| CHVS - VoIP IMAC   | VoIP Moves/Changes/Adds      | VoIP service changes requiring a site visit   |
| CHVS - Unified Messaging Feature                           | Instance                     | Service that enables the user to receive an e-mail with a '.WAV' file attachment containing the voicemail message   |
| CHVS - Auto Attendant Feature                              | Instance                     | Service that provides the functionality for an automated receptionist extensions  |
| UCaaS Basic Service  | Qty of Basic Phone Sets      | Service includes a phone and a direct dial number. The phone included with this service is a single line phone (no speakerphone).   |
| UCaaS Basic Service Option                                 | Qty of Basic Phone Sets      | Basic Service without the phone; service is for existing CISCO Call Manager where existing phone is reused for UCaaS  |
| UCaaS Standard Service                                     | Qty of Standard Phone Sets   | Service includes a phone, a direct dial number and voice-mail. The phone included with this service is a two-line speakerphone.   |
| UCaaS Standard Service Option                              | Qty of Standard Phone Sets   | Standard Service without the phone; service is for existing CISCO Call Manager where existing phone is reused for UCaaS   |
| UCaaS Enhanced Service                                     | Qty of Enhanced Phone Sets   | Service includes a phone, a direct dial number and voice-mail. The phone included with this service is a six-line speakerphone.   |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |  |   |
|--|--|---|
|  | <b>Unit</b>                                | <b>Definition</b>   |
| UCaaS Enhanced Option                                      | Qty of Enhanced Phone Sets                 | Enhanced Service without the phone; service is for existing CISCO Call Manager where existing phone is reused for UCaaS   |
| UCaaS Receptionist Service                                 | Qty of Receptionist Phone Sets             | Service includes a receptionist phone with two sidecars and voice-mail. The service and phone included allow a receptionist to monitor up to 30 lines.  |
| UCaaS Receptionist Service Option                          | Qty of Receptionist Phone Sets             | Receptionist Service without the phone; service is for existing CISCO Call Manager where existing phone is reused for UCaaS   |
| UCaaS Conference Service                                   | Qty of Conference Phone Sets               | Service includes a conference "spider" phone.   |
| UCaaS Conference Service Option                            | Qty of Conference Phone Sets               | Conference Service without the phone; service is for existing CISCO Call Manager where existing phone is reused for UCaaS   |
| UCaaS IMAC - Over Network Change                           | Qty of VoIP Moves/Changes/Addds            | IMAC change provisioned over the network  |
| UCaaS IMAC - On-Site Change                                | Qty of VoIP Moves/Changes/Addds            | IMAC change requiring provision on-site by a technician   |
| UCaaS Auto Attendant                                       | Instance                                   | Utility allowing callers to search and connect to an extension (locate a person) through customized prompts without talking to a receptionist   |
| Reservationless Audio Conferencing - Tier I                | Per Minute                                 | Reservationless Audio Conferencing usage on a per minute basis. Tier I covers usage between 0 and 500,000 minutes per month.  |
| Reservationless Audio Conferencing - Tier II               | Per Minute                                 | Reservationless Audio Conferencing usage on a per minute basis. Tier II covers usage between 500,001 and 1,250,000 minutes per month.   |
| Reservationless Audio Conferencing - Tier III              | Per Minute                                 | Reservationless Audio Conferencing usage on a per minute basis. Tier III covers usage greater than 1,250,001 minutes per month.   |
| Operator Assisted Audio Conferencing                       | Per Minute                                 | Operator-Assisted Audio Conferencing usage on a per minute basis.   |
| Special Event Audio Conferencing                           | Per Minute                                 | Special Event Audio Conferencing usage on a per minute basis.   |
| Conference Record Option                                   | Per Minute                                 | Option to record audio conferencing - Fee is for the playback of recorded audio conferences on a per minute per listener.   |
| Audio Conferencing - No Show Fee                           | Per Participant                            | No Show Fee applies for Operator-Assisted and Special Event Audio Conferences that exceed 500 participants. The No Show fee is based on each participant who does not show for a scheduled audio conference above the 10% buffer. |
| Audio Conferencing - Approved Participant List             | Per Participant                            | Approved Participant List option allows a Conference Leader to provide a pre-approved list of participants for a scheduled audio conference. The fee is per participant on the list.  |
| Audio Conferencing Media Storage - Digital                 | Per Request for a CD or a Digital Download | Receive a digital copy of a previously recorded Audio Conference via CD or audio file. Includes the creation and shipping of the CD or the creation and transmission of the audio file.   |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b>         |   |   |
|--|---|---|
|  | <b>Unit</b>                                 | <b>Definition</b>   |
| Audio Conferencing Media Storage - CD Indexing                     | Per CD                                      | For easier navigation through a recorded conference, the CD(s) can be indexed.  |
| Audio Conferencing Media Storage - Tape                            | Per Request for Tape                        | Capture an Audio Conference event on a cassette, microcassette or DAT.  |
| Audio Conferencing Transcription Service - 48 Business Hr Delivery | Per 15 minute increment of Audio Conference | A written record, delivered either electronically or in hard copy, of what was said during an Audio Conference. Cost is per 15 minute increment. Transcription will be delivered within 48 business hours of the end of the Audio Conference.   |
| Audio Conferencing Transcription Service - 24 Business Hr Delivery | Per 15 minute increment of Audio Conference | A written record, delivered either electronically or in hard copy, of what was said during an Audio Conference. Cost is per 15 minute increment. Transcription will be delivered within 24 business hours of the end of the Audio Conference.   |
| Audio Conferencing Transcription Service - 12 Business Hr Delivery | Per 15 minute increment of Audio Conference | A written record, delivered either electronically or in hard copy, of what was said during an Audio Conference. Cost is per 15 minute increment. Transcription will be delivered within 12 business hours of the end of the Audio Conference.   |
| Audio Conferencing Transcription Service - 3 Business Hr Delivery  | Per 15 minute increment of Audio Conference | A written record, delivered either electronically or in hard copy, of what was said during an Audio Conference. Cost is per 15 minute increment. Transcription will be delivered within 3 business hours of the end of the Audio Conference. This service requires 48-hour notice notice. |
| Audio Conferencing Transcription Service - Q&A Session             | Per Request                                 | A written record, delivered either electronically or in hard copy, of a Q&A Audio Conferencing Session. Cost is per request in addition to an Audio Conferencing Transcription requests.  |
| Audio Conferencing Transcription Service - Fax Delivery            | Per Request                                 | A written record of an Audio Conferencing session with fax delivery. Cost is per request in addition to the cost of the selected Audio Conferencing Transcription Service option.   |
| MeetingCenter Data Conferencing                                    | Per Minute                                  | Data Conferencing usage on a per minute basis.  |
| MeetingCenter Data Conferencing CU - Tier I                        | Per Concurrent User                         | Data Conferencing on a per concurrent user basis. Tier I covers concurrent licenses between 25 and 20.  |
| MeetingCenter Data Conferencing CU - Tier II                       | Per Concurrent User                         | Data Conferencing on a per concurrent user basis. Tier II covers concurrent licenses between 21 and 30.   |
| MeetingCenter Data Conferencing CU - Tier III                      | Per Concurrent User                         | Data Conferencing on a per concurrent user basis. Tier III covers concurrent licenses between 31 and 50.  |
| MeetingCenter Data Conferencing CU - Tier IV                       | Per Concurrent User                         | Data Conferencing on a per concurrent user basis. Tier IV covers concurrent licenses between 51 and 100.  |
| MeetingCenter Data Conferencing CU - Tier V                        | Per Concurrent User                         | Data Conferencing on a per concurrent user basis. Tier V covers concurrent licenses between 101 and 200.  |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                           |   |
|--|---------------------------|---|
|  | <b>Unit</b>               | <b>Definition</b>   |
| MeetingCenter Data Conferencing CU - Tier VI               | Per Concurrent User       | Data Conferencing on a per concurrent user basis. Tier VI covers concurrent licenses 201 and greater.   |
| MeetingCenter Data Conferencing Overage                    | Per Quarter Hour per User | Data Conferencing charge for users in excess of the number of concurrent licenses (overage). Charge is per quarter hour per user.   |
| MeetingCenter Data Conferencing NH15 - Tier I              | Per Named Host            | Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier I covers named host licenses between 5 and 24.              |
| MeetingCenter Data Conferencing NH15 - Tier II             | Per Named Host            | Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier II covers named host licenses between 25 and 49.            |
| MeetingCenter Data Conferencing NH15 - Tier III            | Per Named Host            | Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier III covers named host licenses between 50 and 199.          |
| MeetingCenter Data Conferencing NH15 - Tier IV             | Per Named Host            | Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier IV covers named host licenses between 200 and 499.          |
| MeetingCenter Data Conferencing NH15 - Tier V              | Per Named Host            | Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier V covers named host licenses between 500 and 999.           |
| MeetingCenter Data Conferencing NH15 - Tier VI             | Per Named Host            | Data Conferencing on a per named host user basis that allows the named host plus 14 additional attendees to participate (total of 15 attendees). Tier VI covers named host licenses greater than 999.             |
| MeetingCenter Data Conferencing NH15 Overage               | Per Attendee per Meeting  | Overage charge for a Data Conferencing event exceeding the number of allowed attendees on a per attendee basis.   |
| TrainingCenter NH30 - Tier I                               | Per Named Host            | Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier I covers named host licenses between 5 and 9.     |
| TrainingCenter NH30 - Tier II                              | Per Named Host            | Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier II covers named host licenses between 10 and 24.  |
| TrainingCenter NH30 - Tier III                             | Per Named Host            | Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier III covers named host licenses between 25 and 49. |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                |   |
|--|----------------|---|
|  | <b>Unit</b>    | <b>Definition</b>   |
| TrainingCenter NH30 - Tier IV                              | Per Named Host | Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier IV covers named host licenses between 50 and 99.  |
| TrainingCenter NH30 - Tier V                               | Per Named Host | Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier V covers named host licenses between 100 and 249. |
| TrainingCenter NH30 - Tier VI                              | Per Named Host | Web-based Training Solution on a per named host user basis that allows the named host plus 29 additional attendees to participate (total of 30 attendees). Tier VI covers named host licenses greater than 249.   |
| TrainingCenter NH50 - Tier I                               | Per Named Host | Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier I covers named host licenses between 5 and 9.     |
| TrainingCenter NH50 - Tier II                              | Per Named Host | Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier II covers named host licenses between 10 and 24.  |
| TrainingCenter NH50 - Tier III                             | Per Named Host | Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier III covers named host licenses between 25 and 49. |
| TrainingCenter NH50 - Tier IV                              | Per Named Host | Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier IV covers named host licenses between 50 and 99.  |
| TrainingCenter NH50 - Tier V                               | Per Named Host | Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier V covers named host licenses between 100 and 249. |
| TrainingCenter NH50 - Tier VI                              | Per Named Host | Web-based Training Solution on a per named host user basis that allows the named host plus 49 additional attendees to participate (total of 50 attendees). Tier VI covers named host licenses greater than 249.   |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |                                       |   |
|--|---------------------------------------|---|
|  | <b>Unit</b>                           | <b>Definition</b>   |
| TrainingCenter NH100 - Tier I                              | Per Named Host                        | Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier I covers named host licenses between 5 and 9.                    |
| TrainingCenter NH100 - Tier II                             | Per Named Host                        | Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier II covers named host licenses between 10 and 24.                 |
| TrainingCenter NH100 - Tier III                            | Per Named Host                        | Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier III covers named host licenses between 25 and 49.                |
| TrainingCenter NH100 - Tier IV                             | Per Named Host                        | Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier IV covers named host licenses between 50 and 99.                 |
| TrainingCenter NH100 - Tier V                              | Per Named Host                        | Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier V covers named host licenses between 100 and 249.                |
| TrainingCenter NH100 - Tier VI                             | Per Named Host                        | Web-based Training Solution on a per named host user basis that allows the named host plus 99 additional attendees to participate (total of 100 attendees). Tier VI covers named host licenses greater than 249.                  |
| TrainingCenter Overage                                     | Per Attendee per Meeting              | Overage charge for a TrainingCenter event exceeding the number of allowed attendees on a per attendee basis.  |
| <b>Security</b>  |                                       |   |
| Number of Servers (All Classes)                            | Per each Physical and Virtual Servers | Each physical server or virtual server designated for security monitoring.  |
| Enterprise VPN 2-Factor Authentication Service (One-time)  | Per key fob issued                    | Assessed for each issuance of a key fob. Fee assessed for initial issuance, refresh, or replacement of a lost, stolen, or damaged key fob. This RU includes Hardware, software and support required for Two-Factor authentication |
| Managed FW - Service Initiation and Move                   | Per Firewall (Non-Recurring)          | One-time, non-recurring fee associated with initiation of the Managed Firewall Service or the relocation of an existing Managed Firewall Service from one Eligible Customer site to another site.                                 |
| Managed FW – ≤10 Users / ≤45Mbps                           | Per Firewall (Recurring)              | Each Managed Firewall that protects 10 or less users up to a bandwidth throughput of 45Mbps. This RU must be purchased in conjunction with a Managed Router service.  |

| <b>Attachment 10.1.3-A -- Definition of Resource Units</b> |   |  |
|--|---|--|
|  | <b>Unit</b>                               | <b>Definition</b>  |
| Managed FW – Unlimited Users / ≤45Mbps                     | Per Firewall (Recurring)                  | Each Managed Firewall that protects an unlimited number of users up to a bandwidth throughput of 45Mbps. This RU must be purchased in conjunction with a Managed Router service. |
| <b>Help Desk</b>   |   |  |
| Per PC   | Desktop, Laptop, Tablet, or Handheld      | Each desktop, laptop, tablet, or handheld.   |
| Per legacy PC and Server                                   | Legacy Desktop, Laptop, Tablet, or Server | Desktop, Laptop, Tablet, or Server that qualifies as "Legacy" in accordance with Appendix 12 to Schedule 3.3 Legacy Operations Framework   |
| <b>Internal Applications / Chargeback</b>                  |   |  |
| Support  | FTE                                       | Each full-time equivalent (FTE).   |