1. This Agreement is entered into between the State Agency and Contractor named below:
   STATE AGENCY'S NAME
   California Department of Technology
   CONTRACTOR'S NAME
   Verizon Business Network Services Inc., on behalf of and as agent for MCI Communications Services Inc.,
   MCI Communications Services Inc., MCImetro Access Transmission Services LLC., Verizon California Inc.,
   and Verizon Select Services Inc., (together "Verizon")

2. The term of this Agreement is
   April 7, 2014 through June 30, 2018

3. The maximum amount of this agreement after this amendment is:
   $0.00

4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

A. Effective upon signature of both parties and approved by STPD Amendment #3 incorporates the following changes to CALNET 3, IFB STPD 12-001-B, Category 6: Call Center Telephony, Subcategory 6.1 - Hosted IVR/ACD.

1) Attachment 1: Revisions to Subcategory 6.1 – Hosted IVR/ACD, Volume 2 - Response to Unique Subcategory Requirements, SOW Technical Requirements Response ( pages 91 )

2) Attachment 2: Revisions to Subcategory 6.1 – Hosted IVR/ACD, Volume 3 – Cost Information, SOW - Catalog A ( pages 20 )

This Agreement is effective upon the start date, or California Department of Technology approval, whichever is later.

All other terms and conditions of the original agreement shall remain the same.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR

CONTRACTOR'S NAME (if other than an individual, state whether a corporation, partnership, etc.)
MCI Network Services, Inc. or MCI Financial Management Corp. on behalf of MCI Communications Services Inc. dba Verizon Business Services and other Verizon Companies
BY (Authorized Signature) Marsha K. Harrell, Sr. Consultant - Pricing/Contract Management
DATE SIGNED (Do not type) 11/30/2015
ADDRESS 11080 White Rock Road, Suite 200 Rancho Cordova, CA 95670

STATE OF CALIFORNIA

AGENCY NAME
California Department of Technology
BY (Authorized Signature) Barbara Garrett, Deputy Director, Office of Technology Services - STND
DATE SIGNED (Do not type) 12/4/15
PRINTED NAME AND TITLE OF PERSON SIGNING
ADDRESS P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810

CALIFORNIA
DEPARTMENT OF TECHNOLOGY
Use Only

Exempt per: