

SCHEDULE 4.2

SERVICE SCHEDULE

This Schedule 4.2 (the “*Services Schedule*”) is an appendix to the AMSA, and sets forth the description of the In-Scope Services to be provided by ABSBC to BCH under the AMSA. Any capitalized terms not otherwise defined herein shall have the meaning set forth in the AMSA.

1. **Responsibility Matrix Definitions.** The following terms shall have the meanings set forth below solely for purposes of the Attachments (as defined below) to this Services Schedule.

“*Approve*” means that, prior to the Performing Party’s completion of the responsibilities set forth in the applicable Service Element, the identified Party must review and accept either (i) the manner and method of such performance or (ii) the proposed or preliminary output intended to result from such performance, in each case as the Parties may determine.

“*Assist*” means that during the Performing Party’s performance of the responsibilities set forth in the applicable Service Element, the identified Party shall use commercially reasonable efforts to assist the Performing Party, and continue to use commercially reasonable efforts to assist until the Performing Party has completed its “Perform” responsibility, by providing skills, resources and/or tools necessary for the Performing Party’s performance of those responsibilities, but the identified Party shall not assume or share the “Perform” responsibility with respect to such Service Element.

“*Domain*” means the Base Service Domain, Customer Care Service Domain or Discretionary Service Domain (as the case may be) with which the corresponding Service Element is associated.

“*Perform*” means that the identified Party (the “*Performing Party*”) is responsible for the performance of the responsibilities set forth in the applicable Service Element in accordance with this AMSA.

“*Recommend*” means that the identified Party will review available alternatives based on the identified Party’s requirements and consideration of what is within the In-Scope Services, and will provide general input and recommendations to the Performing Party, including technical or other solutions.

“*Requirements*” means that, prior to the Performing Party’s completion of its performance of the responsibilities set forth in the applicable Service Element, the identified Party will provide to the Performing Party any and all information required by the Performing Party for its performance of the responsibilities set forth in the applicable Service Element, including, without limitation, specifications, workload estimates and alternate approaches.

“*Service Element*” means the In-Scope Service component identified in the column titled “Service Element” in the Attachments to this Services Schedule.

2. Services Schedule Structure and Interpretation.

2.1 *Attachments and Appendices.* The following documents are attached to, and form a part of, this Services Schedule:

(a) Attachments:

- (i) Attachment A – Customer Care Services;
- (ii) Attachment B – IT Services;
- (iii) Attachment C – BOS Services;
- (iv) Attachment D – HR Services;
- (v) Attachment E – Finance Services;
- (vi) Attachment F – Purchasing Services; and
- (vii) Attachment G – All Services;

(b) Appendices

- (i) Appendix B1.0 – IT Infrastructure – General OLA;
- (ii) Appendix B1.1 – IT Infrastructure – Network Services OLA;
- (iii) Appendix B1.2 – IT Infrastructure – Desktop Services OLA;
- (iv) Appendix B1.3 – IT Infrastructure – Server Management OLA;
- (v) Appendix B1.4 – IT Infrastructure – Pooled Storage OLA;
- (vi) Appendix B1.5 – IT Infrastructure – Help Desk OLA;
- (vii) Appendix B1.6 – IT Infrastructure – IT Security OLA; and
- (viii) Appendix B1.7 – IT Infrastructure – IT Software License Management OLA;

(Appendices B1.0 through B1.7, the “*IT Infrastructure OLAs*”)

- (ix) Appendix B2.0 – IT Application – General OLA;
- (x) Appendix B2.1 – IT Application – PowerOn OLA;
- (xi) Appendix B2.2 – IT Application – DAD OLA;
- (xii) Appendix B2.3 – IT Application – PS Financials OLA;
- (xiii) Appendix B2.4 – IT Application – Passport OLA;
- (xiv) Appendix B2.5 – IT Application – CM OLA;
- (xv) Appendix B2.6 – IT Application – EWPP OLA;
- (xvi) Appendix B2.7 – IT Application – TSS OLA;
- (xvii) Appendix B2.8 – IT Application – DCM;
- (xviii) Appendix B2.9 – Email OLA;
- (xix) Appendix B2.10 – Genie OLA;
- (xx) Appendix B2.11 – Hydstra TSM OLA;
- (xxi) Appendix B2.12 – Customer Care Systems OLA;
- (xxii) Appendix B2.13 – OI / PI OLA; and
- (xxiii) Appendix B2.14 – Pay HR / PeopleSoft OLA;

(Appendices B2.0 through B2.14, the “*IT Application OLAs*”)

(xxiv) Appendix B3.1 – IT Discretionary Services Protocol OLA

(Appendix B3.1 – the “*IT Discretionary OLA*”)

(xxv) Appendix C1.1 – BOS Facilities Management OLA

(Appendix C1.1 – the “*BOS Facilities OLA*”)

2.2 **Service Categories.** The Service Categories are comprised as follows:

- (a) The Customer Care Service Category is comprised of the In-Scope Services described in Attachments A and G;
- (b) The IT Service Category is comprised of the In-Scope Services described in Attachments B and G, as clarified and supplemented by the IT Infrastructure OLAs and the IT Application OLAs (as described in Sections 2.7 (a) and (b) below).
- (c) The BOS Service Category is comprised of the In-Scope Services described in Attachments C and G, as clarified and supplemented by the BOS OLA (as described in Section 2.7(c) below).
- (d) The HR Service Category is comprised of the In-Scope Services described in Attachments D and G.
- (e) The Finance Service Category is comprised of the In-Scope Services described in Attachments E and G.
- (f) The Purchasing Service Category is comprised of the In-Scope Services described in Attachments F and G.

2.3 **Base Service Domains.** The Base Service Domains are as set forth in the following table, such that the Base Domain in each row is comprised of (i) the Service Element descriptions having the identified Domain notation in the “Domain” column of the identified Attachment, and (ii) the In-Scope Services identified in Attachment G, *provided that* the IT Network, IT Desktop, IT Server Management, IT Pooled Storage Management, IT Help Desk and IT General Administration six Base Service Domains are further clarified and supplemented by the IT Infrastructure OLAs (as described in Sections 2.7 (b) below):

Base Service Domain	Attachment	Domain notation
IT Network	B	NW
IT Desktop	B	DT
IT Server Management	B	SM

Base Service Domain	Attachment	Domain notation
IT Pooled Storage Management	B	PS
IT Help Desk	B	HD
IT General Administration	B	GA
BOS	C	BOS Base Services
HR	D	HR Base Services
Finance	E	Finance Base Services
Purchasing	F	Purchasing Base Services

- 2.4 ***Customer Care Service Domains.*** The Customer Care Service Domains are as set forth in the following table, such that the Customer Care Service Domain in each row is comprised of (i) the Service Element descriptions having the identified Domain notation in the “Domain” column of Attachment A, and (ii) the In-Scope Services identified in Attachment G:

Customer Care Service Domain	Domain notation
Customer Care Domain	Customer Care Services
Transmission Domain	Transmission Services
Meter Reading Domain	Meter Reading Services

- 2.5 ***IT-AM Services.*** The IT-AM Services are comprised (i) the Service Element descriptions having the notation “AM” in the “Domain” column of Attachment B and (ii) the In-Scope Services identified in Attachment G.

- 2.6 ***Discretionary Service Domains.*** The Discretionary Service Domains are as set forth in the following table, such that the Discretionary Service Domain in each row is comprised of (i) the Service Element descriptions having the identified Domain notation in the “Domain” column of the identified Attachment, and (ii) the In-Scope Services identified in Attachment G:

Discretionary Service Domain	Attachment	Domain notation
IT Infrastructure	B	DY
IT Application Sustainment	B	AS
IT Application Development	B	AD
BOS Energy Diversions and Security Services	C	Security & Diversion Discretionary
HR Health Services	D	HR Health Discretionary

Discretionary Service Domain	Attachment	Domain notation
		Bucket

2.7 *Interpretation of OLAs.*

- (a) ***IT Application OLAs.*** The IT Application OLAs shall collectively serve to clarify and supplement the IT Service Category, and to set forth the terms and conditions associated with the delivery of the In-Scope Services described in the IT Service Category. In the event of a conflict between the IT Application OLAs and the IT Service Category, the IT Application OLAs shall prevail.
- (b) ***IT Infrastructure OLAs.*** The IT Infrastructure OLAs shall collectively serve to clarify and supplement the IT Service Category, and to set forth the terms and conditions associated with the delivery of the In-Scope Services described in the IT Service Category. In the event of a conflict between the IT Infrastructure OLAs and the IT Service Category, the IT Service Category shall prevail.
- (c) ***IT Discretionary OLA.*** The IT Discretionary OLA (i) sets out the protocol by which the IT Infrastructure, IT Application Sustainment and IT Application Development Discretionary Service Domains shall be implemented, and (ii) describes the protocol associated with the use of estimating models.
- (d) ***BOS Facilities OLA.*** The BOS Facilities OLA shall serve to clarify and supplement the BOS Service Category, and to set forth the terms and conditions associated with the delivery of the In-Scope Services described in the BOS Service Category. In the event of a conflict between the BOS Facilities OLA and the BOS Service Category, the BOS Facilities OLA shall prevail.