

This document describes the California Email Services (CES) program billing guidelines.

Overview	California Technology Agency (Technology Agency) customers subscribing to California Email Service (CES) will be billed monthly via the standard Technology Agency, Office of Technology Services (OTech), Services Monthly Invoice.
Service Subscription	California Email Service (CES) may be subscribed to by utilizing the OTECH Customer Service Request System (CSS), and completion of the CES Enrollment Form. Assistance with subscribing and enrollment can be obtained by contacting the assigned Technology Agency Customer Services Account Manager. The assigned Account Manager contact listing by Customer as well as an overview of CES Service can be found on the OTECH Service Catalog (www.servicecatalog.dts.ca.gov)
Billing Rates	Billing rates are in accordance with the CES Enrollment Form and the standard Technology Services Board-approved Rate Package. An explanation of CES service and cost components can be found on the Technology Agency, OTECH Service Catalog (www.servicecatalog.dts.ca.gov).
Initial Service Baseline	Upon initial subscription to CES and in accordance with the CES initial Service Request and Enrollment Form, customers subscribe to a current allocation of mailbox 'seats.' This allocation constitutes the initial service 'baseline' for billing of CES Mailboxes. <ul style="list-style-type: none">• CES Mobile Phone Support Services are subscribed to by number of devices.• CES Legal Archive and E-Discovery Services are subscribed to by mailbox.• CES Collaboration Tools and Services (includes SharePoint, Lync and Live Meeting) are subscribed to by mailbox.
Monthly Service Billing	CES Mailboxes, Mobile Phone Support, Legal Archive/E-Discovery and CES Collaboration Tools and Services are billed 1 Month in arrears as on-going month to month subscription fees via the standard OTECH Customer monthly billing invoice.
Collaboration Tools Billing	Collaboration Tools and Services are billed on a monthly basis per mailbox. SharePoint specific utilization statistics will be available to CES SharePoint Customers on an ad-hoc basis.
Unanticipated Tasks Billing	CES Customers may request non-standard work that is within the scope of the CES Project. An OTECH Service Request and CES Enrollment Form must be submitted along with a CSC Unanticipated Tasks Proposal outlining the work to be done. Unanticipated Tasks are billed as hourly rates for the work performed. OTECH billing to CES Customers is done outside of the normal OTECH monthly billing invoice process via 'RFA' or other separate approved billing method. Billing specifics must be outlined in the CSC Unanticipated Tasks Proposal and OTECH Service Request.

One-Time Service Billing Upon Initial subscription in accordance with the CES Enrollment Form CES Customers will incur per mailbox, one-time service costs for Migration Planning and Email Migration from Exchange/Lotus Notes/Groupwise. These costs are billed at the time of Velocity Migration Acceptance. Changes in mailbox seats for migration must be done via OTECH Service Request and new amended CES Enrollment Form indicating change in mailbox quantity.

On-Going Monthly Billing Change Process A change to an initial allocation of mailbox seats -15%/+5% in relation to the current baseline will require submission by the customer of a new OTECH Service Request and CES Enrollment Form describing the requested changes. For billing purposes, the Service Request and Enrollment Form must be submitted at least 30 days prior to requested change date. (Technical processing may require more lead time). CES staff will analyze and review the Service Request and Enrollment Form to determine 'In Threshold' and 'Not In Threshold' changes. Changes that are deemed 'Not in Threshold' will require extra lead time and processing. OTECH may engage the requesting Customer in further meetings to determine impact on costs and billing before the Service Request can be approved. In-Threshold and Not In-Threshold changes will be implemented on a monthly basis in accordance with the OTEch customer monthly invoices.

Billing Change Assumptions The following are important assumptions to the Billing Change Process. These assumptions are necessary because the technical process for changing mailbox seat counts is NOT dependent upon the Billing or Approval Process.

1. The submission of the CES Enrollment Form will not in itself automatically result in the 'Creation of user accounts on the CES Platform'.
2. Customers will be billed their 'actual usage/active directory counts' regardless of the status of their Enrollment Form. (OTECH monthly invoice adjustments may be requested accordingly if necessary)

Enrollment Form Change Threshold "Threshold" means the number of CES seats that a customer can change without considerations for IT infrastructure or special paperwork changes.

The threshold for changes to seat counts (as determined by Microsoft's technical capabilities) is a decrease in seat counts less than 15 percent or an increase in seats that is less than 5 percent in

relative relation to the current baseline. The threshold is typically represented as "-15%/+5%" in writing.

For the purposes of planning and ordering, the threshold will be measured against a revised baseline that will account for changes over time. OTECH will engage the customer in an annual (or more often if required) CES utilization review to ensure that the CES SERVICE baseline threshold is maintained. This will be accomplished via a CES monthly utilization report.

"In-Threshold" means a change in a customer's CES seat count that is less than -15%/+5% in relation to their current baseline. In-Threshold changes can be implemented rapidly (i.e., within days, if not sooner).

"Out-of-Threshold" means a change in a customer's CES seat count that is larger than -15%/+5% in a relation to their current baseline. Out-of-Threshold changes generally take much longer to implement (i.e., up to 30 weeks for large, one-time increases above 5%).

Changes within Threshold

CES customer authorized personnel may add/delete CES seats via their internal systems that are within the -15%/+5% threshold, seats would be added, and the change would be captured by both Microsoft's internal systems and the State's internal CES Administration Tool on the next sync cycle. For this reason, it is important to note that these technical changes may take affect prior to complete administrative processing of the enrollment form.

On a monthly basis, reports from both Microsoft's internal systems and the State's internal CES Administration Tool will be reviewed and reconciled by CSC, and a final CES monthly utilization report will be submitted to OTECH (in a mutually agreed upon format). Customers will receive this utilization report along with their monthly invoice.

Invoice Adjustments may be requested from OTECH CES Customers by contacting their OTECH account representative or CIOBilling@state.ca.gov .

Changes not within Threshold

In the event that CES customers need to make changes that are in excess of the -15%/+5% threshold, they would be required to provide notification at the earliest possible forecasts (ie; forecasts for the budget planning cycle etc.), by notifying Technology Agency Customer Account Managers and engage in the standard submission of an OTECH Service Request for the following reasons:

1. Changes outside of the -15%/+5% threshold may require Microsoft to adjust their infrastructure, which could take more time.

2. Depending on the infrastructure size of the customer, such large changes would have a larger impact to the overall CES Service Infrastructure and OTECH Service Rates.
3. Reductions greater than 15% from the initial baseline could incur a service fee equivalent to 90 days of service per seat. This fee may be avoided by ensuring that OTECH is kept apprised of any changes in advance and proper Service Requests and Enrollment Forms are submitted before the 15% or greater reductions occur. Complete reduction analysis by CES billing staff will occur on a case by case basis and individual impact may vary based on overall OTECH CES Service Infrastructure.

Annual Billing Review

OTECH will engage the customer in an annual (or more often if required) CES utilization review to ensure that the baseline threshold is maintained or adjusted accordingly.

CES customers should notify OTECH upon discovery of events that could trigger major threshold changes in excess of the -15%/+5%. Examples of these events could be:

1. A sudden major personnel change, adding or deleting large amounts of mailboxes.
2. Organizational changes or mandates that affect mobile devices.

Utilization changes will be considered for the purposes of preparing annual California Technology Agency Service Rates for California Email Services (CES).