

MASTER SERVICES AGREEMENT

between

TEXAS EDUCATION AGENCY

and

SKYWARD, INC.

JUNE 2, 2011

SCHEDULE 3.1

KEY VENDOR PERSONNEL

1 Account Executive

The Account Executive (AE) will be Kevin McFerrin.

The AE will be the primary point of contact between the Vendor and TEA.

AE responsibilities:

- Contract issues that may result in changes to the Agreement
- Final Escalation point for customer service issues
- Strategic relationship management with TEA

2 State Project Manager

The State Project Manager (PM) will be Tim Casey. Tim Casey's backup will be Tim King.

The PM will be the primary point of contact to TEA.

State PM responsibilities:

- Oversee the provision of data center services under this contract
- Work closely with TEA to define requirements for ongoing support, communicate status of the Environment, and escalate Problems or issues as necessary
- Manage billing, invoicing, change order management, office/administrative support, staff management, account overall management, performance metrics, and other account management activities

3 LEA Project Managers

LEA Project Managers will be primary points of contact between the Vendor and the LEA.

LEA PM responsibilities:

- Oversee the provision of data center services to LEA under this Agreement
- Work closely with LEA to define requirements for ongoing support, communicate status of the Environment, and escalate Problems or issues as necessary
- Manage billing, invoicing, change order management, office/administrative support, staff management, account overall management, performance metrics, and other account management activities
- Liaison to the ESC, as appropriate