

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

42 Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-21 (DTS 06E1391)	7
REGISTRATION NUMBER	

- This Agreement is entered into between the State Agency and Contractor named below:  
STATE AGENCY'S NAME  
**California Technology Agency (Formerly Office of the State Chief Information Officer (OCIO))**  
CONTRACTOR'S NAME  
**SBC Global Services, Inc. dba AT&T Global Services**
- The term of this Agreement is 1/30/2007 through 1/29/2014
- The maximum amount of this agreement after this amendment is: N/A
- 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. Signature authority for the Office of the State Chief Information Officer (OCIO) has changed to the California Technology Agency per Chapter 404, Statutes of 2010, AB 2408 effective January 1, 2011.**  
 Under Public Contract Code Section 12120, this administrative amendment hereby replaces the State Agency's Name on the STD 213A as follows:

**From: Department of General Services**  
**To: California Technology Agency**

All references to Department of General Services (DGS) are hereby deleted within this contract and superseded by the California Technology Agency, Office of Telecommunications Procurement, 3101 Gold Camp Dr., Rancho Cordova, CA 95670

**Continued on the next page.**

This Agreement is effective March 1, 2012 or upon California Technology Agency approval, whichever is later. All other terms and condition of the original agreement shall remain the same.

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

a. CONTRACTOR		CALIFORNIA TECHNOLOGY AGENCY Use Only  <i>Approved</i> <i>Russ J</i> 4/16/12
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)		
SBC Global Services, Inc. dba AT&T Global Services		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
	3/19/2012	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Gabriela Rostulowski Lead Contract Specialist		
ADDRESS		
225 W. Randolph Chicago IL 60606		
AGENCY NAME		
California Technology Agency		
BY (Authorized Signature)	DATE SIGNED (Do not type)	
	4/3/12	
PRINTED NAME AND TITLE OF PERSON SIGNING		
Steve Rushing, Deputy Director, Office of Technology Services (OTech) - STND		
ADDRESS		
P.O. Box 1810, MS Y-13, Rancho Cordova, CA 95741-1810		
		<input checked="" type="checkbox"/> Exempt per: PCC 12120

for

# Continuation

## STD 213A Standard Agreement Amendment 5-06-58-21 (DTS 06E1391) 7

**B. This Amendment provides service enhancement and price reductions to 3 sections of the CALNET 2 contract. They are:** Network Based Automatic Call Distributor (ACD) Features, Network Based Automatic Call Distributor (ACD) Basic Agent Package, and Network Based Interactive Voice Response (IVR) Services and Features.

Pursuant to **Section 28** Contract Modifications under RFP DGS-2053, the following Amendments and changes are made to the following Sections and attachments:

**C. This amendment includes the following changes, Subject to CALNET 2, MSA 2 (AT&T):**

**1. Network Based Automatic Call Distributor (ACD) Features to include:**

- Add a new feature named: "Virtual Hold Rendezvous Add On"

**Replace Attachment 3 Section 6.2.6.1 (1-6) with amended section (1-7).**

**2. Network Based Automatic Call Distributor (ACD) Basic Agent Package to include:**

- Update feature identifiers for "Web Bundle Only Agent";
- Update feature identifiers for "Web Bundle Add On";
- Add the following note to the feature "Enhanced Desktop" – "Note: This Product is no longer available. Existing customers will continue to be supported.";
- Add a new feature named: "Genesys Agent Desktop (GAD) – Customer Provided GAD Server";
- Add a new feature named: "Genesys Agent Desktop (GAD *Simplex*)";
- Add a new feature named: "Genesys Agent Desktop (GAD, *Duplex*)";
- Add a new feature named: "Genesys Agent Desktop Server Service, Simplex (Carrier Provided Hardware)"; and
- Add a new feature named: "Genesys Agent Desktop Server Service, Duplex (Carrier Provided Hardware)".

**Replace Attachment 3 Section 6.2.6.1.1 (1-6) with amended section (1-10).**

**3. Network Based Interactive Voice Response (IVR) Services and Features to include:**

- Add the following text " – Speech Enabled" to the Feature Name and Feature Description table of the feature, "IVR with Standard Application Usage";
- Add a new feature named: "IVR with Standard Application Usage – DTMF (touch tone)";
- Replace "subscription" with "service" to the Feature Name and Feature Description table of the feature, "Notify Service Monthly Fee";
- Add a new feature named: "Short Codes – Random"; and
- Add a new feature named: "Short Codes – Vanity".

**Replace Attachment 3 Section 6.2.7 (1-11) with amended section (1-12).**

**4. Network Based Automatic Call Distributor (ACD) Features to include:**

- Add pricing for a new feature named: "Virtual Hold Rendezvous Add On";

**Replace Attachment 4 Section 6.2.6.1 (1-2) with amended section (1-2).**

**5. Network Based Automatic Call Distributor (ACD) Basic Agent Package to include:**

- Update feature identifiers for "Web Bundle Only Agent";
- Update feature identifiers for "Web Bundle Add On";
- Reduce Non-Recurring and Monthly Recurring Charges for the following features:

- Web Bundle Only Agent
- Web Bundle Add On
- Add the following note to feature "Enhanced Desktop" – "Note: This Product is no longer available. Existing customers will continue to be supported.";
- Add pricing for a new feature named: "Genesys Agent Desktop (GAD) – Customer Provided GAD Server";
- Add pricing for a new feature named: "Genesys Agent Desktop (GAD *Simplex*)";
- Add pricing for a new feature named: "Genesys Agent Desktop (GAD, *Duplex*)";
- Add pricing for a new feature named: "Genesys Agent Desktop Server Service, Simplex (Carrier Provided Hardware)"; and
- Add pricing for a new feature named: "Genesys Agent Desktop Server Service, Duplex (Carrier Provided Hardware)".

**Replace Attachment 4 Section 6.2.6.1.1 (1-2) with amended section (1-3).**

**6. 6.2.7 Service Identifier: Network Based Interactive Voice Response (IVR) Services and Features to include:**

- Add the following text " – Speech Enabled" to the Feature Name table of the feature, "IVR with Standard Application Usage";
- Add pricing for a new feature named: "IVR with Standard Application Usage – DTMF (touch tone)";
- Reduce Non-Recurring Charge for the feature "Network Based IVR port based option without usage";
- Replace "subscription" with "service" to the Feature Name table for "Notify Service Monthly Fee" and reduce the Monthly Recurring Charge;
- Reduce Non-Recurring Charge for the feature "Notify Service – Installation Fee";
- Add pricing for a new feature named: "Short Codes – Random"; and
- Add pricing for a new feature named: "Short Codes – Vanity".

**Replace Attachment 4 Section 6.2.7 (1-5) with amended section (1-5).**

**D. Amendment Summary:**

- **What is this amendment about?**  
Contract enhancements and price reductions
- **Why is the contract being amended?**  
Contract enhancements and price reductions
- **What is the reason/purpose for the amendment?**  
Contract enhancements and price reductions

## **6.2.6.1 Service Identifier: Network Based Automatic Call Distributor (ACD) Features**

### ***Description of Service***

AT&T's Network Based ACD platform provides Call Center Service functionality at the network level and evenly distributes call among a designated group, regardless of the geographic location of the agents.

ACD evenly distributes incoming calls among a designated group. The ACD places calls in queue if no agent is available. The distribution of these calls can be provided at the queue level based on:

- Dialed number
- Time of day
- Location of the caller

The network-based ACD, as a hosted service, does *not* require premises-based equipment such as

- Switches
- Private Branch Exchange (PBX)
- Interactive Voice Response (IVR)
- Computer Telephone Integration (CTI)

AT&T can deliver this feature functionality via the network to any location that connects to the public switched telephone network (PSTN). The network-based ACD offers a real-time view to all agents, regardless of geographic location. It connects all inbound calls to the best-qualified available agent. You will receive reports on all activities of all centers, groups, virtual groups, and agents—available as one consolidated view.

All methods of call delivery are supported.

Customers shall procure the local loop from the CALNET II, Module 1 (Core Services) Contractor.

### ***Availability***

The Network Based ACD functionality is available Statewide.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Virtual Hold Ports	Q14079	Virtual Hold is a queue management solution that ends long hold times for customers. During peak call times, callers are given the choice to receive a return phone call without losing their place in line. As agents become available, Virtual Hold calls the customers back when it is their turn to speak with an agent. Callers can also initiate a callback through the Web or schedule appointments for a callback up to seven days in the future. Check with Account Team for service availability.	Will require ACD Application Development based on customer requirements.
Virtual Hold Rendezvous Add On	QMAN19	Rendezvous is a sub feature to the Virtual Hold functionality. Rendezvous allows a caller to schedule an appointment to speak with a representative at a more convenient time, up to 7 days in to the future.	Will require ACD Application Development based on customer requirements.

### **Training Classes**

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Network Based ACD - Remote Training - each 4 hours for 1-10 students (sold in 4 hr increments)	QTRAIN	Remote Training covers any of the modules below except for the strategy modules. There is a 4 hour minimum for remote training and 4 hours for each additional increment. Soft copies of	Change Order charge will be based on SOW language.

Feature Name	Identifier	Feature Description	Additional Information
		documentation will be provided on CD. Hard copies of training materials will be provided by Qwest for an additional cost detailed in the SOW.	
Network Based ACD - On site training - up to 8 hours for 1-10 students	QTRAIN	<p>On Site training is provided in minimum 1 day (8 hour) increments. Customers can pick a series of modules up to 8 hours for this training. Additional increments of 4 hour blocks can be purchased above the original 8 hours of training for the price listed, as long as those hours are used consecutively to the original 8 hours.</p> <ul style="list-style-type: none"> <li>• This includes the Admin, Supervisor or Agent modules.</li> <li>• The total training time cannot be longer than 5 consecutive days for one trip.</li> <li>• Hard copies of the training materials will be provided by Qwest.</li> <li>• QRouting product and Genesys documentation CDs will be provided by Qwest.</li> <li>• Travel expenses included.</li> <li>• Customer to provide conference room for 10 people and projector.</li> </ul>	Change Order charge will be based on SOW language.
Network Based ACD - On site training – additional 4 hour increments for 1-10 students	QTRAIN	Additional increments of 4 hour blocks can be purchased above the original 8 hours of training, as long as those hours are used consecutively to the original 8 hours.	

Feature Name	Identifier	Feature Description	Additional Information
Network Based ACD - Strategy Training 1 week for 1-7 students	QTRAIN	This is a 5 day class that will help familiarize the students with Interactive Routing Designer (IRD) objects and terminology. The time will be used to discuss best practices for developing a strategy. Students will build a strategy along with the instructor using the IRD tool. Students will also learn how to troubleshoot problems in strategies using the UR Logs. After this class the students will be familiar with the IRD tool and understand how to build mid level strategies. They will understand how to troubleshoot and fix issues in a strategy.	Change Order charge will be based on SOW language.
Network Based ACD - Strategy Training 2 weeks for 1-7 students	QTRAIN	This is a 10 day class that will help familiarize the students with IRD objects and terminology. The time will be used to discuss best practices for developing a strategy. Students will build a strategy using advanced tools along with the instructor using the IRD tool. Students will also learn how to troubleshoot problems in strategies using the UR Logs. After this class, the students will be familiar with the IRD tool and understand how to build high level strategies. They will understand how to trouble shoot and fix issues in a strategy.	Change Order charge will be based on SOW language.
Network Based ACD - Custom Development for	QTRAIN	At the customer's request, training materials and/or customized training classes	Available on an ICB Basis.

Feature Name	Identifier	Feature Description	Additional Information
Training Materials or Customized Training Classes		will be developed based upon the customer's specific requirements.	

**Notes:**

All training assumes pre-developed training materials.  
Any custom development for training materials or training classes is available on an ICB basis.

**Customer Provided Resources:**

- Conference room to fit up to 10 people.
- Projector for demonstrating IRD.
- Each class member will need a computer loaded with IRD, CME, and CCPulse to build a strategy and view results.
- Premise database set up to allow database dips from the strategy.

Class Modules	Audience	Time	Offered Remotely?
Using CME	Admin	4 hours	Y
Using MMS	Admin	4 hours	Y
Using CCPulse Reporting	Supervisor	8 hours	Y
Using QuickTrack Historical Reporting	Supervisor	2 hours	Y
Using ERS	Supervisor	2 hours	Y
Using Call Recording	Supervisor	2 hours	Y
Using Stream Manager (Avail date TBD)	Supervisor	2 hours	Y
Unified Login (Description TBD)	Supervisor	2 hours	Y
Supervisor Desktop - GSD	Supervisor	2 hours	Y
Supervisor Desktop - Train the Trainer - TAPI	Supervisor	4 hours	Y
Supervisor Desktop - Train the Trainer - TAPI-less	Supervisor	2 hours	Y
Supervisor Desktop - Train the Trainer - GAD	Supervisor	4 hours	Y
Supervisor Desktop - Train the Trainer - GSD	Supervisor	4 hours	Y
Remote Agent Logout	Supervisor	1 hour	Y
Agent Training - GAD	Agent	2 hours	Y
Agent Training - Quicklaunch TAPI	Agent	2 hours	Y
Agent Training - Quicklaunch TAPI-less	Agent	1 hour	Y
Strategy - IRD Overview	Admin	2 hours	Y
Strategy - Basic Strategy Design	Admin	2 days	N
Strategy - Intermediate Strategy Design	Admin	5 days	N
Strategy - Advanced Strategy Design	Admin	10 days	N
WFM for Agents	Agents	CBT	NA
WFM for Supervisors	Supervisors	CBT	NA

**Call Center Consulting Services**

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Call Center Consulting Services – I	TRGV03	Call Center Implementation We will work with agencies/ departments or groups to identify the business case, the requirements and processes needed for a call center. We will support the department in the selection and implementation of the call center including resources, processes, and technology.	
Call Center Consulting Services – II	TRGV04	Business Process Improvement We will work with agencies/departments or groups to identify improvement for call center functions and to create tighter integration among partners, resources, constituents and customers. This includes analysis, recommendation and implementation of enhancements to resources, processes and tools.	
Call Center Consulting Services – III	TRGV05	Resource Augmentation We will provide call center staff augmentation, which can include dedicated on-site support as well as off-site roll-over support.	
Regular Charges	TRGV03 TRGV04 TRGV05	Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.	
Overtime Charges	TRGV03 TRGV04 TRGV05	Additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday	
Premium Charges	TRGV03 TRGV04	Additional per hour rates for work performed anytime on	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
	TRGV05	Sunday and/or State holidays.	

## 6.2.6.1 Service Identifier: Network Based Automatic Call Distributor (ACD) Features

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Virtual Hold Ports	Q14079	\$ -	\$270.24	per port	\$ -
Virtual Hold Rendezvous Add On	QMAN19	\$ -	\$63.25	per port	\$ -
<b>Training Classes</b>					
Network Based ACD - Remote Training - each 4 hours for 1-10 students (sold in 4 hr increments)	QTRAIN	\$3,000.00	\$ -	per 4 hour increment	based on SOW language
Network Based ACD - On site training - up to 8 hours for 1-10 students	QTRAIN	\$7,200.00	\$ -	up to 8 hours	based on SOW language
Network Based ACD - On site training - additional 4 hour increments for 1-10 students	QTRAIN	\$3,600.00	\$ -	additional 4 hour increments	based on SOW language
Network Based ACD - Strategy Training 1 week for 1-7 students	QTRAIN	\$20,400.00	\$ -	per week	based on SOW language
Network Based ACD - Strategy Training 2 weeks for 1-7 students	QTRAIN	\$40,800.00	\$ -	per two weeks	based on SOW language
Network Based ACD - Custom Development for Training Materials or Customized Training Classes	QTRAIN	ICB	ICB	per development	based on SOW language
<b>Call Center Consulting Services</b>					
Call Center Consulting Services - I See Note 1	TRGV03	\$ -	\$125.00	hour	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Call Center Consulting Services – II See Note 1	TRGV04	\$ -	\$215.00	hour	\$ -
Call Center Consulting Services – III See Note 1	TRGV05	\$ -	\$94.00	hour	\$ -
Overtime Charges – See Note 2	TRGV03 TRGV04 TRGV05	\$ -	\$50.00	hour	\$ -
Premium Charges – See Note 3	TRGV03 TRGV04 TRGV05	\$ -	\$100.00	hour	\$ -

Note 1 - Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.

Note 2 – Overtime Charges are additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday.

Note 3 – Premium Charges are additional per hour rates for work performed anytime on Sunday and/or State holidays.

## 6.2.6.1.1 Service Identifier: Network Based Automatic Call Distributor (ACD) Basic Agent Package

### Description of Service

The Basic Agent Package includes the following features:

- Agent Inbound Line - Receives calls from the Call Center Listed Directory Numbers (LDNs)
- Agent Status – Allows the agent to activate/deactivate the position including ready, clerical, log off
- Multiple Queue Options - Agent can participate in a specified or unlimited number of queues
- Remote Agent Capability – Ability to route calls to telephone numbers outside the call center
- Position ID - Agent Position ID identifies a specific agent
- Call Present - Agent answers Call Center calls without pressing a key
- Incoming Call Queue - Incoming calls wait/queue when all agents busy. The call is directed to the first available agent
- Agent Priority Call Transfer - Allows an agent to conference/transfer incoming Call Center call to another agent's line
- Emergency Alert - Gives agent ability to immediately conference a supervisor or recorder to a call
- Call Source Identification – Displays calling number on agent Equipment

### Features

Feature Name	Identifier	Feature Description	Additional Information
<b>Package</b>			
Basic Agents Package	NRC – Q12667 MRC – Q12639	This web-based GUI interface gives call center employees (agents) the flexibility to make changes in real time.	
<b>Basic Features</b>			
Abandon Call Clearing	QNC002	Removes calls from the Call Center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent.	

Feature Name	Identifier	Feature Description	Additional Information
		The Network Based ACD solution removes calls from the queue when a caller abandons the call while in the ACD. The same result occurs when a call is presented to an agent.	
Automatic Overflow	Q04640	Allows Customer to specify where new incoming calls overflow. You can specify overflow location for new incoming calls.	
Call Priority	QNC003	Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs. The Network-based ACD solution allows the State to assign priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.	
Night Service	QNC004	Activated for entire Call Center when all agent positions logoff. Automatically forwards incoming calls. The Network-based ACD solution uses intelligent call routing to forward incoming calls automatically when all agent positions logoff.	
Overflow Scan	QNC005	Scans up to four other Call Centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied. Overflow scan functionality is an inherent feature of the Network-based ACD solution and automatically engages when you reach queuing	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
		thresholds.	
Ring Threshold	QNC006	Reroutes call when agent does not answer after a pre-determined amount of time. Ring threshold parameters allow you to reroute calls when agents fail to answer calls.	
Call Delay /Forced Announcement	Q13362	Provides recorded announcement(s) to callers when all agents are busy or the Call Center is in Night Service mode.	
Queue Status	Q14074	Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.	
Called Number Display	QNC007	Displays the dialed Call Center directory number on agent Equipment.	
Call Tracking	QNC008	Allows agent to indicate type of call being processed by depressing tracking key and entering a code ("account code").	
Controlled Access to PSTN/Switched Network	QNC009	Outbound dialing permission from total restriction to unrestricted access to the public network.	
<b>Chargeable Features:</b>			
Agent Queue Status Display	Q02778	Provides agents status of call queue. The display shows either the number of calls in queue or amount of time oldest call in queue. The Agent Desktop Statistics Display client is a personal banner board that allows your agents to view	

Feature Name	Identifier	Feature Description	Additional Information
		group and queue activity. The client is customizable, based on supervisor preference and can be set to provide a visual alert indication when the ACD meets key thresholds associated with agent or queue activities.	
Skills Based Agent	Q12641	Enhances ACD functionality to include skills based routing capabilities. If you want skills based routing in a call center environment, you can select the skills based routing agent in lieu of the Basic Agents Package.	
CTI Based Agent	NRC - Q12663 MRC - Q12640	Enhances ACD functionality to include Computer Telephony Integration (CTI) capabilities. If you want CTI functionality within a call center environment, then you can select the CTI agent package in lieu of the Basic Agents Package.	
Web Bundle Only Agent	NRC - Q12576 MRC - Q15270	Enhances ACD functionality to include Web Agent capabilities. This feature is for an agent who will only handle web based ACD inquiries.	
Web Bundle Add On	NRC - Q15277 MRC - Q15271	Enhances ACD functionality to include Web Agent capabilities. This feature is for a multi-media agent or an agent who will handle incoming ACD voice calls as well as Web based ACD inquiries. You can add this feature on to a Basic Agent, a Skills Based	

Feature Name	Identifier	Feature Description	Additional Information
Outbound ONLY Agent	NRC - Q12665 MRC - Q12642	Agent, or a CTI Agent. Enhances ACD functionality to include predictive dialing capabilities. Predictive Dialers are used for large outbound dialing campaigns. An Outbound Only Agent is for agents who will be responsible for outbound only responsibilities.	
Outbound Add On	NRC - Q12662 MRC - Q12661	Enhances ACD functionality to include predictive dialing capabilities. This is for agents who will have incoming ACD responsibilities as well as outbound dialing responsibilities. You can add this feature on to a Basic Agent, a Skills Based Agent, or a CTI Agent.	
Enhanced Desktop	NRC - Q12660 MRC - Q12659	<p><b>Note: This Product is no longer available. Existing customers will continue to be supported.</b></p> <p>Adds enhanced features to the basic agents desktop. Standard Desktop has basic call functionality, speed dial buttons, display for agent status to ACD, customized display options such as colors and logos. Enhanced offers: (1) Phonebook that the agents can launch calls from to other agents, questions of other agents and put call on hold, conference call with other agents, blind transfer,</p>	

Feature Name	Identifier	Feature Description	Additional Information
		<p>aware transfers of calls, etc. (2) Attached data where the agent can transfer the data to the next agent, either text driven or the actual CTI screen, (3) Timed events where the supervisor can better track agent's time. The agent would click a button (e.g., smoke break, lunch, meeting, etc). This takes the agent out of the call queue and tracks time for reporting based on selection chosen.</p>	
<p>Genesys Agent Desktop (GAD) – Customer Provided GAD Server</p>	<p>NRC - Q14202 MRC - Q14201</p>	<p>Supports agent and supervisory functionality. The desktop application can be modified to Customer's specific requirements. You can add this feature on to a Basic Agent, a Skills Based Agent, or a CTI Agent. GAD is required for Outbound and Q Web Applications. The GAD must be located on a Customer provided server at Customer's location.</p>	<p>A Genesys Agent Desktop MRC will apply for each Concurrent Agent.</p>
<p>Genesys Agent Desktop (GAD <i>Simplex</i>)</p>	<p>Q15273</p>	<p>Supports agent and supervisory functionality. The desktop application can be modified to Customer's specific requirements. You can add this feature on to a Basic Agent, a Skills Based Agent, or a CTI Agent, and Supervisor. GAD is required for Outbound and Q Web Applications. The GAD is hosted on a Qwest virtual server.</p>	<p>A Genesys Agent Desktop MRC will apply for each Concurrent Agent.</p>
<p>Genesys Agent Desktop (GAD,</p>	<p>Q15275</p>	<p>If the GAD is hosted on a Qwest virtual server, a</p>	<p>A Genesys Agent Desktop MRC</p>

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<i>Duplex)</i>		Hosted Genesys Agent Desktop MRC for each Concurrent Agent and a Hosted Desktop "Server Service" MRC will apply. The Hosted Desktop provides duplex redundancy. Duplex allows the application to be installed on multiple servers allowing failover of the application between servers in addition to the single server failover capabilities. This provides for Carrier Provided Server Service that is fully managed and monitored which is needed to run the ACD application in a hosting model environment. (All hardware is provided by the Contractor)	will apply for each Concurrent Agent.
Workforce Management Add On	NRC - Q12675 MRC - Q12673	Enhances call center functionality to include workforce management capabilities. You can add this feature to call centers that require or desire workforce management scheduling capabilities. You can add this feature on to a Basic Agent, a Skills Based Agent, or a CTI Agent.	
ACD Application Development	Q14079	Application Development and Professional Services for complex and customized call center environments	
Basic ACD Agent Identity Management Application Professional Services	TBD	Professional Services for custom development, initial set up, implementation and on-going application support of Basic ACD Agent Identity Management	

Feature Name	Identifier	Feature Description	Additional Information
		Application	

Feature Name	Identifier	Feature Description	Additional Information
Genesys Agent Desktop Server Service, Simplex (Carrier Provided Hardware)	NRC – Q15278 MRC – Q15272	Dedicated Hosting with Carrier Provided Hardware, Simplex. This provides for Carrier Provided Server Service that is fully managed and monitored which is needed to run the application in a hosting model environment. (All hardware is provided by the Contractor)	ICB Pricing does not apply to this service. If the GAD is hosted on a Qwest virtual server, a Hosted Genesys Agent Desktop MRC for each Concurrent Agent and a Hosted Desktop Server Service MRC will apply. The Hosted Desktop Server Service provides simplex redundancy. Simplex allows the application to be installed on a single server configuration within a Qwest hosting location. Failover is limited to single server redundancy options. This provides for Carrier Provided Server Service that is fully managed and monitored which is needed to run the ACD application in a hosting model environment. (All hardware is provided by the Contractor). Pricing for this service is on a “per tenant” basis. A Tenant is defined as a logical division in a configuration; most often used by service providers to isolate customers. Typically, one customer (i.e. agency) is set up as one tenant, but if there are multiple groups with an agency with different configurations, then multiple tenants are used to isolate one set of customer records from another.
Genesys Agent Desktop Server Service, Duplex (Carrier Provided)	NRC – Q15280 MRC – Q15274	Dedicated Hosting with Carrier Provided Hardware, Duplex. This provides for Carrier Provided Server	ICB Pricing does not apply. If the GAD is hosted on a Qwest virtual server, a Hosted Genesys Agent

Hardware)		Service that is fully managed and monitored which is needed to run the application in a hosting model environment. (All hardware is provided by the Contractor)	<p>Desktop MRC for each Concurrent Agent and a Hosted Desktop MRC (carrier server service) will apply. The Hosted Desktop Server Service provides duplex redundancy. Duplex allows the application to be installed on multiple servers allowing failover of the application between servers in addition to the single server failover capabilities. This provides for Carrier Provided Server Service that is fully managed and monitored which is needed to run the ACD application in a hosting model environment. (All hardware is provided by the Contractor).</p> <p>Pricing for this service is on a “per tenant” basis. A Tenant is defined as a logical division in a configuration; most often used by service providers to isolate customers. Typically, one customer (i.e. agency) is set up as one tenant, but if there are multiple groups with an agency with different configurations, then multiple tenants are used to isolate one set of customer records from another.</p>
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### 6.2.6.1.1 Service Identifier: Network Based Automatic Call Distributor (ACD) Basic Agent Package

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
<b>Package</b>					
Basic Agent's Package	NRC – Q12667 MRC – Q12639	\$31.80	\$55.39	Agent	\$ -
<b>Basic Features</b>					
Abandon Call Clearing	QNC002	\$ -	\$ -	Agent	\$ -
Automatic Overflow	Q04640	\$ -	\$ -	Agent	\$ -
Call Priority	QNC003	\$ -	\$ -	Agent	\$ -
Night Service	QNC004	\$ -	\$ -	Agent	\$ -
Overflow Scan	QNC005	\$ -	\$ -	Agent	\$ -
Ring Threshold	QNC006	\$ -	\$ -	Agent	\$ -
Call Delay /Forced Announcement	Q13362	\$ -	\$ -	Agent	\$ -
Queue Status	Q14074	\$ -	\$ -	Agent	\$ -
Called Number Display	QNC007	\$ -	\$ -	Agent	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Call Tracking	QNC008	\$ -	\$ -	Agent	\$ -
Controlled Access to PSTN/Switched Network	QNC009	\$ -	\$ -	Agent	\$ -
<b>Chargeable Features</b>					
Agent Queue Status Display	Q02778	\$0.00	\$0.5300	Agent	\$ -
Skills Based Agent	Q12641	\$45.60	\$85.50	Agent	\$ -
CTI Based Agent	NRC - Q12663 MRC - Q12640	\$51.60	\$96.90	Agent	\$ -
Web Bundle Only Agent	NRC - Q12576 MRC - Q15270	\$46.00	\$83.95	Agent	\$ -
Web Bundle Add On	NRC - Q15277 MRC - Q15271	\$17.25	\$23.00	Agent	\$ -
Outbound Only Agent	NRC - Q12665 MRC - Q12642	\$78.00	\$126.00	Agent	\$ -
Outbound Add On	NRC - Q12662 MRC - Q12661	\$45.60	\$81.60	Agent	\$ -
Enhanced Desktop <b>Note: This Product is no longer available. Existing customers will continue to be supported.</b>	NRC - Q12660 MRC - Q12659	\$12.00	\$14.40	Agent	
Genesys Agent Desktop (GAD) – Customer Provided GAD Server	NRC - Q14202 MRC - Q14201	\$11.50	\$13.80	Agent / Supervisor	\$ -
Genesys Agent Desktop (GAD Simplex)	Q15273	\$ -	\$18.40	Agent	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Genesys Agent Desktop (GAD Duplex)	Q15275	\$ -	\$23.00	Agent	\$ -
Workforce Management Add On	NRC - Q12675 MRC - Q12673	\$19.20	\$57.50	Agent	
ACD Application Development	Q14079	\$ -	\$ 180.00	hour	
Basic ACD Agent Identity Management Application Professional Services	TBD	N/A	\$ 185.00	Hour	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Genesys Agent Desktop Server Service, Simplex (Carrier Provided Hardware)	NRC - Q15278 MRC - Q15272	\$402.50	\$557.75	Per Tenant	\$ -
Genesys Agent Desktop Server Service, Duplex (Carrier Provided Hardware)	NRC - Q15280 MRC - Q15274	\$747.50	\$1,035.00	Per Tenant	\$ -

## 6.2.7 Service Identifier: Network Based Interactive Voice Response (IVR) Services and Features

### *Description of Service*

AT&T, through our subcontractor Qwest, will provide a Network Based Interactive Voice Response (IVR) system that meets your needs. Our Network IVR provides, among other features:

**Automated Attendant** - A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. Callers can reach an extension by entering the extension number or name. The Automated Attendant offers other services, such as announcements for voice menu choices and can process multiple calls simultaneously. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service.

**Translator** - Voice response informing the caller of the new phone number.

**Names Directory** - Allows callers to spell a name using the telephone keypad, and then have the IVR System read back the name and transfer the call to that person's telephone.

**Voice Library** - Provides playback of voice recorded 'library' of information.

**Intelligent Call Transfers** - Transfer callers based on time-of-day, day-of-week, language, or zip code.

**Call Progress Detection** – IVR monitors a transferred call to check if the line is busy, disconnected or a network message is played.

Custom Applications, including modifications and/or programming changes to the design and/or Application Program Interface (API) for existing custom IVR (e.g., host connection) shall be provided in accordance with the provisions for contracted service project work.

In addition, we offer the following features:

- Text-to-Speech (TTS), using the latest engines from Nuance
- Speech Recognition
- CTI interfaces for premises agents
- ACD integration with premises ACD infrastructure
- Single-site reporting via portal (reports are historical and near-real time)
- Carrier agnostic for inbound voice.

The IVR platform is an open standards system based on XML 2.0—allowing our Network Based IVR customers to develop their own applications and gives them the ability to make changes whenever they wish. You can easily port the XML-based applications from the network IVR system to any other XML-based IVR with little to no modification. Traditional premise based IVR products do not offer this capability.

The Network Based IVR network accepts calls via 8xx, translated to a URL specific to that 8xx. The network negotiates a communication session from the core of the network to the specific

Web Application Server (WAS) that hosts the particular IVR needed. This connection is encrypted. Then, the communication session is as simple as a home user requesting information from a web page.

## Features

Feature Name	Identifier	Feature Description	Additional Information
IVR with Standard Applications	QMAN01	<p>Network Based IVR solution to support most industry standard applications, call flows, prompting, CTI, and host integrations capable of deploying sophisticated IVR scripts, including</p> <ul style="list-style-type: none"> <li>▪ Complex, multi-level menu structures</li> <li>▪ Announcements</li> <li>▪ Multiple languages</li> <li>▪ Call prompts for Caller Entered Data (DTMF) tones</li> <li>▪ Perform database dips</li> <li>▪ Playback customer data to the caller</li> </ul>	
<b>Usage</b>			
IVR with Standard Application Usage – Speech Enabled	Q10022	Usage rate for Speech Enabled IVR with Standard Application	
IVR with Standard Application Usage – DTMF (touch tone)	Q10020	Usage rate for DTMF IVR with Standard Application	
<b>Basic Features</b>			
Additional Voice Forms Storage	QNC001	Additional storage capacity for Voice Form recorded data. No additional charge for extra voice form storage.	

Feature Name	Identifier	Feature Description	Additional Information
Call Router Reports	Q13776	Daily Activity and Daily Call Profile Reports shall be available for Daily, Weekly, and Monthly Distribution to each Customer broken down by each hour. Reports are available online through a maintained portal, or you can create reports through a custom script, delivered to any location specified by your agencies. Reports can be transferred via File Transfer Protocol (FTP)), or left in a directory on the Web Application Server for easy access by each State agency.	
<b>Chargeable Items:</b>			
Name and Address Speech Module	Q09330	Speech recognition feature to look up names and addresses in a database.	
Targus Database Lookup	QTARGS	For Spanish callers, the application will prompt for phone number and query a Targus database to retrieve the associated address, and speak the information back for confirmation (the address playback will be via English Text-to-Speech).	
Call Recording	Q14482	Call recording includes the ability to record all calls, percentage of calls, and on-demand recording to the CALNET IVR and ACD environment. Recording is managed through the call recording platform tools or the unique call flow strategy and is sized and priced on a per recording port model. Port sizing is based on actual customer traffic requirements with each application.	
Call Recording		Call Recording solution includes 30	

Feature Name	Identifier	Feature Description	Additional Information
Storage – Additional Archival Storage Fee	Q14484	days of real time storage and six months of archival storage. Additional storage can be purchased in one year increments up to a maximum of seven years of archival storage. Recordings can be moved to customer provided storage devices if preferred.	
Voice Forms	QMAN02	Allows business End-Users to collect information from callers over the telephone. A series of questions is played to a caller who responds to each question in sequential order. Once the information is collected, it can be retrieved and transcribed to suit individual Requirements. Include a minimum of one (1) hour storage per Voice Forms application.	
Fax on Demand or Fax Reply	Q01778	A feature that allows the End-User to create and retrieve Fax information by selecting Fax items from a voice menu.	
Change Administration	Q10005	Allows Customers to make administrative changes to the Network IVR System without vendor intervention. Our network solution is an open-standards-based platform. If the State is familiar with XML coding and Speech Recognition formats (if deployed), you can make your own real-time changes without engaging your IVR vendor. Additionally, we provide a developer’s portal for syntax checking, sample code, and Q&A.	
Database Lookups	QMAN03	Access to the Customer’s local database for look up and delivery of the information to the Network IVR (e.g. zip codes, phone numbers, office numbers, dates of birth). It is	

Feature Name	Identifier	Feature Description	Additional Information
		possible to provide hooks into Agency infrastructure. We can retrieve data through APIs, Open Database Connectivity (ODBC) links, and Web Certificates.	
Credit-Card Transactions	QMAN04	Application for credit card payments via the telephone/IVR service involving connection to a clearinghouse. The AT&T network solution can front-end existing payment applications and stream all the needed data to such applications for processing. Data can be retrieved via DTMF entries or via Speech Recognition. However, the AT&T network solution will not perform the actual credit card processing, account verification, etc. The assumption is we will interface with the online system and not have to recreate the credit card authorization protocol.	
Speech Recognition	QO9321	A Machine's ability to understand and react to human speech instead of touch tone entry. Our network solution works with Nuance Speech Recognition technology to enable ASR (Automatic Speech Response) applications. The IVR can be created to interface with callers via prompted speech, natural speech, or free-talk environments.	
Network Based IVR Port Based Option without Usage	QO9378	This is a network IVR Port Based service without usage. This option is offered to provide customers with a more cost effective and predictable cost alternative than a usage based model depending on the customer's application and call volumes. This option provides the same feature functionality as described in our network based IVR solution.	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
IVR Intelligent Call Processing Gateway	NRC - Q10784 MRC - Q10783	IVR Enhancement to include CTI  This is the service that provides a Computer Telephony Integration (CTI) connection from the network IVR (QWCC) to the premises based ACD/PBX.	
IVR Text to Speech Ports	Q10013	IVR Enhancement to include Text to Speech  Text to Speech allows text from a database or other application to be read back to a caller.	
IVR Overflow Protection	Q09320	IVR Enhancement to include Port Overflow  This feature allows IVR port bursting or port overflow for peak, seasonal or unusually high periods of IVR traffic.	
IVR Dedicated Hosting (Customer Provided Hardware)	NRC - Q09992 MRC - Q09991	IVR Enhancement to include Dedicated Hosting  This provides for full management and monitoring of a dedicated WAS (Web Application Server) which is needed to run the IVR application should this not be in a shared hosting model. (All hardware is provided by the State of California)	
IVR Dedicated Hosting (Carrier Provided Hardware)	TBD	IVR Dedicated Hosting with Carrier Provided Hardware. This provides for Carrier Provided Server Service that is fully managed and monitored which is needed to run the IVR application in a hosting model environment. (All hardware is provided by the Contractor)	
IVR Dedicated Hosting with Database (Customer	NRC - Q09993 MRC - Q09992	IVR Enhancement to include Dedicated Hosting with Database  Same as Dedicated Hosting with the addition of database monitoring	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Provided Hardware)		and management. All hardware is provided by the State of California.	
IVR Dedicated Hosting with Database (Carrier Provided Hardware)	TBD	IVR Enhancement to include Dedicated Hosting with Database Same as Dedicated Hosting with the addition of database monitoring and management. All Hardware is provided by the Contractor.	
Shared Hosting	Q10860	IVR Enhancement to include Shared Hosting  This is hosting of the IVR application on Qwest's shared hosting system. No hardware is needed. Shared hosting provides for full management and monitoring.	
Notify Service - Monthly Service Fee	Q14428	The Notify monthly service fee provides access to the Notify portal.	IVR Dedicated Hosting (Carrier Provided Hardware) which is fully managed and monitored is needed to run the IVR Notify Application Programming Interface (API) application.
Notify Service - Installation Fee	Q14443	The installation fee is charged to set up the Notify portal.	May require IVR Application Development, if Customer wants customization of Notify portal.
Voice Message Delivery	Q14445	The Notify service can deliver messages to telephone numbers (land lines and cell phones). Messages may also be delivered to voicemail boxes. A message is considered delivered when the call is answered by an answering machine or a live person.	

Feature Name	Identifier	Feature Description	Additional Information
		Delivery attempts resulting in a busy, ring no answer, or operator intercept will not be charged a usage fee. The voice message delivery will be billed a minimum six second initial increment and six second increments for the remainder of the call.	
Bridging	Q14446	Bridging provides an option at the end of a Voice Message to transfer the Recipient of the Notify call to an agent. Calls are considered transferred when the call is answered by the agent and will be billed a minimum six second initial increment and six second increments for the duration of the transferred portion of the call. The voice message Delivery charge also applies for the duration of the transferred portion of the call.	
Speech Recognition (Notify)	TBD	Speech recognition is an optional feature for voice messages which provides the ability to recognize and capture words spoken by the end message recipient. Pricing is in addition to the voice message Delivery charge and will be billed a minimum six second initial increment and six second increments for the duration of the call.	
FAX Delivery	Q14472	The Notify service offers the capability to deliver fax messages to end recipients. The number of pages will be calculated based on the greater of the actual number of pages or the number of full or partial 60-second increments of transmission time, with each partial 60-second increment rounded up to a page.	

Feature Name	Identifier	Feature Description	Additional Information
SMS Delivery	Q14471	SMS stands for Short Message Service but is also known as text messaging. SMS Messages are billed per message upon device connection. SMS standard pricing includes the QCC or vendor Short Code registry. Available with U.S. cell phone carriers only.	
Email Delivery	Q14470	Email delivery includes all charges associated to delivering an email message. The email message can be text and or HTML.	
Short Codes - Random	NRC - Q15344 MRC - Q15343	Short codes (also known as short numbers) are special telephone numbers, significantly shorter than full telephone numbers that can be used to address SMS messages from mobile phones or fixed phones. The Short Code is a 5-6 digit <i>randomly</i> assigned number and the code can be 5 or 6 digits alphanumeric combination.	12 week standard implementation timeframe; Requires Notify Subscription.
Short Codes - Vanity	NRC - Q15344 MRC - Q15342	Short codes (also known as short numbers) are special telephone numbers, significantly shorter than full telephone numbers that can be used to address SMS messages from mobile phones or fixed phones. The Short Code is a 5-6 digit code that can be a <i>selected vanity</i> number (based on availability) or stand for your service and the code can be 5 or 6 digits alphanumeric combination.	12 week standard implementation timeframe; Requires Notify Subscription.
Standard App Support (8am-5pm) for Qwest Hosted Apps	Q10002	Provides standard IVR application support for Qwest hosted applications where service affecting changes are required during standard business hours (8am to 5pm)	
Premium App	Q10001	Provides premium IVR application	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Support (24/7/365) for Qwest Hosted Apps		support for Qwest hosted applications where service affecting changes are required at any point in time (24/7/365)	
Standard App Support (8am-5pm) for non-Qwest Hosted Apps	Q10004	Provides standard IVR application support for non-Qwest hosted applications where service affecting changes are required during standard business hours (8am to 5pm)	
Premium App Support (24/7/365) for non-Qwest Hosted Apps	Q10003	Provides premium IVR application support for non-Qwest hosted applications where service affecting changes are required at any point in time (24/7/365)	
Network IVR Application Testing (QWCC)	Q10007	Provides a User Acceptance Testing (UAT) phase during any IVR project when the application is bench tested in a working environment by the customer before being released for production.	
ACD Connect	NRC - Q13003 MRC - Q13002	Enhanced feature which allows easy transfer and bridging of call to various existing premises-based ACD units.	
ACD Connect Usage	Q13001	Per call charge is assessed when the IVR seamlessly transfers calls to premises-based ACD units.	
IVR Application Development	Q10878	Provides ongoing development for existing IVR applications.	

### **Additional Services**

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
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<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
Network Based IVR or Web based Identity Management Application Professional Services	TBD	Professional Services required for custom development, initial set up, implementation and on-going application support of Network Based IVR or Web based Identity Management Application.	
IVR Consulting Services – I	TRGV06	<p>IVR Application Design</p> <p>Conduct needs assessment, design call flows and menu structure applying industry standard best practices to develop applications that help the caller to obtain the information they are seeking without the need for a real-time conversation with call center representatives. Develop IVR scripts and create call flow documentation.</p>	
IVR Consulting Services – II	TRGV07	<p>Review and redesign of existing applications</p> <p>Use industry standard best practices and call flow documentation to assess existing IVR applications usage and improve call flow to help the caller obtain the information they seek without the need for a real-time conversation with call center representatives.</p>	
IVR Consulting Services – III	TRGV08	<p>Translation and recording into multiple languages</p> <p>Manage the process of translating and recording IVR scripts into languages other than English that are in common use in California. This allows the State to offer information to their constituents in multiple</p>	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Feature Limits or Compatibility Restrictions</b>
		languages in order to comply with State and Federal laws.	
IVR Consulting Services – IV	TRGV09	Professional Voice Recordings Manage the process of developing and recording IVR scripts, including using professional voice talent.	
Regular Charges	TRGV06 TRGV07 TRGV08 TRGV09	Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.	
Overtime Charges	TRGV06 TRGV07 TRGV08 TRGV09	Additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday.	
Premium Charges	TRGV06 TRGV07 TRGV08 TRGV09	Additional per hour rates for work performed anytime on Sunday and/or State holidays.	

## 6.2.7 Service Identifier: Network Based Interactive Voice Response (IVR) Services and Features

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
IVR with Standard Applications	QMAN01	\$4,240.00	\$ -	Port	\$ -
<b>Usage</b>					
IVR with Standard Application Usage – Speech Enabled	Q10022	\$ -	\$0.0866	per minute	\$ -
IVR with Standard Application Usage – DTMF (touch tone)	Q10020	\$ -	\$0.0600	per minute	\$ -
<b>Basic Features</b>					
Additional Voice Forms Storage	QNC001	\$ -	\$ -	Hour	\$ -
Call Router Reports	Q13776	\$ -	\$ -	package per application	\$ -
<b>Chargeable Features</b>					
Name and Address Speech Module	Q09330	\$ -	\$ 87.80	per port	\$ -
Targus Database Lookup	QTARGS	\$ -	\$0.2635	per match	\$ -
Call Recording	Q14482	\$ 93.00	\$ 44.46	Monthly per Port	

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Call Recording Storage – Additional Archival Storage Fee	Q14484	\$ -	\$ 136.80	Fee Per Year of Storage	
Voice Forms	QMAN02	\$1,325.00	\$ -	per transaction	\$ -
Fax on Demand or Fax Reply	Q01778	\$530.00	\$ -	Port	\$ -
Change Administration	Q10005	\$795.00	\$ -	Per System	\$ -
Database Lookups	QMAN03	\$424.00	\$ -	per transaction	\$ -
Credit-Card Transactions	QMAN04	\$742.00	\$ -	per transaction	\$ -
Speech Recognition	QO9321	\$900.00	\$ 159.60	Port	\$ -
Network Based IVR port based option without usage	QO9378	\$0.00	\$ 70.49	port	\$ -
IVR Intelligent Call Processing Gateway	NRC - Q10784 MRC - Q10783	\$1,200.00	\$ 2,400.00	connection	\$ -
IVR Text-To-Speech Ports	Q10013	\$ -	\$ 22.80	port	\$ -
IVR Overflow Protection	QO9320	\$ -	\$ 0.1200	minute	\$ -
IVR Dedicated Hosting (Customer Provided Hardware)	NRC - Q09992 MRC - Q09991	\$3,000.00	\$ 2,451.50	server	\$ -
IVR Dedicated Hosting (Carrier Provided Hardware)	TBD	ICB	ICB	server	\$ -
IVR Dedicated Hosting with Database (Customer Provided)	NRC - Q09993 MRC - Q09992	\$3,000.00	\$ 3,730.00	server	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Hardware)					
IVR Dedicated Hosting with Database (Carrier Provided Hardware)	TBD	ICB	ICB	server	\$ -
Shared Hosting	Q10860	\$ -	\$ 20.52	port	\$ -
Notify Service - Monthly Service Fee	Q14428		\$230.00	per customer account	\$ -
Notify Service - Installation Fee	Q14443	\$575.00	\$ -	per customer account	\$ -
Voice Message Delivery	Q14445	\$ -	\$ 0.09	per minute of use	\$ -
Bridging	Q14446	\$ -	\$ 0.09	per minute of use	\$ -
FAX Delivery	Q14472	\$ -	\$ 0.15	per page	\$ -
SMS Delivery	Q14471	\$ -	\$ 0.08	per message	\$ -
Email Delivery	Q14470	\$ -	\$ 0.09	per message	\$ -
Short Codes - Random	NRC - Q15344 MRC - Q15343	\$3,795.00	\$977.50	NRC is per initial set-up MRC is per short code	\$ -
Short Codes - Vanity	NRC - Q15344 MRC - Q15342	\$3,795.00	\$2,012.50	NRC is per initial set-up MRC is per short code	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Standard App Support (8am-5pm) for Qwest Hosted Apps	Q10002	\$ -	12%	Total development cost per IVR application	\$ -
Premium App Support (24/7/365) for Qwest Hosted Apps	Q10001	\$ -	16%	Total development cost per IVR application	\$ -
Standard App Support (8am-5pm) for non-Qwest Hosted Apps	Q10004	\$ -	12%	Total development cost per IVR application	\$ -
Premium App Support (24/7/365) for non-Qwest Hosted Apps	Q10003	\$ -	16%	Total development cost per IVR application	\$ -
Network IVR Application Testing (QWCC)	Q10007	\$ 6,000.00	\$ -	account	\$ -
ACD Connect	NRC - Q13003 MRC - Q13002	\$ 3,000.00	\$ 1,200.00	ACD Connection	\$ -
ACD Connect Usage	Q13001	\$ -	\$ 0.0240	call	\$ -
IVR Application Development	Q10878	\$ -	\$ 240.00	hour	\$ -
<b>Additional Services</b>					
Network Based IVR or Web based Identity Management Application Professional Services	TBD	N/A	\$ 185.00	Hour	\$ -
IVR Consulting Services-I See Note 1	TRGV06	\$ -	\$ 125.00	hour	\$ -
IVR Consulting Services -II See Note 1	TRGV07	\$ -	\$ 138.00	hour	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
IVR Consulting Services - III See Note 1	TRGV08	\$ -	\$ 110.00	hour	\$ -
IVR Consulting Services - IV See Note 1	TRGV09	\$ -	\$ 110.00	hour	\$ -
Overtime Charges – See Note 2	TRGV06 TRGV07 TRGV08 TRGV09	\$ -	\$ 50.00	hour	\$ -
Premium Charges – See Note 3	TRGV06 TRGV07 TRGV08 TRGV09	\$ -	\$ 100.00	hour	\$ -

Note 1 - Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.  
Note 2 – Overtime Charges are additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday.  
Note 3 – Premium Charges are additional per hour rates for work performed anytime on Sunday and/or State holidays.