

20091210-0258

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 53 Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-21 (DTS 06E1391)	4
REGISTRATION NUMBER	
19550808326887.4	

1. This Agreement is entered into between the State Agency and Contractor named below:
 STATE AGENCY'S NAME
Office of the State Chief Information Officer (OCIO) (Formerly Department of Technology Services)
 CONTRACTOR'S NAME

SBC Global Services, Inc. dba AT&T Global Services

2. The term of this Agreement is 1/30/2007 through 1/29/2012

3. The maximum amount of this agreement after this amendment is: N/A

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: **This Amendment provides price reductions and enhancements to two sections in the CALNET 2 contract. They are; Network Based Automatic Call Distributor (ACD) Features and Network Based Interactive Voice Response (IVR) Services and Features.**

Pursuant to Section 28 Contract Modifications Under RFPDGS-2053, the following Amendments and changes are made to the following Sections and attachments:

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

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

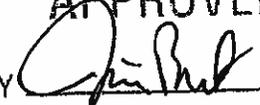
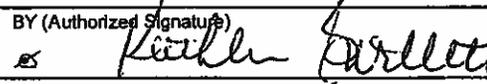
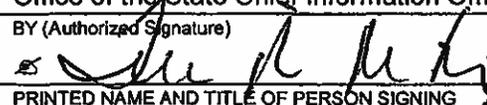
- Modify training to a list of class modules which may be combined to create training classes with options for remote or on-site training.
- Add Virtual Hold Ports, which is a queue management solution that ends long hold times for customers.
- Change Identifiers for existing features.

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

Continued on the next page.

This Agreement is effective December 1, 2009, or upon DGS 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.

CONTRACTOR		CALIFORNIA Department of General Services Use Only DEPARTMENT OF GENERAL SERVICES PROCUREMENT DIVISION APPROVED BY  DATE <u>2-24-10</u>
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)		
<u>SBC Global Services, Inc. dba AT&T Global Services</u>		
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>12/11/09</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING		Exempt per:  GENERAL SERVICES LEGAL SERVICES <u>2/11/10</u>
<u>Kathleen Bartlett – Customer Contract Specialist</u>		
ADDRESS <u>225 W. Randolph Street Chicago, IL 60606</u>		
AGENCY NAME		
<u>Office of the State Chief Information Officer (OCIO)</u>		
BY (Authorized Signature) 	DATE SIGNED (Do not type) <u>1/10/10</u>	
PRINTED NAME AND TITLE OF PERSON SIGNING		
<u>M. Driver, Chief, Administrative Services Branch</u>		
ADDRESS <u>P.O. Box 1810, MS Y18, Rancho Cordova, CA 95741-1810</u>		

Continuation

STD 213A Standard Agreement Amendment 5-06-58-21 (DTS 06E1391) 4

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

- Change Identifiers for existing features.

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

3. Network ACD Basic Supervisor's Package to include:

- Change Identifiers for existing features.

Replace Attachment 3 Section 6.2.6.1.2 (1-3) with amended section (1-3).

4. Network ACD System Administrator's Software Package to include:

- Change Identifiers for existing features.

Replace Attachment 3 Section 6.2.6.1.3 (1-2) with amended section (1-2).

5. Network ACD Management Information System (MIS) Tracking for Call Centers to include:

- Change Identifiers for existing features.

Replace Attachment 3 Section 6.2.6.1.4 (1-3) with amended section (1-3).

6. Additional Network Call Center Maintenance to include:

- Change Identifiers for existing features.

Replace Attachment 3 Section 6.2.6.1.6 (1) with amended section (1).

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

- Change Identifiers for existing features.
- Change pricing for Standard Application Support to 12 % and Premium Application Support to 16% of the total development cost, as opposed to a per account basis.
- Add the following features; Name and Address Speech Module, Targus Database Lookup, Notify Service – Monthly Subscription Fee, Notify Service – Installation Fee, Voice Message Delivery, Bridging, Speech Recognition (Notify), Fax Delivery, SMS Delivery and Email Delivery.
- Remove Network IVR Application Development Training as this class is no longer available and can be met by other IVR training and consulting features.

Replace Attachment 3 Section 6.2.7 (1-9) with amended section (1-11).

8. Computer Telephone Integration (CTI) for Network Based ACD to include:

- Change Identifiers for existing features.

Replace Attachment 3 Section 6.2.9 (1-3) with amended section (1-3).

9. Network Based Automatic Call Distributor (ACD) Features:

- Add pricing for a new feature named "Virtual Hold Ports";
- Remove the following features under Call Center Consulting Services:
 - QRouting Enterprise Administration Class;
 - QRouting Strategy Development Class;
- Add pricing for the following features under Training Classes:
 - Network Based ACD – Remote Training – each 4 hours for 1-10 students (sold in 4 hr increments);

- Network Based ACD – On site training – up to 8 hours for 1-10 students;
- Network Base ACD – On site training – additional 4 hour increments for 1-10 students;
- Network Based ACD - Strategy Training 1 week for 1-7 students;
- Network Based ACD - Strategy Training 2 weeks for 1-7 students;
- Network Based ACD - Custom Development for Training Materials or Customized Training Classes.

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

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

- Change Identifiers for existing features.

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

11. Network ACD Basic Supervisor's Package to include:

- Change Identifiers for existing features.

Replace Attachment 4 Section 6.2.6.1.2 (1) with amended section (1).

12. Network ACD System Administrator's Software Package to include:

- Change Identifiers for existing features.

Replace Attachment 4 Section 6.2.6.1.3 (1) with amended section (1).

13. Network ACD Management Information System (MIS) Tracking for Call Centers to include:

- Change Identifiers for existing features.

Replace Attachment 4 Section 6.2.6.1.4 (1) with amended section (1).

14. Additional Network Call Center Maintenance to include:

- Change Identifiers for existing features.

Replace Attachment 4 Section 6.2.6.1.6 (1) with amended section (1).

15. Network Based Interactive Voice Response (IVR) Services and Features:

- Change Identifiers for existing features;
- Add pricing for the following features:
 - Name and Address Speech Module;
 - Targus Database Lookup;
 - Notify Service – Monthly Subscription Fee;
 - Notify Service – Installation Fee;
 - Voice Message Delivery;
 - Bridging;
 - Speech Recognition (Notify);
 - Fax Delivery;
 - SMS Delivery;
 - Email Delivery;
- Delete a feature named "Network IVR (QWCC) Application Development Training";
- Change pricing for Standard App Support (8am-5pm) for Qwest Hosted Apps feature to "12% of Total development cost per IVR application";
- Change pricing for Premium App Support (24/7/365) for Qwest Hosted Apps feature to "16% of Total development cost per IVR application";
- Change pricing for Standard App Support (8am-5pm) for non-Qwest Hosted Apps feature to "12% of Total development cost per IVR application";
- Change pricing for Premium App Support (24/7/365) for non-Qwest Hosted Apps feature to "16% of Total development cost per IVR application".

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

16. Computer Telephone Integration (CTI) for Network Based ACD to include:

- Change Identifiers for existing features.

Replace Attachment 4 Section 6.2.9 (1) with amended section (1).

B. Signature authority for the DTS has changed to the Office of the State Chief Information Officer (OCIO) per the Governor's Reorganization Plan (GRP) effective May 10, 2009.

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.

Feature Name	Identifier	Feature Description	Additional Information
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.

Training Classes

Feature Name	Identifier	Feature Description	Additional Information
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 documentation will be provided on CD. Hard copies of training materials will be provided by Qwest for an additional cost detailed in the SOW.	Change Order charge will be based on SOW language.
Network Based ACD - On site training - up to 8 hours for 1-10	QTRAIN	On Site training is provided in minimum 1 day (8 hour) increments. Customers can	Change Order charge will be based on SOW

Feature Name	Identifier	Feature Description	Additional Information
students		<p>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"> • This includes the Admin, Supervisor or Agent modules. • The total training time cannot be longer than 5 consecutive days for one trip. • Hard copies of the training materials will be provided by Qwest. • QRouting product and Genesys documentation CDs will be provided by Qwest. • Travel expenses included. • Customer to provide conference room for 10 people and projector. 	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.	
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	Change Order charge will be based on SOW language.

Feature Name	Identifier	Feature Description	Additional Information
		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.	
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 Training Materials or Customized Training Classes	QTRAIN	At the customer's request, training materials and/or customized training classes will be developed based upon the customer's specific requirements.	Available on an ICB Basis.

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

Feature Name	Identifier	Feature Description	Additional Information
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	

Feature Name	Identifier	Feature Description	Additional Information
		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 TRGV05	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
Package			
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.	
Basic Features			
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	

Feature Name	Identifier	Feature Description	Additional Information
		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.	
Chargeable Features:			
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 - Q12670 MRC - Q12643	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 - Q12658 MRC - Q12657	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	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, 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	

Feature Name	Identifier	Feature Description	Additional Information
		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.	
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 Application	

6.2.6.1.2 Service Identifier: Network Based Automatic Call Distributor (ACD) Basic Supervisor's Package

Description of Service

The Basic Supervisor's Package shall include all of the features from the Basic Agent's Package as well as the following features:

- Call Agent - Allows supervisor to directly call an agent by pressing a single key and includes the ability to interrupt an active call.
- Observe Agent – Allows supervisor to listen to conversation between the agent and the caller.
- Supervisor Answer Agent – Allows supervisor to answer Call Supervisor calls from an agent by depressing a key.
- Answer Emergency - Allows supervisor to answer emergency calls on an "Emergency" key when an agent's "Emergency" key is pressed.

Features

Feature Name	Identifier	Feature Description	Additional Information
Package			
Basic Supervisor's Package	NRC - Q12669 MRC - Q12644	Basic Supervisor's Package Software as described above. The AT&T Network Based ACD Supervisor platform and its Web-based GUI allow management employees the flexibility to make changes in real time.	
Additional Supervisor Positions	NRC - Q12669 MRC - Q12644	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of 1 per 20 agents.) The Network-based ACD Supervisor Package and its web-based GUI interface allow the State's management employees the flexibility to make changes in real time using the tools	

Feature Name	Identifier	Feature Description	Additional Information
		that meet the requirement. Each supervisor will have login access along with defined permissions, views, and abilities.	
Basic Features			
Controlled Overflow	QNC015	Allows a supervisor to direct new Call Center calls to an overflow route. Administrative access to the Network-based ACD Supervisor Package decision tree allows real-time changes to accommodate business planning shifts.	
ACD Status Display	QNC016	Supervisor(s) with display set can monitor Call Center call status such as: Queue Status (QSD) shows: - Number of calls in incoming call queue and average time in queue - Total number of occupied agent positions (agents idle, active, or not ready)	
Position Status Display	QNC017	Provides supervisor with visual indication of agent activity in real time. In real time, State call center employees can see individual agent activity via the visual indicators supported by the platform. The Network-based ACD Supervisor Package tools allow your supervisors access to the online agent activity real time statistics.	
Position Status Summary Display	QNC018	Allows supervisor to quickly check status of the Call Center. Supervisor can have multiple position status	

Feature Name	Identifier	Feature Description	Additional Information
		summary display keys to monitor multiple Call Center Groups within their System. Display indicates total number of agents: <ul style="list-style-type: none"> - On Call Center calls - On non Call Center calls (on virtual number) - Idle (logged in and waiting for call) - Not ready (clerical status) logged off Additional Display information available: <ul style="list-style-type: none"> - Average number of calls in queue - Current status of all agents of a team or group - Agent idle time 	
Basic ACD Supervisor Identity Management Application Professional Services	TBD	Professional Services for custom development, initial set up, implementation and on-going application support of Basic ACD Supervisor Identity Management Application	

6.2.6.1.3 Service Identifier: Network Based Automatic Call Distributor (ACD) System Administrator's Package

Description of Service

The System Administrator's Software Package shall include the following features:

- Provides "real time" display of agent and call activity by Call Center or network wide. Display is easily customized to show desired information
- Activate or deactivate the entire Call Center group or queues within the group
- Assign passwords to agents
- Increase or decrease number of agents
- Increase or decrease the number of queues
- Move agent(s) to another Call Center group within the System
- Control queues by changing the queue slots, queue size, and maximum wait time
- Change overflow routes and ring thresholds
- Change password levels of supervisors into System

Features

Feature Name	Identifier	Feature Description	Additional Information
System Administrator's Package	NRC - Q12669 MRC - Q12644	<p>The Network ACD System Administrator's Package will allow your administrators to:</p> <ul style="list-style-type: none"> • View real time display of agent and call activity by call center or network wide. Display is easily customized to show desired information • Activate or deactivate the entire call center group or queues within the group • Assign passwords to 	

Feature Name	Identifier	Feature Description	Additional Information
		agents <ul style="list-style-type: none"> • Increase or decrease number of agents • Increase or decrease the number of queues • Move agent(s) to another call center group within the system • Control queues by changing the queue slots, queue size, and maximum wait time • Change overflow routes and ring thresholds • Change password levels of supervisors into system 	

6.2.6.1.4 Service Identifier: Network ACD Management Information System (MIS) Tracking for Call Centers

Description of Service

The Call Center MIS System provides tracking in the form of reports and real time queries of data associated with agents and with each Call Center.

The “Tracking for Each Call Center” MIS package provides tracking of the following data:

- Average speed of answer
- Expected delay
- Grade of Service (GOS or equivalent)
- Hourly demand
- Longest delay experienced by caller
- Number of agents busy on incoming calls
- Number of agents/queue slots available
- Number of incoming calls to each LDN
- Total number and length of calls
- Total number of calls abandoned
- Incremental breakdown of the number of calls abandoned after or before announcement
- Total number of calls by account code

The “Tracking for Agents” Software package provides real time tracking of the following data by Agency:

- Number of agents logged on
- Number of agents busy on Call Center calls or on non-Call Center calls
- Number of idle agents by call center or by queue
- Number of agents in Clerical status
- Number of agents logged-off

The “Tracking for Agents” Software shall also provide historical tracking of individual agent performance, including:

- Total number of calls answered by LDN, by queue, and by account code
- Agent time tracking (logged on, status, logged off, etc.)

- Average number of calls answered per hour
- Average duration of calls
- Average of hold time
- Percentage of time available, on call, on hold, idle
- Incremental breakdown of duration of calls

Features

Feature Name	Identifier	Feature Description	Additional Information
Basic Features			
MIS for Network ACD (up to 8 agents)	QNC011	MIS for ACD as described above for up to 8 agents.	
MIS for Network ACD (up to 24 agents)	QNC012	MIS for ACD as described above for up to 24 agents.	
MIS for Network ACD (up to 48 agents)	QNC013	MIS for ACD as described above for up to 48 agents.	
MIS for Network ACD (up to 96 agents)	QNC014	MIS for ACD as described above for up to 96 agents.	
MIS for Network ACD (up to 192 agents)	QNC015	MIS for ACD as described above for up to 192 agents.	
MIS for Network ACD (over 192 agents)	QNC016	MIS for ACD as described above for over 192 agents.	

Feature Name	Identifier	Feature Description	Additional Information
Chargeable Features			
Enterprise Reporting Solutions	QMAN05	Expands the reporting capabilities of the Network ACD Management Information System Requires a customer provided server.	

6.2.6.1.6 Service Identifier: Additional Network Call Center Maintenance

Description of Service

Call Center Maintenance includes Hardware and Software maintenance for Call Centers (Contractor's Equipment only, including upgrades and routine maintenance procedures, etc). Call Center Maintenance shall include maintenance for the associated Network Based Interactive Voice Response (IVR) and Computer Telephone Integration (CTI) applications.

An expert level technician shall respond by phone to provide troubleshooting assistance within one hour of Customer opening trouble ticket. This support shall be available Monday through Friday from 7am to 6pm Pacific Time at no additional charge for the Equipment and services provided for ACDs, IVRs, Specialized Call Routing (SCRs), and CTIs.

Features

Feature Name	Identifier	Feature Description	Additional Information
7/24 On-Site Call Center Maintenance in the AT&T Network	QNC010	On-Site Network Maintenance for Call Centers provided by AT&T 7/24	
Remote Call Center Maintenance Support for off hours	QCCMS	Remote technical assistance for maintenance during hours other than those covered by the maintenance plans above.	

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"> ▪ Complex, multi-level menu structures ▪ Announcements ▪ Multiple languages ▪ Call prompts for Caller Entered Data (DTMF) tones ▪ Perform database dips ▪ Playback customer data to the caller 	
Usage			
IVR with Standard Application Usage	Q10022	Usage rate for IVR with Standard Application	
Basic Features			
Additional Voice Forms Storage	QNC001	Additional storage capacity for Voice Form recorded data. No additional charge for extra voice form storage.	
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	

Feature Name	Identifier	Feature Description	Additional Information
		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.	
Chargeable Items:			
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 Storage – Additional Archival Storage Fee	Q14484	Call Recording solution includes 30 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	

Feature Name	Identifier	Feature Description	Additional Information
		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 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	

Feature Name	Identifier	Feature Description	Additional Information
		<p>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.</p>	
Speech Recognition	QO9321	<p>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.</p>	
Network Based IVR Port Based Option without Usage	QO9378	<p>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.</p>	
IVR Intelligent Call Processing Gateway	NRC - Q10784 MRC - Q10783	<p>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.</p>	

Feature Name	Identifier	Feature Description	Additional Information
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 Provided Hardware)	NRC - Q09993 MRC - Q09992	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 State of California.	
IVR Dedicated Hosting with Database (Carrier)	TBD	IVR Enhancement to include Dedicated Hosting with Database Same as Dedicated Hosting with the addition of database monitoring	

Feature Name	Identifier	Feature Description	Additional Information
Provided Hardware)		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 Subscription Fee	Q14428	The Notify monthly subscription 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. 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	

Feature Name	Identifier	Feature Description	Additional Information
		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.	
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.	

Feature Name	Identifier	Feature Description	Additional Information
		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.	
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 Support (24/7/365) for Qwest Hosted Apps	Q10001	Provides premium IVR application 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	Q13001	Per call charge is assessed when the	

Feature Name	Identifier	Feature Description	Additional Information
Usage		IVR seamlessly transfers calls to premises-based ACD units.	
IVR Application Development	Q10878	Provides ongoing development for existing IVR applications.	

Additional Services

Feature Name	Identifier	Feature Description	Feature Limits or Compatibility Restrictions
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	IVR Application Design 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.	
IVR Consulting Services – II	TRGV07	Review and redesign of existing applications 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	

Feature Name	Identifier	Feature Description	Feature Limits or Compatibility Restrictions
		seek without the need for a real-time conversation with call center representatives.	
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 languages in order to comply with State and Federal laws.</p>	
IVR Consulting Services – IV	TRGV09	<p>Professional Voice Recordings</p> <p>Manage the process of developing and recording IVR scripts, including using professional voice talent.</p>	
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.	

6.2.9 Service Identifier: Computer Telephone Integration (CTI) for Network Based ACD

Description of Service

A Computer Telephone Integration (CTI) application with the Network Based ACD platform in the form of computer interface Software that provides concurrent delivery of a voice call and data from a Customer's computer to an agent.

The Standard Basic CTI features are as follows:

- Provides the ability to place and route calls
- Provides signaling between the ACD node and a Customer's business computer. The two-way information flow over data circuits allows ACD applications to communicate with applications running in the Customer's business computer
- Coordinated Voice and Data - Provides the concurrent delivery of a voice call and data related to the call to an ACD agent ("screen pop")

Availability

This feature works in conjunction with the Network Based ACD platform and is available State-wide.

Features

Feature Name	Identifier	Feature Description	Additional Information
CTI with Basic Standard Features	Q12640	<p>CTI information is provided to the standard agent desktop as part of the information on the agent desktop screen.</p> <p>CTI Provides:</p> <ul style="list-style-type: none"> • The ability to place and route calls • Signaling between the ACD node and a Customer's business computer. The two-way information flow over data circuits allows ACD applications to 	

Feature Name	Identifier	Feature Description	Additional Information
		<p>communicate with applications running in the Customer's business computer</p> <ul style="list-style-type: none"> Coordinated Voice and Data - Provides the concurrent delivery of a voice call and data related to the call to an ACD agent ("screen pop") 	
Basic Features			
Voice Processing Integration	QNC019	Provides messaging to support interaction with voice response units and IVRs.	
Additional Services			
Computer Telephony Integration (CTI) Consulting Services	TRGV07	AT&T, along with its subcontractors, will support the effective implementation of CTI by offering full system development lifecycle services cover needs analysis, requirements analysis, design, development, implementation, training, and support. This includes integration with legacy systems.	
Regular Rates	TRGV07	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	TRGV07	Additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday	

Feature Name	Identifier	Feature Description	Additional Information
Premium Charges	TRGV07	Additional per hour rates for work performed anytime on 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	\$ -
Training Classes					
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
Call Center Consulting Services					
Call Center Consulting Services – I See Note 1	TRGV03	\$ -	\$125.00	hour	\$ -
Call Center	TRGV04	\$ -	\$215.00	hour	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Consulting Services – II See Note 1					
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

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Package					
Basic Agents Package	NRC – Q12667 MRC – Q12639	\$31.80	\$58.30	Agent	\$ -
Basic Features					
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	\$ -
Chargeable Features					
Agent Queue Status Display	Q02778	\$0.00	\$0.5300	Agent	\$ -
Skills Based Agent	Q12641	\$45.60	\$90.00	Agent	\$ -
CTI Based Agent	NRC - Q12663 MRC - Q12640	\$51.60	\$102.00	Agent	\$ -
Web Bundle Only Agent	NRC - Q12670 MRC - Q12643	\$70.80	\$120.00	Agent	\$ -
Web Bundle Add On	NRC - Q12658 MRC - Q12657	\$30.00	\$84.00	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	NRC - Q12660 MRC - Q12659	\$12.00	\$16.80	Agent	
Workforce Management Add On	NRC - Q12675 MRC - Q12673	\$19.20	\$96.00	Agent	
ACD Application Development	Q14079	\$ -	\$ 180.00	hour	
Basic ACD Agent Identity Management Application Professional Services	TBD	N/A	\$ 185.00	Hour	\$ -

6.2.6.1.2 Service Identifier: Network Based Automatic Call Distributor (ACD) Supervisor Package

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Package					
Basic Supervisor's Package	NRC - Q12669 MRC - Q12644	\$47.70	\$84.80	Supervisor	\$ -
Additional Supervisor Positions	NRC - Q12669 MRC - Q12644	\$47.70	\$84.80	Supervisor	\$ -
Basic Features					
Controlled Overflow	QNC015	\$ -	\$ -	Supervisor	\$ -
ACD Status Display	QNC016	\$ -	\$ -	Supervisor	\$ -
Position Status Display	QNC017	\$ -	\$ -	Supervisor	\$ -
Position Status Summary Display	QNC018	\$ -	\$ -	Supervisor	\$ -
Basic ACD Supervisor Identity Management Application Professional Services	TBD	N/A	\$185.00	Hour	\$ -

**6.2.6.1.3 Service Identifier: Network Based Automatic Call Distributor (ACD)
System Administrator's Package**

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
System Administrator's Package	NRC - Q12669 MRC - Q12644	\$47.70	\$84.80	Package	\$ -

6.2.6.1.4 Service Identifier: Network ACD Management Information System (MIS) Tracking for Call Centers

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Basic Features					
MIS for Network ACD (up to 8 agents)	QNC011	\$ -	\$ -	Contact Center	\$ -
MIS for Network ACD (up to 24 agents)	QNC012	\$ -	\$ -	Contact Center	\$ -
MIS for Network ACD (up to 48 agents)	QNC013	\$ -	\$ -	Contact Center	\$ -
MIS for Network ACD (up to 96 agents)	QNC014	\$ -	\$ -	Contact Center	\$ -
MIS for Network ACD (up to 192 agents)	QNC015	\$ -	\$ -	Contact Center	\$ -
MIS for Network ACD (over 192 agents)	QNC016	\$ -	\$ -	Contact Center	\$ -
Chargeable Features					
Enterprise Reporting solutions	QMAN05	\$18,000.00	\$ -		\$ -

6.2.6.1.6 Service Identifier: Additional Network Call Center Maintenance

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
7/24 On-Site Call Center Maintenance in the AT&T Network	QNC010	\$ -	\$ -	Agent	\$ -
Remote Call Center Maintenance Support for off hours	QCCMS	\$ -	\$52.20	Hourly	\$ -

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	\$ -
Usage					
IVR with Standard Application Usage	Q10022	\$ -	\$0.0866	per minute	\$ -
Basic Features					
Additional Voice Forms Storage	QNC001	\$ -	\$ -	Hour	\$ -
Call Router Reports	Q13776	\$ -	\$ -	package per application	\$ -
Chargeable Features					
Name and Address Speech Module	Q09330	\$ -	\$ 87.80	per port	\$ -
Targus Database Lookup	QTARGS	\$ -	\$0.2635	per match	\$ -
Call Recording	Q14482	\$ 93.00	\$ 53.66	Monthly per Port	
Call Recording Storage – Additional Archival Storage Fee	Q14484	\$ -	\$ 145.37	Fee Per Year of Storage	

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
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	\$ 170.00	Port	\$ -
Network Based IVR port based option without usage	QO9378	\$4,800.00	\$ 85.00	port	\$ -
IVR Intelligent Call Processing Gateway	NRC - Q10784 MRC - Q10783	\$1,200.00	\$ 2,400.00	connection	\$ -
IVR Text-To-Speech Ports	Q10013	\$ -	\$ 24.00	port	\$ -
IVR Overflow Protection	QO9320	\$ -	\$ 0.1200	minute	\$ -
IVR Dedicated Hosting (Customer Provided Hardware)	NRC - Q09992 MRC - Q09991	\$3,000.00	\$ 2,760.00	server	\$ -
IVR Dedicated Hosting (Carrier Provided Hardware)	TBD	ICB	ICB	server	\$ -
IVR Dedicated Hosting with Database (Customer Provided Hardware)	NRC - Q09993 MRC - Q09992	\$3,000.00	\$ 4,200.00	server	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
IVR Dedicated Hosting with Database (Carrier Provided Hardware)	TBD	ICB	ICB	server	\$ -
Shared Hosting	Q10860	\$ -	\$ 21.60	port	\$ -
Notify Service - Monthly Subscription Fee	Q14428		\$ 575.00	per customer account	\$ -
Notify Service - Installation Fee	Q14443	\$2,300.00	\$ -	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	\$ -
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	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
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	\$ -
Additional Services					
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	\$ -
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	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
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.

6.2.9 Service Identifier: Computer Telephone Integration (CTI) for Network Based ACD

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
CTI with Basic Standard Features	Q12640	\$ -	\$90.10	agent	\$ -
Basic Feature					
Voice Processing Integration	QNC019	\$ -	\$ -	application	\$ -
Additional Services					
CTI Consulting Services – See Note 1	TRGV07	\$ -	\$138.00	hour	\$ -
Overtime Charges – See Note 2	TRGV07	\$ -	\$50.00	hour	\$ -
Premium Charges – See Note 3	TRGV07	\$ -	\$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.