

DOIT MASTER AGREEMENT NUMBER:

B-03-013

DOIT APPROVAL DATE:

1/5/12

VENDOR NAME: Verizon Business d/b/a MCI WorldCom Communications, Inc.

FEIN: 47-0751768

SERVICE/PRODUCT NAME: Inbound Toll Free Service: Enhanced Toll Free Service (Network Based IVR)

SERVICE/PRODUCT DESCRIPTION:

Verizon Toll Free Service (designated by the prefix 800, 888, 877, or 866) is a convenient, flexible service that allows callers to reach, free of charge, companies that subscribe to toll-free service. Customers can route their incoming, toll-free calls according to their business needs and in most cases, without any special equipment or significant expense.

Enhanced Call Routing (ECR) is a network-based Interactive Voice Response (IVR) platform that provides call routing flexibility. ECR excels as combined network-based custom router and Voice Response Unit (VRU). From simple menu routing to complex, multi-location routing and rerouting, ECR provides customized enterprise-wide call processing.

ECR with Toll Free Advanced Features

Toll Free features that can be used within the ECR application to enhance call routing capabilities include:

- **Alternative Routing.** This feature allows customers to pre-define alternate routing arrangements that can be activated upon command in the event of a customer emergency such as power outages, natural disasters or other service disruptions. Customers can pre-define up to 99 alternate routing plans. Alternate routing plans are set up at the toll-free number level. The customer must have at least two different locations for this routing feature to be applicable.
- **Alternative Trunk Group.** This feature routes calls from trunk group to trunk group.
- **Area Code or Exchange Routing.** This feature allows customers to arrange for calls made to a single toll-free number to be routed to an alternate destination based on each call's point of origin. Point of origin is defined as NPA-NXX. Calls can be routed base on NPA alone, or based on the NPA and NXX.
- **Time of Day Routing.** Time of Day/Time Interval Routing allows the customer to route calls made from a single toll-free number to different answering locations based on the time of day. Time Interval Routing provides Toll Free customers with the ability to route calls based on their schedules. It also provides the customer with the ability to accommodate after-hours traffic
- **Day of Week Routing.** This feature allows customers to arrange for calls to a single toll-free service telephone number to be routed to different locations based on the particular day of the week. The customer can establish a different routing arrangement for each day of the week, with a maximum of seven-day types. The customer must have at least two locations for this routing feature to be applicable
- **Day of Year Routing.** Day of Year Routing allows customers to arrange for calls made to a single toll-free number to be routed to alternate destinations based on a customer-specified day of the year. This is sometimes referred to as "Holiday Routing." The customer must have Day of Week Routing specified first in order to use this feature. Day of Year Routing does override any previously defined Day of Week Routing that the customer has in place. For example, a customer may close the office/call center on New Year's Eve as well as other national holidays throughout the course of the year. The customer can designate New Year's Eve as part of its Day of Year Routing schedule and have all calls generated on that day terminate with an after-hours answering service.
- **Percent Allocation Routing.** This feature allows customers to arrange for calls made to a single toll-free number to be routed to two or more alternate destinations based on predefined whole percentages; the combined percentages must equal 100%. The allocation is based on call attempts. For example, a customer operating three call centers (two large and one small) may allocate the traffic 40% each to the two larger centers and only 20% to the smaller center that

can help manage workload.

- **Routing on Command.** The Verizon Customer Portal is a suite of Web-based communications management tools that will enable the State to monitor, analyze and redirect it toll free traffic. The command and control tools for enterprise-wide communications include: traffic monitoring, reporting, service configuration, universal messaging, order entry and provisioning, product and service training, and customer care.
- **Load Balancing Routing.** As noted in the preceding response, Verizon's Customer Portal will allow the State to monitor incoming toll free call volume and reroute calls as necessary.
- **Alternative Routing Tracking.** Verizon's Customer Portal will allow the State to generate management reports and statistical information dealing with their call traffic.
- **Minimum Feature Charge.** Charged if a call hits the ECR platform but no ECR Features are used.

Features Available with ECR

In addition to the standard toll free features described above, Verizon's ECR service offers the following additional features.

- **Menu Routing.** This feature allows the caller to determine where the call is routed via a pre-programmed menu choice. After a welcome announcement, the caller will be prompted with options such as: "Please press 1 for sales, press 2 for customer service, or press 3 for the credit department."
- **Message Announcement.** This feature plays an informational or promotional message at any time during the call. This feature may be used for internal updates such as pricing or promotions. It can be used for frequently asked questions or as an informational bulletin board. Large volumes of calls can be handled automatically without having to use valuable live agent time. The caller can reroute to the main menu for another selection if he/she so desires.
- **Remote Audio Update.** This feature allows the customer to perform real-time updates of the application's audio. After entering an ID and password, you can listen to or change the message in an application. This gives control of the application and provides timely and accurate information to your callers.
- **Takeback and Transfer (TnT).** This feature allows a call to be transferred to any of your locations nationwide. The call can be transferred between various locations multiple times during a single call without incurring new connect charges or making the caller hang up and redial.
- **Busy/No Answer Rerouting (BNAR).** This feature provides an alternative route for calls that receive a busy signal or no answer. Based on pre-programming, the call is automatically routed to another destination of your choice. Callers do not need to hang up and redial.
- **Announced Connect.** This feature plays a customized announcement to the termination before the caller is connected. This feature can also be used to alert the called party to the nature of the call with pertinent information such as name, account number, order number etc. The caller need not repeat account information. This feature could be used with ANI to identify and alert the called party of premiere accounts calling in for service.
- **Database Routing.** This feature extends a call based on the caller's DTMF input or by using real-time ANI. Database Routing is used to send the caller to the appropriate destination based caller entered digits (CED) such as an account number or pin number.
- **Survey.** This feature allows callers to respond to a series of questions via touch-tone input. Customers can design their own customized survey to gather information on service levels or customer satisfaction. Responses are tallied and summarized in a report to the customer.
- **Speech Recognition.** This feature provides the capability for callers to conduct transactions, respond to questions or receive information through speech instead of touch-tone input. Simple speech, directed dialogue, and natural language are available in English, North American Spanish, and French Canadian languages.
- **Foreign Language Recording.** Menus and prompting can be recorded in English and/or other foreign languages that are available which include but are not limited to: Spanish, French, German, Dutch, Chinese Mandarin, Chinese Cantonese, Tagalog, Russian, Swedish, Japanese, Italian, Hungarian, Finnish, Portuguese and French Canadian.
- **Remote Audio Update.** Allows the user to record messages at any time from any where. Very

useful if there are weather delays, school closings, etc.

- **Host Connect.** This service allows communication between Verizon in-network systems and out-of-network customer resources. Host Connect enables the caller to retrieve and/or update information located on customer's database, PC, or mainframe system. Retrieved information can be announced to the caller and/or be used in subsequent routing of the call to other destinations.

The gateway functions as a secure, generic data server and router between Verizon IVR resources and the customer's resources. It can understand multiple interface protocols and easily convert between them. It can manipulate message data content as required for proper communication between the Verizon IVR and the host system. The gateway will determine which host the database query is intended for, and provide a secure interface, which restricts access to only the data that should be accessed.

Host Connect Protocols Supported	Host Connect Databases Supported
<ul style="list-style-type: none">• TCP/IP TNC3270• TCP/IP TN VT100• SDLC LU2 3270• SDLC LU6.2	<ul style="list-style-type: none">• Oracle• IBM DB2• Sybase• MS SQL Server• MS Access

ECR Reports

ECR provides flexible and customized reporting to help customers analyze traffic activity, measure marketing efforts, provide management control, and monitor the toll free application. Reporting is available in detailed ASCII files to electronic or faxed summaries.

Redundant Architecture

Verizon's network IVR traffic is distributed evenly on a percentage allocation basis on our ECR platform. The ECR platform consists of multiple voice response units (VRU) located at eleven geographically dispersed network sites. If a VRU system should fail, the multi-redundant architecture will automatically redirect incoming calls to other VRU system. This robust engineering ensures network ubiquity and availability.

One of the many advantages of having a network-centric IVR and VRU is the reliability and redundancy built into the Verizon network, pre-empting the necessity for customer backups and restoring functions.

Benefits of Network-Based IVR

- Provides customized network-wide call processing.
- Simulates single location in geographically dispersed customer sites.
- Eliminates inconvenience of having to make two calls, one to the answering operator and one to the final destination.
- Customers can update their own audio messages via telephone.
- Provides around-the-clock (24x7x365) support and trouble handling.
- Eliminates the need for capital equipment expenditures.
- Eliminates need to hire specialized personnel for maintenance and design.
- Provides network redundancy and application survivability within the Verizon network.

Enhanced Call Routing is the most robust, network-based IVR available on the market. Operating all features and functionality on one platform, Verizon delivers high performance call routing with minimum costs to our customers.

SERVICE LEVELS:

Verizon is committed to maintain Toll Free network availability of 99.9974 percent on the backbone network.

Components Included

- The performance of the following components of U.S. Toll Free service shall be included in the determination of network availability
- Verizon-provided Local Access facilities (switch to switch) (transport only)

Components Excluded

The following shall be excluded from any network outage time when calculating network availability:

- Components that are customer-owned and provided
- Failure of any components for which Verizon is responsible, but cannot be corrected due to inaccessibility to a customer facility access and egress facilities

Network Availability Measurements

Network outage time in the network availability calculation is measured based on the total hourly outage time of each affected site, subject to the included and excluded components defined above. An outage condition shall exist when a customer site is unable to terminate calls and is recorded as a "priority one" condition in the Verizon trouble handling system. Time is measured from the time the trouble ticket is opened to the time the site is able to terminate traffic.

Verizon Meantime To Repair (MTTR) Toll Free Service Objectives (Long Distance MTTR and Local Transport MTTR)

- **Priority One** – Four hours (A failure of the lesser of either 50 percent of the number of circuits for a particular facility or application of more than five circuits. Also, a failure of 50 percent or greater of customer calls to an NPA or country)
- **Priority Two** – Eight hours (A failure of less than 50 percent or fewer than five circuits for a facility or application)
- **Priority Three** – Twenty Four hours (A single incident event such as calls experiencing echo)
- **Priority Four** – Seventy Two hours (A request for information or test assistance)
- **Priority Five** – N/A

SERVICE AVAILABILITY/LIMITATIONS:

None

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SERVICE NAME: Inbound Toll Free Service: Enhanced Toll Free Service (Network Based IVR)									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Non-Recurring Unit Cost	Monthly Recurring Unit Cost	Cost per Unit
Change	12/16/04	01/10/05	1		Inbound 800 - Intrastate Off-net Origination to Off-net Termination (Sw/Sw)	min	\$0.00	\$0.00	0.0410
Add	12/16/04	01/10/05	1a		Inbound 800 - Intrastate On-net MCI Local Line Origination to Off-net Termination (Loc/Sw)	min	\$0.00	\$0.00	0.0410
Change	12/16/04	01/10/05	2		Termination (Sw/Sw)	min	\$0.00	\$0.00	0.0424
Add	12/16/04	01/10/05	2a		Inbound 800 - Interstate On-net MCI Local Line Origination to Off-net Termination (Loc/Sw)	min	\$0.00	\$0.00	0.0424
Add	10/13/03	10/31/03	3		Common Business Line (CBL)*	line	\$0.00	\$9.80	0.0000
Add	10/13/03	10/31/03	4		Dedicated Access Line (DAL)*	line	\$0.00	\$19.60	0.0000
Add	10/13/03	10/31/03	5		ECR Application Fee*	ea	\$0.00	\$245.00	0.0000
Add	10/13/03	10/31/03	6		Platform Duration	min	\$0.00	\$0.00	0.0500
Add	10/13/03	10/31/03	7		Menu Routing**	use	\$0.00	\$0.00	0.0300
Change	04/19/11	05/02/11	7		Menu Routing - per call	call	\$0.00	\$0.00	0.0232
Add	10/13/03	10/31/03	8		Message Announcement**	use	\$0.00	\$0.00	0.0300
Change	04/19/11	05/02/11	8		Message Announcement - per call	call	\$0.00	\$0.00	0.0232
Add	10/13/03	10/31/03	9		Announced Connect**	use	\$0.00	\$0.00	0.0100
Add	10/13/03	10/31/03	10		Busy, No Answer, Ringback**	use	\$0.00	\$0.00	0.0100
Add	10/13/03	10/31/03	11		Takeback and Transfer**	use	\$0.00	\$0.00	0.0200
Add	10/13/03	10/31/03	12		Caller Transfer**	use	\$0.00	\$0.00	0.0200
Change	12/16/04	01/10/05	13		Inbound 800 - Intrastate Off-net Origination to On-net Termination (Sw/Ded)	min	\$0.00	\$0.00	\$0.0290
Add	12/16/04	01/10/05	13a		Origination to On-net MCI Local Termination (Loc/Loc)	min	\$0.00	\$0.00	\$0.0290
Add	12/16/04	01/10/05	13b		Inbound 800 - Intrastate On-net MCI Local Line Origination to On-net T Termination (Loc/Ded)	min	\$0.00	\$0.00	\$0.0290
Add	12/16/04	01/10/05	13c		Inbound 800 - Intrastate Off-net Origination to MCI Local Line Termination (Sw/Loc)	min	\$0.00	\$0.00	\$0.0290
Change	12/16/04	01/10/05	14		Inbound 800 - Interstate Off-net Origination to On-net Termination (Sw/Ded)	min	\$0.00	\$0.00	\$0.0255
Add	12/16/04	01/10/05	14a		Origination to On-net MCI Local Termination (Loc/Loc)	min	\$0.00	\$0.00	\$0.0255
Add	12/16/04	01/10/05	14b		Inbound 800 - Interstate On-net MCI Local Line Origination to On-net T Termination (Loc/Ded)	min	\$0.00	\$0.00	\$0.0255
Add	12/16/04	01/10/05	14c		Inbound 800 - Interstate Off-net Origination to MCI Local Line Termination (Sw/Loc)	min	\$0.00	\$0.00	\$0.0255
Add	12/07/05	01/11/06	15		Toll Free Rate from Canada - Switched Orig	min	\$0.00	\$0.00	\$0.1830
Change	03/25/10	04/05/10	15		Toll Free Rate from Canada - Switched Termination	min	\$0.00	\$0.00	\$0.1830
Add	12/07/05	01/11/06	16		Toll Free Rate from Canada - Ded or Loc Orig	min	\$0.00	\$0.00	\$0.1739
Change	03/25/10	04/05/10	16		Toll Free Rate from Canada - Dedicated or Local Termination	min	\$0.00	\$0.00	\$0.1739
Add	04/19/11	04/25/07	17		Foreign Language Recording	ea	\$150.00	\$0.00	\$0.00
Add	04/19/11	04/25/07	18		Minimum Platform Charge (pass thru no features)	use	\$0.00	\$0.00	\$0.01
Add	04/19/11	04/25/07	19		ECR Logic/Database Change	ea	\$250.00	\$0.00	\$0.00
Add	04/19/11	04/25/07	20		ECR Remote Audio Update	ea	\$0.00	\$100.00	\$0.00
Add	04/19/11	05/02/11	21		ECR Database Routing (Standard, Network & Host Connect)	call	\$0.00	\$0.00	\$0.0232
Add	04/19/11	05/02/11	22		ECR Full SIP Transfer	call	\$0.00	\$0.00	\$0.0232
Delete	06/21/11	06/30/11	22		ECR Full SIP Transfer				
Add	04/19/11	05/02/11	23		IP IVR Basic & Advanced Platform Usage Charge	min	\$0.00	\$0.00	\$0.0522
Delete	06/21/11	06/30/11	23		IP IVR Basic & Advanced Platform Usage Charge				

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					IP IVR Features:				
Add	04/19/11	05/02/11	24		Menu Routing - per call	call	\$0.00	\$0.00	\$0.0232
Delete	06/21/11	06/30/11	24		Menu Routing - per call				
Add	04/19/11	05/02/11	25		Message Announce - per call	call	\$0.00	\$0.00	\$0.0232
Delete	06/21/11	06/30/11	25		Message Announce - per call				
Add	04/19/11	05/02/11	26		Host Connect/Network Data Base Routing - per call	call	\$0.00	\$0.00	\$0.0232
Delete	06/21/11	06/30/11	26		Host Connect/Network Data Base Routing - per call				
Add	04/19/11	05/02/11	27		Busy/No Answer Rerouting (BNAR) - per call	call	\$0.00	\$0.00	\$0.0100
Delete	06/21/11	06/30/11	27		Busy/No Answer Rerouting (BNAR) - per call				
Add	04/19/11	05/02/11	28		Announced Connect - per call	call	\$0.00	\$0.00	\$0.0100
Delete	06/21/11	06/30/11	28		Announced Connect - per call				
Add	04/19/11	05/02/11	29		Caller Takeback/Giveback - per use	use	\$0.00	\$0.00	\$0.0232
Delete	06/21/11	06/30/11	29		Caller Takeback/Giveback - per use				
Add	04/19/11	05/02/11	30		TnT (includes Caller Takeback) - per use	use	\$0.00	\$0.00	\$0.0232
Delete	06/21/11	06/30/11	30		TnT (includes Caller Takeback) - per use				
Add	04/19/11	05/02/11	31		Full SIP Transfer - per use	use	\$0.00	\$0.00	\$0.0232
Delete	06/21/11	06/30/11	32		Full SIP Transfer - per use				
					IP IVR Monthly Recurring Charges:				
Add	04/19/11	05/02/11	32		IP IVR Application	mo	\$0.00	\$250.00	\$0.00
Delete	06/21/11	06/30/11	33		IP IVR Application				
Add	04/19/11	05/02/11	33		ECR / IP IVR with Survey (in addition to Application Fee)	mo	\$0.00	\$250.00	\$0.00
Change	06/21/11	06/30/11	34		ECR with Survey (in addition to Application Fee)	mo	\$0.00	\$250.00	\$0.00
Add	04/19/11	05/02/11	34		Remote Audio Update	mo	\$0.00	\$100.00	\$0.00
Delete	06/21/11	06/30/11	35		Remote Audio Update				
Add	04/19/11	05/02/11	35		Network Database	mo	\$0.00	\$500.00	\$0.00
Add	04/19/11	05/02/11	36		Host Connect Feature	mo	\$0.00	\$500.00	\$0.00
Add	04/19/11	05/02/11	37		ECR / IP IVR Monthly CCR	mo	\$0.00	\$150.00	\$0.00
Change	06/21/11	06/30/11	37		ECR Monthly CCR	mo	\$0.00	\$150.00	\$0.00
Add	04/19/11	05/02/11	38		ECR / IP IVR Weekly CCR	mo	\$0.00	\$300.00	\$0.00
Change	06/21/11	06/30/11	38		ECR Weekly CCR	mo	\$0.00	\$300.00	\$0.00
Add	04/19/11	05/02/11	39		ECR / IP IVR Daily CCR	mo	\$0.00	\$750.00	\$0.00
Change	06/21/11	06/30/11	39		ECR Daily CCR	mo	\$0.00	\$750.00	\$0.00
					ECR Non-recurring Charges				
Add	04/19/11	05/02/11	40		New ECR / IP IVR Application (up to 50 Messages) - per Application		\$1,000.00	\$0.00	\$0.00
Change	06/21/11	06/30/11	40		New ECR Application (up to 50 Messages) - per Application		\$1,000.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	41		New ECR / IP IVR Application (50+ Messages)	Hr	\$200.00	\$0.00	\$0.00
Change	06/21/11	06/30/11	41		New ECR Application (50+ Messages)	Hr	\$200.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	42		Assistance with Database(s) Creation	Hr	\$200.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	43		Assistance with Database(s) Change	Hr	\$200.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	44		Asistance with ECR / IP IVR Change	Hr	\$200.00	\$0.00	\$0.00
Change	06/21/11	06/30/11	45		Asistance with ECR Change	Hr	\$200.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	45		Verizon Business Assistance w/ Database Creation	Hr	\$200.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	46		Remote Audio Update Install - per Install		\$100.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	47		Standard Database Change	Hr	\$200.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	48		Foreign Language Recording (per language)		\$150.00	\$0.00	\$0.00

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Add	04/19/11	05/02/11	49		ECR/IVR Recording (per recording exceeding initial 50 messages)	Hr	\$200.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	50		Network Database Install	Hr	\$200.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	51		HostConnect New Development (includes IVR and Gateway Development)	Hr	\$200.00	\$0.00	\$0.00
					VoIP Inbound Local Origination (VILO)				
Add	04/19/11	05/02/11	52		VoIP Inbound Local Origination (VILO) Service Activation Charge - One Time	ea	\$75.00	\$0.00	\$0.00
Delete	06/21/11	06/30/11	52		VoIP Inbound Local Origination (VILO) Service Activation Charge - One Time	ea	\$75.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	53		VoIP Inbound Local Origination (VILO) Service Change Charge - One Time	ea	\$100.00	\$0.00	\$0.00
Delete	06/21/11	06/30/11	53		VoIP Inbound Local Origination (VILO) Service Change Charge - One Time	ea	\$100.00	\$0.00	\$0.00
Add	04/19/11	05/02/11	54		VoIP Inbound Local Origination (VILO) Service - Subscription Charge	mo	\$0.00	\$100.00	\$0.00
Delete	06/21/11	06/30/11	54		VoIP Inbound Local Origination (VILO) Service - Subscription Charge	mo	\$0.00	\$100.00	\$0.00
Add	04/19/11	05/02/11	55		VILO Combined Features Package	mo	\$50.00	\$50.00	\$0.00
Delete	06/21/11	06/30/11	55		VILO Combined Features Package	mo	\$50.00	\$50.00	\$0.00
Add	04/19/11	05/02/11	56		VoIP Inbound Local with IP-IVR - Switched Termination	min	\$0.00	\$0.00	\$0.0153
Delete	06/21/11	06/30/11	56		VoIP Inbound Local with IP-IVR - Switched Termination	min	\$0.00	\$0.00	\$0.0153
Add	04/19/11	05/02/11	57		VoIP Inbound Local with IP-IVR - Dedicated Termination	min	\$0.00	\$0.00	\$0.0090
Delete	06/21/11	06/30/11	57		VoIP Inbound Local with IP-IVR - Dedicated Termination	min	\$0.00	\$0.00	\$0.0090
Add	04/19/11	05/02/11	58		VoIP Inbound Local with IP-IVR - IP Termination	min	\$0.00	\$0.00	\$0.0063
Delete	06/21/11	06/30/11	58		VoIP Inbound Local with IP-IVR - IP Termination	min	\$0.00	\$0.00	\$0.0063
Add	04/19/11	05/02/11	59		VoIP Inbound Local without IP-IVR - Switched Termination	min	\$0.00	\$0.00	\$0.0217
Delete	06/21/11	06/30/11	59		VoIP Inbound Local without IP-IVR - Switched Termination	min	\$0.00	\$0.00	\$0.0217
Add	04/19/11	05/02/11	60		VoIP Inbound Local without IP-IVR - Dedicated Termination	min	\$0.00	\$0.00	\$0.0128
Delete	06/21/11	06/30/11	60		VoIP Inbound Local without IP-IVR - Dedicated Termination	min	\$0.00	\$0.00	\$0.0128
Add	04/19/11	05/02/11	61		VoIP Inbound Local without IP-IVR - IP Termination	min	\$0.00	\$0.00	\$0.0105
Delete	06/21/11	06/30/11	61		VoIP Inbound Local without IP-IVR - IP Termination	min	\$0.00	\$0.00	\$0.0105
Add	04/19/11	05/02/11	62		VoIP Inbound Toll Free - Ded/Loc	min	\$0.00	\$0.00	\$0.0159
Delete	06/21/11	06/30/11	62		VoIP Inbound Toll Free - Ded/Loc	min	\$0.00	\$0.00	\$0.0159
Add	12/14/11	01/05/12	63		Payphone Use Surcharge for Toll Free Calls	call	\$0.00	\$0.00	\$0.55

* Monthly recurring fee

** Charged per use

NOTE: Grey highlighted items are no longer available. They have been either deleted, changed, and/or no longer apply.