

DOIT MASTER AGREEMENT NUMBER:

B-03-013

DOIT APPROVAL DATE:

6/3/2008

VENDOR NAME: MCI WORLDCOM Communications, Inc.

FEIN: 47-0751768

SERVICE/PRODUCT NAME: Fax Broadcast: Fax Broadcast - ImagePort Fax Service

JUNE 2008 - THIS PRODUCT HAS BEEN DISCONTINUED

SERVICE/PRODUCT DESCRIPTION:

ImagePort Services is an IP-based comprehensive digital document processing service that helps manage high-volume, mission-critical documents. ImagePort allows users to route interchangeably between fax, email, mainframe systems, and the web. ImagePort Services provides flexibility in selecting the document delivery option which best satisfies the need. It performs all reformatting, routing, and reporting to ensure compatibility and timely delivery. ImagePort Services is a convenient solution for organizations that send and receive large numbers of applications, reports, order forms, announcements, account statements, invoices, or other communications hence streamlining work flow processes.

The ImagePort website provides near real-time reporting and offers simplified administration and management. Users can monitor deliveries on the web as they are happening and set preferences for delivering and receiving documents.

ImagePort is designed for high volume delivery of time-sensitive documents. It is network based, highly redundant and will scale to meet demand. MCI supports ImagePort with 24x7 Operations and Customer Support.

There are three primary services:

Inbound Service

- Customer receives messages via unique telephone numbers that are configured to terminate incoming calls to the ImagePort.
- ImagePort accepts incoming calls on behalf of the customer; stores received images, and forwards the image to the customer's configured delivery destination (e.g., e-mail, shared network disk, proprietary application).
- It is configured with sufficient Inbound port capacity to prevent the generation of busy signals to those who are attempting to send messages to ImagePort customers.
- It supports configuration options for Toll-Free and local DID phone numbers (reference Availability section for Toll-Free configuration requirements and local DID number availability).

Outbound and Broadcast Service

- Customer initiates outbound message through email, web, or customer application. ImagePort sends unique messages to single specified fax or e-mail destinations Includes the management of fax delivery conditions, such as line disconnects and busy signals, and will automatically schedule a retry for the delivery of messages that encounter such conditions.

Documents on Demand

- Customer publishes documents on ImagePort Document Library.
- Customer's clients select published documents via ImagePort Interactive Voice Response (IVR) interface.
- Transmits selected documents to fax destinations specified during the IVR session.

All ImagePort services include:

Customer Interfaces

- Provides several methods by which customers and their end-users may directly interact with the service to send or receive faxes, including Web browsers, SMTP/e-mail, and basic fax.
- Provides several methods by which customer applications may interact with service, including Shared Network Directories, FTP, SMTP/e-mail, TCP/IP Application Protocol Interface (API), Java Library, and IBM MQ Series.
- Has architecture that is highly scalable and configurable, and tailored solutions or interfaces are frequently deployed to satisfy unique customer requirements.

Address List Management

- ImagePort has the ability to create and manage Address Lists that contain hundreds, thousands, and tens of thousands of correspondents to which faxes or e-mails may be sent.
- When Address Lists are used, ImagePort translates them into the individual addressees they contain, and subsequently attempts delivery of transmitted documents to each addressee.

Graphical Enhancements

- ImagePort has pre-stored graphics that may be included on standard or custom fax cover pages.
- The service also possesses the ability of converting customer-provided data into barcodes, and having those barcodes appear on cover pages or other locations on the delivered fax.
- Additional graphics functionality includes pre-stored forms into which customer-provided information may be populated prior to delivery, or overlays (including watermarks) that may be applied to or merged with customer fax images or data.

Traffic and Status Reporting

- ImagePort provides a variety of fax traffic reports that allow customers to view the status of all traffic sent through or received from the service. Such reports may be accessed through ImagePort's secure Web site or transmitted to the customer's e-mail or fax destination at scheduled intervals.
- ImagePort also offers delivery and non-delivery notifications. These messages indicate the final disposition achieved for any message sent through the service.

Telex Functionality

- Similar to the Inbound Fax and Outbound functionality described above, ImagePort also offers Inbound Telex and Outbound Telex functionality.
- All other service features and functions described above (less the graphical features, fax submission interface, and Fax on Demand functionality) are available with the telex functionality

Feature	Description	Benefit to the Customer
ImagePort support of IBM MQ Series enables integration with customer's existing workflow processing. This streamlines the	Message Queuing is IBM "middleware" technology. It provides reliable transport for transactions between programs.	Improve operational efficiencies

customer's document processing.		
Feature	Description	Benefit to the Customer
Automation to support workflow processing is provided by insertion and routing based on bar codes, optical character recognition, and forms overlay. This speeds processing and reduces errors.	ImagePort has the capability to enhance the automated tracking of documents by incorporating a bar code to the document.	Reduces processing errors
ImagePort is a fully managed solution which frees customers from investment in fax servers and fax machines and the personnel to run them. The low rate per page simplifies budget and planning calculations.	As an MCI Fully Managed service, the customer can eliminate many upfront capital expenses such as hardware, software and personnel costs.	Low cost solution simplifies budgeting and planning
Improved efficiency results from handling documents as electronic images, not paper. This eliminates walking to fax machine, sorting documents, typing in numbers, waiting for transmission, redialing, etc.	ImagePort as a Digital Document Processing Service provides an automated solution for paper processing eliminating many manual steps.	Reduced staff time handling documents
High capacity MCI datacenter eliminates capacity concerns and has 99.9% availability. Supported by 7x24 Customer Service, 7x24 Operations and 7x24 Engineering Support.	ImagePort is an MCI service that provides capacity that can expand to support our customer's growing business requirements.	Guaranteed delivery
Routing directly to email or an application server results in faster processing. Eliminates lost pages and information confidentiality issues associated with manual handling of documents.	ImagePort provides flexible routing options while providing system process controls to comply with customer's document management policies.	Improved security and control
Easy to use Web Administrative Interface provides superior reporting and tracking capabilities. Monitor deliveries on the web as they are happening. No more wondering if a document went through.	ImagePort provides the customer with tools such as the Web Interface and reports to allow the customer necessary administrative control.	Audit and monitoring support
Customized document appearance options enable insertion of custom graphics and logos overlaid electronically.	ImagePort has the capability to allow the customer to customize the documents in support of their Marketing requirements.	Personalization
ImagePort supports dial up (DID and toll free) Frame Relay and	ImagePort provides access options to integrate with	Personalization Multiple Access Options

web access.	customer's existing operational procedures.	
Feature	Description	Benefit to the Customer
Document on Demand Service lets users dial an automated voice response unit (VRU) and select documents pre-stored in the ImagePort Document Library for delivery.	ImagePort provides a central repository service for those customers that need to provide multiple documents in an on-demand environment.	Make documents available on demand

Inbound Fax

- Desktop faxing integrates inbound faxes with your email
- Accepts incoming fax calls on behalf of the user, stores received fax images, and forwards the image to the customer's configured delivery destination (e.g., e-mail, shared network disk, proprietary application)
- Never Busy Fax for large volume inbound faxing applications
- Fax on Demand services
- Eliminates the need for fax servers and fax machines
- **No installation of software or hardware needed at the agency...** only uses existing Internet connection and existing email/browser software
- Accepts faxes from email, web site or fax machine
- APIs available for specialized applications. Includes FTP, JAVA, IBM MQ support.
- Supports cost accounting (department chargeback)
- All faxes in high quality fine mode
- Web based reporting for traffic and statistics
- Electronic billing
- Toll Free customer assistance (800-777-5555) – 7 x 24 x 365

Outbound Fax

- Broadcast faxing to 1 or 10,000 recipients, including optional email recipients
- Desktop faxing fully integrated with Outlook, Notes, Groupwise, and other email clients without the need for special drivers
- Automatic retries on busy faxes for up to 24 hours. Deferred and scheduled delivery options available.
- Alternate delivery option available
- Accepts faxes from email, web site or fax machine
- Accepts over 40 file formats including all "Office" formats..
- Ideal for routine communications and emergency notifications
- Fax enables a web site (fax on demand service)
- Fax delivery and non-delivery notifications
- Create and manage Address Lists that contain hundreds, thousands, and tens of thousands of correspondents to which faxes or e-mails may be sent
- Ability to convert customer-provided data into barcodes, and having those barcodes appear on cover pages or other locations on the delivered fax
- Supports cost accounting (department chargeback)
- All faxes in high quality fine mode
- APIs available for specialized applications. Includes FTP, JAVA, IBM MQ support.
- Web based reporting for traffic and statistics
- Secure access through SSL access on web site
- Electronic billing
- Toll Free customer assistance (800-777-5555) – 7 x 24 x 365

SERVICE LEVELS:

MCI does not offer SLAs for ImagePort, however, the service is available 7 days per week, 24 hours per day, 365 days per year.

SERVICE AVAILABILITY/LIMITATIONS:

None

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Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost	Post- Conversion: Non-Recurring Unit Cost	Cost per Page or per Month
Add	01/26/06	03/15/06	1		Outbound Fax - Includes Outbound, Broadcast, Document Library or Fax On Demand (per page)	ea	\$0.00	\$0.00	\$0.08
Add	01/26/06	03/15/06	2		Inbound Fax (per page)	ea	\$0.00	\$0.00	\$0.08
Add	01/26/06	03/15/06	3		DID Number for Inbound Fax (per month)	ea	\$0.00	\$0.00	\$5.00
NOTE: There is a \$50 monthly minimum per account number for these services. An account number is generally set up per Agency. If the Agency does not use the service in a given month (the bill is \$0.00) no minimum applies. The \$50.00 minimum is only charged in a month when the total bill is greater than \$0 and is less than \$50.00.									