DOIT MASTER AGREEMENT NUMBER: **B-03-013**	DOIT APPROVAL DATE: **4/25/2007**

VENDOR NAME: MCI WorldCom Communications, Inc.	**FEIN: 47-0751768**

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

SERVICE/PRODUCT DESCRIPTION:

MCI 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.

MCI's 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

MCI 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 MCI 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**. MCI Customer Center is a suite of Web-based communications management tools that will enable the Department of Labor 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, MCI's Customer Center will allow the Department of Labor to monitor incoming toll free call volume and reroute calls as necessary.
- **Alternative Routing Tracking.** As noted, MCI's Customer Center will allow the Department of Labor 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, MCI'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 MCI 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 MCI 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 MCI 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
• TCP / IP TNC3270 • TCP / IP TN VT100 • SDLC LU2 3270 • SDLC LU6.2	• 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

MCI'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 MCI 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 MCI network.

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

SERVICE LEVELS:

MCI 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
- MCI-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 MCI 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 MCI trouble handling system. Time is measured from the time the trouble ticket is opened to the time the site is able to terminate traffic.

MCI 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 singe 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

MASTER AGREEMENT NUMBER:	B-03-013	DOIT APPROVAL DATE:	4/5/2010
VENDOR NAME:	**MCI WORLDCOM Communications, Inc.**	**VENDOR FEIN:**	**47-0751768**

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	$0.00
Add	10/13/03	10/31/03	4		Dedicated Access Line (DAL)*	line	$0.00	$19.60	$0.00
Add	10/13/03	10/31/03	5		ECR Application Fee*	ea	$0.00	$245.00	$0.00
Add	10/13/03	10/31/03	6		Platform Duration	min	$0.00	$0.00	$0.05
Add	10/13/03	10/31/03	7		Menu Routing**	use	$0.00	$0.00	$0.03
Add	10/13/03	10/31/03	8		Message Announcement**	use	$0.00	$0.00	$0.03
Add	10/13/03	10/31/03	9		Announced Connect**	use	$0.00	$0.00	$0.01
Add	10/13/03	10/31/03	10		Busy, No Answer, Ringback**	use	$0.00	$0.00	$0.01
Add	10/13/03	10/31/03	11		Takeback and Transfer**	use	$0.00	$0.00	$0.02
Add	10/13/03	10/31/03	12		Caller Transfer**	use	$0.00	$0.00	$0.02
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		Inbound 800 - Intrastate On-net MCI Local Line 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		Inbound 800 - Interstate On-net MCI Local Line 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	04/11/07	04/25/07	17		Foreign Language Recording	ea	$150.00	$0.00	$0.00
Add	04/11/07	04/25/07	18		Minimum Platform Charge (pass thru no features)	use	$0.00	$0.00	$0.01
Add	04/11/07	04/25/07	19		ECR Logic/Database Change	ea	$250.00	$0.00	$0.00
Add	04/11/07	04/25/07	20		ECR Remote Audio Update	ea	$0.00	$100.00	$0.00

* 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.