



CALNET 3
Subcategory 6.1 – Hosted IVR - ACD

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6.1.2.2 Network Based Contact Center (NBCC) General Features

Contractor's Summary description of service: The foundation of our NBCC solution is based on Genesys technology – Genesys Customer Interaction Management platform v8.1 (NBACD) and Genesys Voice Platform (NBIVR) v8.1. The Customer Interaction Management (CIM) Platform and Genesys Voice Platform (GVP), hosted in AT&T Internet Data Centers, or through our subcontractor, CenturyLink. Data Centers are the powerful, proven core of the Genesys software suite.
Geographic Availability: The NBCC will be hosted in geographically diverse AT&T Internet Data Center locations or our subcontractors, CenturyLink, locations to ensure the highest availability in the event of a site-affecting failure. Traffic will be evenly distributed between the locations, resulting in confidence that the alternate site is fully operational.
Service Limitations and Restrictions : None
Change Charge Applicability: N/A (except as noted below in Feature Restrictions, Limitations and Additional Information)

6.1.2.2 Network Based Contact Center (NBCC) General Features

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
1	NBCC Web Call Back	CC01	Web call back functionality as described in Section 6.1.2.2.1. Includes zero hours of application development.	N/A	\$0.00	\$5.28	Per Port	\$0.00	No	Required
2	NBCC Real Time Text Chat Capability	CC02	Real time chat functionality as described in Section 6.1.2.2.3. Includes zero hours of application development.	N/A	\$0.00	\$6.15	Per Agent	\$0.00	No	Required
3	NBCC Digital Recording Capability	CC03	Digital recording functionality as described in Section 6.1.2.2.4. Includes zero hours of application development.	N/A	\$0.00	\$26.98	Per Agent	\$0.00	No	Required
4	NBCC Digital Recording – Storage - Gigabyte	CC04	Storage for the digital recording functionality as described in Section 6.1.2.2.4.	N/A	\$0.00	\$0.15	Gigabytes	\$0.00	No	Required
5	NBCC Collaborative Browsing Capabilities	CC05	Collaborative browsing functionality as described in Section 6.1.2.2.5. Includes zero hours of application development.	N/A	\$0.00	\$6.33	Per Agent	\$0.00	No	Required
6	NBCC Email Response Management (ERM) Capability	CC06	ERM functionality as described in Section 6.1.2.2.6. Includes zero hours of application development.	N/A	\$0.00	\$7.18	Per agent	\$0.00	No	Required
7	NBCC Workforce Management (WFM) System	CC07	WFM functionality as described in Section 6.1.2.2.7. Includes zero hours of application development.	N/A	\$0.00	\$12.30	Per agent	\$0.00	No	Required
8	NBCC Automated Preview Outbound Dialing	CC08	Outbound dialing functionality as described in Section 6.1.2.2.8. Includes zero hours of application development.	N/A	\$0.00	\$53.61	Per agent	\$0.00	No	Required

6.1.2.2 Network Based Contact Center (NBCC) General Features

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
9	NBCC Automated Predictive Outbound Dialing	CC09	Predictive outbound dialing functionality as described in 6.1.2.2.9. Includes zero hours of application development.	N/A	\$0.00	\$53.61	Per agent	\$0.00	No	Required
10	NBCC Voice Callback	CC10	Voice callback functionality as described in 6.1.2.2.10. Includes zero hours of application development.	N/A	\$0.00	\$272.65	Per Port	\$0.00	No	Required
11	NBCC Quality Management	CC11	NBCC Quality Management functionality as described in 6.1.2.2.11. Includes zero hours of application development.	N/A	\$0.00	\$20.50	Per Agent	\$0.00	No	Required
12	NBCC Screen Capture	CC12	Screen capture functionality as described in Section 6.1.2.2.12. Includes zero hours of application development.	N/A	\$0.00	\$10.25	Per Agent	\$0.00	No	Required
13	NBCC Blended Agent	CC13	Blended agent functionality as described in 6.1.2.2.13. Includes zero hours of application development.	N/A	\$0.00	\$61.50	Per Agent	\$0.00	No	Required
14	NBCC Application Development ACD	CC14	Provides custom Application Development for NBCC and NBACD features/functionality.	N/A	\$170.00	\$0.00	Per Hour	\$0.00	No	Required
15	Voice Call Back - Concierge	CC15	Provides callers the option to receive a callback rather than wait in a queue.	N/A	\$0.00	\$208.74	Per Port	\$0.00	No	Required
16	Application Subscription Server	Q17877	This charge shall apply if a customer requests a dedicated server environment rather than the virtualized server instance which comes standard with the Network Based ACD and IVR applications.		\$0.00	\$512.50	Per Instance	\$0.00	No	Required
17	Display Board Adapter	Q17871	Provides the ability for a Customer to connect to third-party display board technology from the Interaction Routing platform. This is required for each Customer building location needing connectivity.		\$0.00	\$59.45	Per Connection	\$0.00	No	Required
18	Analog Access Connection	Q18790	Analog line cross connection for managed access to Customer provided router.		\$0.00	\$25.63	Per Connection	\$0.00	No	Required
19	Cross Connection for Transport	Q00722	Cross Connection for Transport.		\$0.00	\$563.75	Per Connection	\$0.00	No	Required

6.1.2.2 Network Based Contact Center (NBCC) General Features

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
20	Cross Connect Extension	Q17959	Extension of the transport service connection.		\$0.00	\$205.00	Per Connection	\$0.00	No	Required
21	Analog Access Connection	Q05229	Analog Pots Cross Connect to be used with Ethernet		\$0.00	\$25.63	Per Connection	\$0.00	No	Required
22	Cross Connection for Transport (Ethernet)	Q08519	Transport for Gig-E 50 Mbps Cyber Center Access		\$0.00	\$563.75	Per Connection	\$0.00	No	Required
23	Cross Connect Extension – Ethernet	Q19583	Extension to CAE – Telco without Private Entrance Cat5E		\$0.00	\$205.00	Per Connection	\$0.00	No	Required
24	Call Back / Virtual Hold Platform Usage	Q17859	Applies to Virtual Hold and Outbound agent features. Billed at a minimum 18-second initial increment and 6-second increments for the remainder of the call		\$0.00	\$0.0113	Per Minute	\$0.00	No	Required

6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package

Contractor's Summary description of service: NBCC ACD — automatically captures, routes, manages, integrates, and reports on inbound and outbound customer interactions of all types to guarantee the timely and proper treatment of each individual interaction. The platform centralizes the creation, administration, and management of the customer interaction process, and integrates with the broadest range of contact center infrastructure, at both the network and premise levels.
Geographic Availability: The NBCC supporting the NBACD Basic Agent Package will be hosted in geographically diverse AT&T Internet Data Center locations to ensure the highest availability in the event of a site-affecting failure. Traffic will be evenly distributed between the locations, resulting in confidence that the alternate site is fully operational.
Service Limitations and Restrictions : None
Change Charge Applicability: N/A (except as noted below in Feature Restrictions, Limitations and Additional Information)

6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
1	Basic Agents Package - Agent	ACD01	Basic Software package as described in Section 6.1.2.3.7.1	N/A	\$0.00	\$79.95	Agent	\$0.00	No	Required
2	Basic Agent Package – Desktop Server	ACD02	Contractor hosted server that supports the Basic Agent Package above. Does not include redundancy.	N/A	\$0.00	\$0.00	Tenant	\$0.00	No	Required
3	Abandon Call Clearing	ACD03	Removes calls from the Call Center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
4	Automatic Overflow	ACD04	Allows Customer to specify where new incoming calls overflow.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
5	Call Priority	ACD05	Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
6	Night Service	ACD06	Activated for entire Call Center when all agent positions logoff. Automatically forwards incoming calls.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
7	Overflow Scan	ACD07	Scans up to four (4) other Call Centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
8	Ring Threshold	ACD08	Reroutes call when agent does not answer after a predetermined amount of time.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
9	Call Delay /Forced Announcement	ACD09	Provides recorded announcement(s) to callers when all agents are busy or the Call Center is in Night Service mode.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required

6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
10	Queue Status	ACD10	Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
11	Agent Queue Status Display	ACD11	Provides agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
12	Called Number Display	ACD12	Displays the dialed Call Center directory number on agent Equipment.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
13	Call Tracking	ACD13	Allows agent to indicate type of call being processed by pressing tracking key and entering a code ("account code").	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
14	Controlled Access to PSTN/Switched Network	ACD14	Outbound dialing permission from total restriction to unrestricted access to the public network.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
15	Supervised Call Transfer – Off Net	ACD15	Allows an agent to transfer a call to any ten (10) digit phone number not serviced by the NBCC, to remain on the line after the transfer until the agent disconnects, and for the caller to remain connected with the transferred party after the agent disconnects.	N/A	\$0.00	\$0.00	Agent	\$0.00	No	Required
16	Skills Based Routing - Add-on to Basic Agent	ACD16	Add on to NBACD Basic Agent Package with Skills Based Routing on a per Agent basis.	N/A	\$0.00	\$27.68	Per Agent	\$0.00	No	Required
17	Web - Add-on to Basic Agent	ACD17	Bolt on bundle to NBACD Basic Agent Package offers Web call back functionality as described in Section 6.1.2.2.1. and Collaborative Browsing as described in Section 6.1.2.2.5. on per agent basis.	N/A	\$0.00	\$18.45	Per Agent	\$0.00	No	Required
18	Standalone Web agent - No Voice	ACD18	Provides standalone Web bundle described in #2 above for an agent that does not require voice services on a per agent basis.	N/A	\$0.00	\$68.68	Per Agent	\$0.00	No	Required
19	Standalone eMail agent - No Voice	ACD19	Provides standalone ERM functionality for an agent that does not require Voice Services on a per agent basis.	N/A	\$0.00	\$68.68	Per Agent	\$0.00	No	Required

6.1.2.3.7.1 Network Based Automatic Call Distributor (NBACD) Basic Agent Package

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
20	Premium Agent Package - Voice, Web, Email, Predictive Dialing	ACD22	Bundles NBACD Basic Agent Package with bundled Web package described in #2 above, ERM described in #4 above, and Predictive Dialing as described in section 6.1.2.2.a item #9 on a per agent basis.	N/A	\$0.00	\$195.78	Per Agent	\$0.00	No	Required

6.1.2.3.7.2 Network Based Automatic Call Distributor (NBACD) Supervisor's Package

<p>Contractor's Summary description of service: The NBACD Supervisor Supervisor Package Desktop provides a unified display of the real-time status of contact and call center agents and interactions from voice, e-mail, fax, and chat channels, so that supervisors can monitor and improve the effectiveness of agents and the contact center. It also allows contact and call center planners to test hypothetical agent skill combinations, working rules, and skill prioritization without affecting current configurations or schedules.</p>
<p>Geographic Availability: The NBCC supporting the NBACD Supervisor's Package will be hosted in geographically diverse AT&T Internet Data Center locations to ensure the highest availability in the event of a site-affecting failure. Traffic will be evenly distributed between the locations, resulting in confidence that the alternate site is fully operational.</p>
<p>Service Limitations and Restrictions : None</p>
<p>Change Charge Applicability: N/A (except as noted below in Feature Restrictions, Limitations and Additional Information)</p>

6.1.2.3.7.2 Network Based Automatic Call Distributor (NBACD) Supervisor's Package

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
1	Basic Supervisor's Package	ACD24	Basic Supervisor's package software as described in Section 6.1.2.3.7.2	N/A	\$0.00	\$82.00	Supervisor	\$0.00	No	Required
2	Additional Supervisor Positions	ACD25	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one (1) per 20 agents.)	N/A	\$0.00	\$82.00	Supervisor	\$0.00	No	Required
3	Controlled Overflow	ACD26	Allows a supervisor to direct new Call Center calls to an overflow route.	N/A	\$0.00	\$0.00	Supervisor	\$0.00	No	Required
4	ACD Status Display	ACD27	Supervisor(s) with display set can monitor Call Center call status. Minimum Requirements - Queue Status Display 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)	N/A	\$0.00	\$0.00	Supervisor	\$0.00	No	Required
5	Position Status Display	ACD28	Provides supervisor with visual indication of agent activity in real time.	N/A	\$0.00	\$0.00	Supervisor	\$0.00	No	Required

6.1.2.3.7.2 Network Based Automatic Call Distributor (NBACD) Supervisor's Package

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
6	Position Status Summary Display	ACD29	Allows supervisor to quickly check status of the Call Center. Supervisor can have multiple position status summary display keys to monitor multiple Call Center Groups within their System. Minimum Requirements: Display indicates total number of agents: i.) On Call Center calls ii) On non Call Center calls (on virtual number) iii) Idle (logged in and waiting for call) iv) Not ready (clerical status) logged off	N/A	\$0.00	\$0.00	Supervisor	\$0.00	No	Required

6.1.2.3.7.3 Network ACD System Administrator Software Package

Contractor's Summary description of service: The Network ACD System Administrator Software Package reduces both the overall operating costs and the time to deployment, by providing interfaces that perform complex operations while at the same time preventing user error. This product is focused on the user experience, as well as by system administrators and line of business users.
Geographic Availability: The NBCC supporting the Network ACD System Administrator Software Package will be hosted in geographically diverse AT&T Internet Data Center locations to ensure the highest availability in the event of a site-affecting failure. Traffic will be evenly distributed between the locations, resulting in confidence that the alternate site is fully operational.
Service Limitations and Restrictions : None
Change Charge Applicability: N/A (except as noted below in Feature Restrictions, Limitations and Additional Information)

6.1.2.3.7.3 Network ACD System Administrator Software Package

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
1	Basic Administrator's Package	ACD30	Basic Administrator's Package Software as described in Section 6.1.2.3.7.3	N/A	\$0.00	\$82.00	Package	\$0.00	No	Required

6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features

Contractor's Summary description of service: NBIVR – is a combination of software, call processing servers, reporting and management servers, and application servers that integrate with Voice over IP (VoIP) networks and TDM networks (using standard Media Gateways), to deliver web-driven dialog and call control services to callers. The NBIVR will provide the State of California with the ability to deliver interactive, media-centric applications to end users.
Geographic Availability: The NBIVR will be hosted in geographically diverse AT&T Internet Data Center or CenturyLink Data Center locations to ensure the highest availability in the event of a site-affecting failure. Traffic will be evenly distributed between the locations, resulting in confidence that the alternate site is fully operational,
Service Limitations and Restrictions : None
Change Charge Applicability: N/A (except as noted below in Feature Restrictions, Limitations and Additional Information)

6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
1	NBIVR Usage	IVR01	Usage charge associated with the IVR platform.	N/A	\$0.00	\$0.0123	Minutes	\$0.00	No	Required
2	NBIVR Usage – Speech Recognition	IVR02	Usage charge associated with the IVR platform with speech recognition input.	N/A	\$0.00	\$0.0154	Minutes	\$0.00	No	Required
3	NBIVR Custom Environment	IVR03	One-time charge to configure a custom IVR environment to support IVR applications. Shall include 100 hours of professional services to configure the custom environment.	N/A	\$19,200.00	\$0.00	Environment	\$0.00	No	Required
4	NBIVR DTMF Port	IVR04	Per port charge for NBIVR DTMF.		\$0.00	\$87.13	Per Port	\$0.00	No	Required
5	NBIVR Speech Recognition Port	IVR05	Per port charge for NBIVR Speech Recognition.		\$0.00	\$145.87	Per Port	\$0.00	No	Required
6	NBIVR Text to Speech (TTS) - Add on to DTMF Port	IVR06	Per port charge for NBIVR DTMF and Text-To-Speech.		\$0.00	\$15.38	Per Port	\$0.00	No	Required
7	NBCC Application Development IVR	IVR07	Provides custom Application Development for NBIVR features/functionality.		\$192.00	\$0.00	Per Hour	\$0.00	No	Required
8	Voice Tone Application Development DTMF Category 1	VTCAT1	Application development that includes promotional announcements, using features including Courtesy Transfer Connect, ANI, DNIS processing, and standard reports. This offering will be sized and priced on a case-by-case basis.		\$119.00	\$0.00	Per Hour	\$0.00	No	Required

6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
9	Voice Tone Application Development DTMF Category 2	VTCAT2	Application development associated with simple interactive applications (e.g., a calculation given a set of inputs). This can include any of these features: internal database, basic Automatic Speech Recognition (ASR, 0-9, Y/N), DTMF responses, and Conference Transfer Connect.		\$119.00	\$0.00	Per Hour	\$0.00	No	Required
10	Voice Tone Application Development DTMF—Category 3	VTCAT3	Application development to include more complex interactive applications that have no host interface but can include such features as ADDS, FSU via web, custom ASR grammars, voice capture, and transcription among others.		\$119.00	\$0.00	Per Hour	\$0.00	No	Required
11	Voice Tone Application Development DTMF Category 4	VTCAT4	Application development that involves host or routing—single interface. These applications can interface with many elements, including Cisco ICM/ARM, Avaya CTI, and others.		\$119.00	\$0.00	Per Hour	\$0.00	No	Required
12	Voice Tone Application Development DTMF Category 5	VTCAT5	Application development that includes multiple host interfaces or outbound calling.		\$119.00	\$0.00	Per Hour	\$0.00	No	Required
13	Voice Tone DTMF applications, 60-second transactions, 0 to 100,000 minutes	VTTT0	AT&T VoiceTone applications that are based on DTMF, 60-second transactions and are sized at 0 to 100,000 minutes a month.		\$0.00	\$0.10	trans - 60 sec duration	\$0.00	No	Required
14	Voice Tone DTMF applications, 60-second transactions, 100,001 to 500,000 minutes	VTTT10	AT&T VoiceTone applications that are based on DTMF, 60-second transactions and are sized at 100,001 to 500,000 minutes a month.		\$0.00	\$0.09	trans - 60 sec duration	\$0.00	No	Required
15	Voice Tone DTMF applications, 60-second transactions, more than 500,000 minutes	VTTT50	AT&T VoiceTone applications that are based on DTMF, 60-second transactions and are sized at more than 500,000 minutes a month.		\$0.00	\$0.08	trans - 60 sec duration	\$0.00	No	Required
16	Voice Tone Bridging to AT&T Toll free Services	VTBR1	AT&T VoiceTone service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using AT&T's Toll Free Services.		\$0.00	\$0.06	trans - 60 sec duration	\$0.00	No	Required

6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
17	Voice Tone Bridging to any 8YY service	VTBR2	AT&T VoiceTone service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using any non-AT&T toll free service.		\$0.00	\$0.07	trans - 60 sec duration	\$0.00	No	Required
18	Voice Tone Bridging to POTS	VTBR3	AT&T VoiceTone service bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using a POTS line.		\$0.00	\$0.08	trans - 60 sec duration	\$0.00	No	Required
19	Voice Tone Outbound FAX	VTFX	AT&T VoiceTone service Outbound Fax option allows the caller to request and receive info via fax.		\$0.00	\$0.31	trans - 60 sec duration	\$0.00	No	Required
20	Voice Tone Speech Talent	VTSP	Professional voice talent for custom recordings as part of developing a custom application.		\$230.00	\$0.00	Per Hour	\$0.00	No	Required
21	Voice Tone Automatic Speech Recognition (ASR) Application Development Category 2	VTASR2	Application development for simple interactive applications that include Automatic Speech Recognition. This is for basic ASR (0-9, Yes/No).		\$119.00	\$0.00	Per Hour	\$0.00	No	Required
22	Voice Tone Automatic Speech Recognition (ASR) Application Development Category 3	VTASR3	Application development for complex interactive applications (no host interface) that include Automatic Speech Recognition. This does not include Natural Language Understanding (NLU) applications.		\$119.00	\$0.00	Per Hour	\$0.00	No	Required
23	Voice Tone Automatic Speech Recognition (ASR) Application Development Category 4	VTASR4	Application development for host or routing (single interface) applications involving Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications.		\$119.00	\$0.00	Per Hour	\$0.00	No	Required
24	Voice Tone Automatic Speech Recognition (ASR) Application Development Category 5	VTASR5	Application development for multiple host interfaces or outbound calling applications that involve Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications.		\$119.00	\$0.00	Per Hour	\$0.00	No	Required

6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
25	Voice Tone Automatic Speech Recognition/Directed Dialog applications 0 to 100,000 minutes	VTDD0	AT&T VoiceTone applications that are based on ASR/Directed Dialog, 0 to 100,000 minutes a month.		\$0.00	\$0.11	trans - 60 sec duration	\$0.00	No	Required
26	Voice Tone Automatic Speech Recognition/Directed Dialog applications 100,001 to 500,000 minutes	VTDD10	AT&T VoiceTone applications that are based on ASR/Directed Dialog—100,001 to 500,000 minutes a month.		\$0.00	\$0.09	trans - 60 sec duration	\$0.00	No	Required
27	Voice Tone Automatic Speech Recognition/Directed Dialog applications over 500,000 minutes	VTDD50	AT&T VoiceTone applications that are based on ASR/Directed Dialog, over 500,000 minutes a month.		\$0.00	\$0.09	trans - 60 sec duration	\$0.00	No	Required
28	Voice Tone Incremental host connectivity, applications with 0 to 100,000 monthly minutes	VTHST1	AT&T VoiceTone offers second host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes.		\$0.00	\$0.01	trans - 60 sec duration	\$0.00	No	Required
29	Voice Tone Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes	VTHST2	AT&T VoiceTone offers second host connectivity (one host is included in application) for applications with 100,001 to 500,000 monthly minutes.		\$0.00	\$0.01	trans - 60 sec duration	\$0.00	No	Required
30	Voice Tone Incremental host connectivity, applications with over 500,000 monthly minutes	VTHST3	AT&T VoiceTone offers second host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes.		\$0.00	\$0.01	trans - 60 sec duration	\$0.00	No	Required

6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
31	Voice Tone Incremental host connectivity, applications with 0 to 100,000 monthly minutes	VTHST4	AT&T VoiceTone offers second and third host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes.		\$0.00	\$0.02	trans - 60 sec duration	\$0.00	No	Required
32	Voice Tone Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes	VTHST5	AT&T VoiceTone offers second and third host connectivity (one host is included in application) for applications with 100,001 to 500,000 monthly minutes		\$0.00	\$0.02	trans - 60 sec duration	\$0.00	No	Required
33	Voice Tone Incremental host connectivity— applications with over 500,000 monthly minutes	VTHST6	AT&T VoiceTone offers second and third host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes.		\$0.00	\$0.01	trans - 60 sec duration	\$0.00	No	Required
34	VoiceTone Call Transfer to POTS	VTPTS	AT&T VoiceTone service with the ability to transfer a call to a POTS line.		\$0.00	\$0.11	trans - 60 sec duration	\$0.00	No	Required
35	VoiceTone Call Transfer to non-AT&T toll free	VTOCC	AT&T VoiceTone service with the ability to transfer a call to a non-AT&T toll free number.		\$0.00	\$0.03	trans - 60 sec duration	\$0.00	No	Required
36	VoiceTone Recording	VTREC	AT&T VoiceTone Whole Call Recording (WCR) allows the Customer to record the entire conversation or a portion of the call. This service is based on up to 100 calls per day.		\$0.00	\$1,000.00	Per application	\$0.00	No	Required
37	IVR Speech Module	Q09330	Speech recognition feature to look up names and addresses in a database.		\$0.00	\$84.05	Per port	\$0.00	No	Required
38	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.		\$0.00	\$0.1025	Per minute	\$0.00	No	Required
39	Notify Monthly Service Fee	Q14428	The Notify monthly service fee provides access to the Notify portal. IVR Dedicated Hosting (Carrier Provided Hardware) which is fully managed and monitored is needed to run the IVR Notify Application Programming Interface (API) application.		\$0.00	\$235.75	Per customer account	\$0.00	No	Required

6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
40	Notify Voice Message Delivery Fee	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 remainder of the call.		\$0.00	\$0.0923	Per minute	\$0.00	No	Required
41	Notify Bridging Fee	Q14446	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 remainder of the call.		\$0.00	\$0.0923	Per minute	\$0.00	No	Required
42	Notify Fax Message Delivery Fee	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.		\$0.00	\$0.15	Per page	\$0.00	No	Required
43	Notify Email Message Delivery Fee	Q14470	Email delivery includes all charges associated to delivering an email message. The email message can be text and or HTML.		\$0.00	\$0.09	Per message	\$0.00	No	Required
44	Notify SMS Message Delivery Fee	Q14471	SMS stands for Short Message Service but is also known as text messaging. SMS Messages are billed per message upon device connection. SMS standard pricing includes the QCC or vendor Short Code registry. Available with U.S. cell phone carriers only.		\$0.00	\$0.08	Per message	\$0.00	No	Required

6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
45	Notify Short Code Set-Up Fee	Q15344	Short codes (also known as short numbers) are special telephone numbers, significantly shorter than full telephone numbers that can be used to address SMS messages from mobile phones or fixed phones. The Short Code is a 5-6 digit <i>randomly</i> assigned number and the code can be 5 or 6 digits alphanumeric combination.		\$3,795.00	\$0.00	Per short code	\$0.00	No	Required
46	Notify Random Short Code Fee	Q15343	Short codes (also known as short numbers) are special telephone numbers, significantly shorter than full telephone numbers that can be used to address SMS messages from mobile phones or fixed phones. The Short Code is a 5-6 digit <i>randomly</i> assigned number and the code can be 5 or 6 digits alphanumeric combination.		\$0.00	\$1,001.94	Per short code	\$0.00	No	Required
47	Notify Vanity Short Code Fee	Q15342	Short codes (also known as short numbers) are special telephone numbers, significantly shorter than full telephone numbers that can be used to address SMS messages from mobile phones or fixed phones. The Short Code is a 5-6 digit code that can be a selected <i>vanity</i> number (based on availability) and the code can be 5 or 6 digits alphanumeric combination.		\$0.00	\$2,062.81	Per short code	\$0.00	No	Required
48	Notify Single Tenant Hosting	Q15173	Application and Server provided in NBCC environment to support API for customer to securely upload list and input data files, and download output data (used for reporting) to the Contact Center Hosted Application environment in support of the Notify application. (Monthly)		See below	\$235.75	Per server	\$0.00	No	Required
49	Notify Single Tenant Hosting	Q15174	Application and Server provided in NBCC environment to support API for customer to securely upload list and input data files, and download output data (used for reporting) to the Contact Center Hosted Application environment in support of the Notify application. (Installation)		\$575.00	See above	Per server	\$0.00	No	Required
50	Review and Redesign of existing IVR applications	TRGV07	Use industry standard best practices & call flow documentation to assess existing IVR applications usage & improve call flow to help callers obtain the information they seek without the need for a real-time conversation with call center representatives.		\$0.00	\$141.45	Per hour	\$0.00	No	Required

6.1.2.4 Network Based Interactive Voice Response (NBIVR) Services and Features

Line item #	Feature Name	Contractor's Product Identifier	Feature Description	Feature Restrictions, Limitations and Additional Information	Non-Recurring Charge per item	Monthly Recurring Charge/item per unit	Unit of Measure	Charge per change per item	Delegation Needed (Yes/No)	Required/Discretionary
51	IVR Voice Prompt Translation and Recording	TRGV09	Written translation, professional voice talent and IVR prompt recording.		\$0.00	\$112.75	Per hour	\$0.00	No	Required
52	Targus Look Up	QTARGUS	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).		\$0.00	\$0.27	Per query	\$0.00	No	Required