

SCHEDULE O - INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

11-X-21415 Telecommunication Equipment & Services

Hosted Telecommunications Services/Applications
Interactive Voice Response (IVR) System Service
Section 3.4.1

Bidder to provide price list labeled Schedule O reflecting its Section 3.4.1 pricing.

Application Development – VoiceTone Gold

Element	Description	Non-Recurring Charge
VoiceTone Application Development Touch Tone—Category 1	AT&T will work with the Customer to develop applications that include 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. The pricing range is based on three to five business functions/transactions.	\$119.00 per hour
VoiceTone Application Development Touch Tone—Category 2	AT&T will work with the Customer to develop 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), touchtone responses, and Conference Transfer Connect. Pricing range is based on three to five business functions/transactions.	\$119.00 per hour
VoiceTone Application Development Touchtone—Category 3	AT&T can work with the Customer to develop 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. Pricing range is based on three to five business functions/transactions.	\$119.00 per hour
VoiceTone Application Development Touchtone—Category 4	AT&T can work with the Customer to develop applications that involve host or routing—single interface. These applications can interface with many elements, including Cisco ICM/ARM, Avaya CTI, and others. Pricing range is based on three to five business functions/transactions.	\$119.00 per hour
VoiceTone Application Development Touchtone—Category 5	AT&T can work with the Customer to develop applications that include multiple host interfaces or outbound calling. Pricing range is based on three to five business functions/transactions.	\$119.00 per hour
VoiceTone Speech Talent	As part of developing a custom application, AT&T can provide professional voice talent for custom recordings.	\$230.00 per hour
VoiceTone Automatic Speech Recognition (ASR) Application Development—Category 2	AT&T can work with the Customer to develop simple interactive applications that include Automatic Speech Recognition. This is for basic ASR (0-9, Yes/No). Pricing range is based on 3 to 5 business functions/transactions.	\$119.00 per hour

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VoiceTone Automatic Speech Recognition (ASR) Application Development—Category 3	AT&T can work with the Customer to develop complex interactive applications (no host interface) that include Automatic Speech Recognition. This does not include Natural Language Understanding (NLU) applications. Pricing range is based on 3 to 5 business functions/transactions.	\$119.00 per hour
VoiceTone Automatic Speech Recognition (ASR) Application Development—Category 4	AT&T can work with the Customer to develop host or routing (single interface) applications involving Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications. Pricing range is based on 3 to 5 business functions/transactions.	\$119.00 per hour
VoiceTone Automatic Speech Recognition (ASR) Application Development—Category 5	AT&T can work with the Customer to develop multiple host interfaces or outbound calling application that involve Automatic Speech Recognition (ASR). This does not include Natural Language Understanding (NLU) applications. Pricing range is based on 3 to 5 business functions/transactions.	\$119.00 per hour

Usage Charges – VoiceTone Gold

Description	Charge Type	Usage Rate	Usage Invoiced
VoiceTone Touchtone applications, 60-second transactions, 0 to 100,000 minutes	AT&T VoiceTone offers applications that are based on touchtone, 60-second transactions and are sized at 0 to 100,000 minutes a month.	\$0.095	Application Transaction duration rate will be invoiced.
VoiceTone Touchtone applications, 60-second transactions, 100,001 to 500,000 minutes	AT&T VoiceTone offers applications that are based on touchtone, 60-second transactions and are sized at 100,001 to 500,000 minutes a month.	\$0.085	Application Transaction duration rate will be invoiced.
VoiceTone Touchtone applications, 60-second transactions, more than 500,001 minutes	AT&T VoiceTone offers applications that are based on touchtone, 60-second transactions and are sized at more than 500,001 minutes a month.	\$0.081	Application Transaction duration rate will be invoiced.
VoiceTone Bridging to AT&T Toll free Services	AT&T VoiceTone service offers a bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using AT&T's Toll Free Services.	\$0.060	Application Transaction duration rate will be invoiced.
VoiceTone Bridging to any 8YY service	AT&T VoiceTone service offers a bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using any non-AT&T toll free service.	\$0.065	Application Transaction duration rate will be invoiced.
VoiceTone Bridging to POTS	AT&T VoiceTone service offers a bridging option that will allow three-way calls among the caller, VoiceTone, and a third party using a POTS line.	\$0.075	Application Transaction duration rate will be invoiced.
VoiceTone Outbound FAX	Allows the caller to request and receive info via fax; AT&T VoiceTone can fax requested information (forms, catalogues, etc.) to callers.	\$0.300	Application Transaction duration rate will be invoiced.
VoiceTone Automatic Speech Recognition/Directed Dialog applications 0 to 100,000 minutes	Applications that are based on ASR/Directed Dialog, 0 to 100,000 minutes a month	\$0.110	Application Transaction duration rate will be invoiced.

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VoiceTone Automatic Speech Recognition/Directed Dialog applications 100,001 to 500,000 minutes	Applications that are based on ASR/Directed Dialog—100,001 to 500,000 minutes a month	\$0.090	Application Transaction duration rate will be invoiced.
VoiceTone Automatic Speech Recognition/Directed Dialog applications over 500,000 minutes	Applications that are based on ASR/Directed Dialog, over 500,000 minutes a month	\$0.085	Application Transaction duration rate will be invoiced.
VoiceTone Incremental host connectivity, applications with 0 to 100,000 monthly minutes	AT&T VoiceTone offers second host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes.	\$0.010	This is an add-on to the Transaction pricing
VoiceTone Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes	AT&T VoiceTone offers second host connectivity (1 host is included in application) for applications with 100,001 to 500,000 monthly minutes.	\$0.007	This is an add-on to the Transaction pricing
VoiceTone Incremental host connectivity, applications with over 500,000 monthly minutes	AT&T VoiceTone offers second host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes.	\$0.005	This is an add-on to the Transaction pricing
Voice Tone Incremental host connectivity, applications with 0 to 100,000 monthly minutes	AT&T VoiceTone offers second and third host connectivity (one host is included in application) for applications with 0 to 100,000 monthly minutes.	\$0.020	This is an add-on to the Transaction pricing
Voice Tone Incremental host connectivity, applications with 100,001 to 500,000 monthly minutes	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.	\$0.015	This is an add-on to the Transaction pricing
Voice Tone Incremental host connectivity—applications with over 500,000 monthly minutes	AT&T VoiceTone offers second and third host connectivity (one host is included in application) for applications with more than 500,000 monthly minutes.	\$0.010	This is an add-on to the Transaction pricing
Voice Tone Call Transfer to POTS	The ability to transfer a call to a POTS line	\$0.108	Application Transaction duration rate will be invoiced.
Voice Tone Call Transfer to non-AT&T toll free	The ability to transfer a call to a non-AT&T toll free number	\$0.030	Application Transaction duration rate will be invoiced.

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Other Charges - VoiceTone Gold

Charge Type	Charge Description	Non-Recurring Charge	Recurring Charge
Voice Tone Recording	AT&T Voice Tone offers Whole Call Recording (WCR), allowing the Customer to record the entire conversation or a portion of the call. This service is based on up to 100 calls per day.		\$1000.00 per month
Moves, Adds, Changes and Disconnects (MACDs) for Touchtone or Automatic Speech Recognition or Direct Dialogue Applications	AT&T will work with Customer to develop application MACDs based on the requested change	ICB	
Pricing Adjustments	Pricing adjustments (credit or debit) will be invoiced when the actual Average Length of Transaction for the applicable Transaction ID is +/- 10% from the contracted Estimated Average Length of Transaction.	Applied as needed monthly or quarterly	

VoiceTone Platinum

Charge Type	Charge Description	Non-Recurring Charge	Recurring Charge
VoiceTone Platinum Application	AT&T will work with the Customer to develop applications that are complex and utilize Natural Language Understanding. Pricing will be created based on the application requirements and volumes.	Custom Pricing	Custom Pricing