## SCHEDULE O - INTERACTIVE VOICE RESPONSE (IVR) SYSTEM SERVICE
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.*

**CR/IVR  & Hosted Automatic Call Distribution - Web Center**

| Service, Function or Device | NonRecurring | Monthly/Recurring |
|---|---|---|
| **MCI Communications Services Inc, d/b/a Verizon Business** | | |
| **ECR Platform** | | |
| Enhanced Call Routing (ECR) is a network-based Interactive Voice Response (IVR) service that provides automated-attendant treatment and routing for inbound calls using a combination of callers' menu choices, originating automatic number identification (ANI), time of day, database look-ups, caller-entered digits, and/or destination labels provided by customer systems | | |
| | **NonRecurring** | **Monthly/Recurring** |
| ECR Basic & Advanced Platform Usage Charge | | |
| **Initial Discount/$0-$3M Spending Tier:** | $0.0000 | $0.055/minute |
| **$3M-$5M Spending Tier:** | $0.0000 | $0.050/minute |
| **Greater than $5M Spending Tier:** | $0.0000 | $0.045/minute |

| ECR Features Charges | Monthly/Recurring Basic | Monthly/Recurring Advanced |
|---|---|---|
| Menu Routing - per Call per Month | $0.0200 | $0.0200 |
| Message Announcement - per Call per Month | $0.0200 | $0.0200 |
| Standard Database Routing - per Call per Month | $0.0200 | $0.0200 |
| Busy/No Answer Rerouting (B/NAR) - per Call per Month | $0.0200 | $0.0200 |
| Announced Connect - per Call per Month | $0.0200 | $0.0200 |
| Caller Takeback -  per Use | $0.0200 | $0.0200 |
| TnT (Caller Takeback) -  per Use | $0.0200 | $0.0200 |
| Host Connect/Network Database Routing - per Call per Month | N/A | $0.0200 |
| Call Party Giveback per call per Month | N/A | $0.0100 |
| Caller Survey per Call per Month | N/A | $0.0200 |

| | | |
|---|---|---|
| Automated Speech Recognition- ASR (Simple Speech) per Call per Month | N/A | $0.0900 |
| Speech Services (Complex) per Call per Month | N/A | $0.2000 |
| Realtime ANI per Call per Month | N/A | $0.0100 |

| ECR Monthly/Recurring Charges | Basic | Advanced |
|---|---|---|
| ECR  Application | $100.00 | $100.00 |
| ECR with Survey (In addition to Application Fee, minimum 6 months) | $250.00 | $250.00 |
| ECR Remote Audio Update (In addition to Application Fee) | $0.00 | $100.00 |
| ECR Monthly CCR | $150.00 | $150.00 |
| ECR Weekly CCR | $300.00 | $300.00 |
| ECR Daily CCR | $750.00 | $750.00 |
| Network Database (In addition to Application Fee) | N/A | $500.00 |
| Host Connect | N/A | $500.00 |
| Automated Speech Recognition (ARS) - Simple Speech | N/A | $500.00 |
| Speech Services (Complex) | N/A | $500.00 |
| Admin Application | N/A | $250.00 |

| ECR Non-recurring  Charges | Basic | Advanced |
|---|---|---|
| New ECR Application  (up to 50 Messages) | $1,000.00 | $1000.00 +  $200/hr |
| New ECR Application  (Additional Increments of 50 Messages) | $250.00 | Included (Part of $200/hr) |
| ECR Logic/Database Change | $100.00 | $200/hr (2 hr Minimum) |
| ECR Audio  Change (Per 50 Messages) | $250.00 | N/A |
| ECR Audio  Change - 2 hour minimum | N/A | $200/hr |
| Verizon Business Assistance w/Database Creation | $1,000.00 | $200/hr |
| Verizon Business Assistance w/Database Changes | $500.00 | $200/hr |
| Verizon Business Assistance with ECR Changes | $250.00 | $200/hr |
| ECR Audio Recording (per recording exceeding Initial 50 Messages) | $250.00 | $250.00 |
| Remote Audio Update Install | $100.00 | $100.00 |
| Foreign Language Recording (per language, in addition to the ECR Change) | $150.00 | $150.00 |
| Network Database Install | N/A | $200/hr |
| HostConnect New Development (includes IVR and Gateway Development) | N/A | $200/hr |
| HostConnect Application Change | N/A | $200/hr |
| Automated Speech Reccognition (ASR-Simple Speech) New Application Development | N/A | $200/hr |
| Automated Speech Reccognition (ASR) Application Change | N/A | $200/hr |
| Speech Services (Complex) Development Charge | N/A | $75/hr |

| | | |
|---|---|---|
| Speech Services (Complex) Pre-implementation Change Request | N/A | $55/hr |
| Speech Services (Complex) Change Request (After implementation) | N/A | $150/hr |
| Speech Services (Complex) Recording Fees - Basic Services | N/A | $825 First Hour + $300/hr for each additional hour |
| Speech Services (Complex) Recording Fees - Specialize Services | N/A | $1625 First Hour + $350/hr for each additional hour |
| data line access fee (preferred method frame relay) | see frame relay section (MCI) | see frame relay section (MCI) |

| **IP IVR Platform** | | |
|---|---|---|
| Provides customizable treatment, routing and transfers for IP Toll Free (IP TF) calls that allow seamless internetworking between IP or TDM Customer's Contact Centers and the Verizon SS7 (PSTN) and IP Networks. | | |
| IP IVR Service requires the use of Dedicated Internet Access Service or Private IP service to access the Verizon Business Network. Please see Internet Port or MPLS tab for appropriate pricing elements. | | |

| | **NonRecurring** | **Monthly/Recurring** |
|---|---|---|
| IP IVR Basic & Advanced Platform Usage Charge | $0.00 | $0.045/minute |

| **IP IVR Basic & Advanced Features Charges** | **Basic** | **Advanced** |
|---|---|---|
| Menu Routing - per Call per Month | $0.0200 | $0.0200 |
| Message Announcement - per Call per Month | $0.0200 | $0.0200 |
| Standard Database Routing - per Call per Month | $0.0200 | $0.0200 |
| Host Connect/Network Database Routing - per Call per Month | N/A | $0.0200 |
| Busy/No Answer Rerouting (B/NAR) - per Call per Month | $0.0200 | $0.0200 |
| Announced Connect - per Call per Month | $0.0200 | $0.0200 |
| Caller Takeback - per Use | $0.0200 | $0.0200 |
| TnT (Caller Takeback) - per Use | $0.0200 | $0.0200 |
| Full SIP Transfer per Use | $0.0200 | $0.0200 |

| **IP IVR Monthly Recurring Charges** | **Basic** | **Advanced** |
|---|---|---|
| IP IVR Application | $100.00 | $100.00 |
| IP IVR with Survey (In addition to Application Fee) | $250.00 | $250.00 |
| Remote Audio Update (In addition to Application Fee) | $100.00 | $100.00 |
| Admin Application For DTMF Updates | $250.00 | $250.00 |
| IP IVR Monthly CCR | $150.00 | $150.00 |

| | | |
|---|---|---|
| IP IVR Weekly CCR | $300.00 | $300.00 |
| IP IVR Daily CCR | $750.00 | $750.00 |
| Network Database (In addition to Application Fee) | N/A | $500.00 |
| Host Connect Application | N/A | $500.00 |

| IP IVR Non-recurring Charges | Basic | Advanced |
|---|---|---|
| New IP IVR Application (up to 50 Messages) | $1,000.00 | $1000.00 + $200/hr |
| New IP IVR Application (50+ Messages) | $1000.00 + $250.00 | Included (Part of $200/hr) |
| IP IVR Logic/Database Change | $200.00 | $200/hr |
| IP IVR Audio Change (Per 50 Messages) | $250.00 | $200/hr |
| Verizon Business Assistance w/Database Creation | $1,000.00 | $200/hr |
| Verizon Business Assistance w/Database Changes | $500.00 | $200/hr |
| Verizon Business Assistance with IP IVR Changes | $250.00 | $200/hr |
| Remote Audio Update Install | $100.00 | $100.00 |
| Foreign Language Recording (per language, in addition to the IVR Change) | $150.00 | $150.00 |
| ECR/IVR Audio Recording (per recording exceeding Initial 50 Messages) | $250.00 | $250.00 |
| Network Database Install | N/A | $200/hr |
| HostConnect New Development (includes IVR and Gateway Development) | N/A | $150/hr |
| HostConnect Application Change | N/A | $200/hr |
| data line access fee (preferred method frame relay) | see frame relay section (MCI) | see frame relay section (MCI) |

| Intelligent Call Routing ECR & IVR, Basic & Advanced | NonRecurring | Monthly/Recurring |
|---|---|---|
| ICR Integration (per call) | N/A | $0.05 |
| ICR Integration (monthly) | ICB | ICB |
| Call Transfer (per Transfer after first successful call extension) | N/A | $0.05 |
| Intelligent Queuing (per minute after successful call extension) | N/A | $0.03 |
| Implementation Service/CAP (includes CPE) * | $30,000.00 | N/A |
| Implementation Service/CAP (CPE not included; CPE rental priced separately) | $16,000.00 | N/A |
| Implementation Service/CAP (Re-use/share existing 800 Gateway CPE; requires pre-approval by Verizon Business)** | $10,000.00 | N/A |
| New ICR Integration ECR application implementation | $5,000.00 | N/A |
| ECR ICR Integration Application (monthly) | N/A | $250.00 |
| New Intelligent Queuing ECR application implementation | $1,000.00 | N/A |

| | | |
|---|---|---|
| ECR Intelligent Queuing Application (MRC) | N/A | $250.00 |

| | | |
|---|---|---|
| Cancellation Prior to Installation Charge | $650.00 | N/A |
| Expedite Charge | $1,300.00 | N/A |

Note: As described in the response to achieve vendor neutrality the access method to the Verizon IVR platform would be via our toll free network therefore toll free, charges as below would apply.

| | |
|---|---|
| SW-DED | .0331 |
| SW-SW | .0490 |
| LOC-LOC | .0331 |
| LOC-DED | .0331 |
| SW-LOC | .0331 |
| LOC-SW | .0490 |

**TOLL FREE INTER State:**

| | |
|---|---|
| SW-DED | .0330 |
| SW-SW | .0422 |
| LOC-LOC | .0330 |
| LOC-DED | .0330 |
| SW-LOC | .0330 |
| LOC-SW | .0422 |