

IFB C4DNCS19  
Data Networks and Communications Services  
CATEGORY 27 – STANDARD CONTACT CENTER SERVICES  
**CenturyLink Communications, LLC dba CenturyLink dba  
LUMEN**  
**CATALOG B**  
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## CATEGORY 27 – Standard Contact Center Services

### 27.2 CONTACT CENTER SERVICES

#### 27.2.2 Contact Center General Features

##### **Contractor's Description of Service:**

Lumen combines key Contact Center network-based applications, a robust hosted ACD/IVR/omnichannel platform, an array of premise-based Contact Center offerings, and a team of Contact Center experts to offer a holistic Contact Center solution that can improve customer interactions and drive efficiency for Contact Centers of all shapes and sizes.

##### **Geographic Availability:**

All areas within the United State of America with Internet Access

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

**Table 27.2.2.a – Contact Center General Features**

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Web Call Back	CC-15270CB	Web call back functionality as described.	Web Callback allows a visitor to the Customer's website to leave a callback request so an agent can call back and assist the visitor with their question or issue. Callers can submit callback requests, cancel or reschedule calls, review the status of requests, reroute or escalate calls that are late, or request e-mail or text message notification if a callback is unsuccessful.	\$ -	\$ 17.75	Port	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Web and SMS Text Chat	CC-15270TX	Web and SMS text chat functionality as described.	Web Chat allows a visitor to access the Customer's website to engage in real time text chat with agents. Using CenturyLink's Chat Content Analyzer, agents can select from prioritized answers when responding to Chat interactions. Responses are assigned probabilities based upon a 'learning' process of how often that response is used when key words are detected in an email. Agents can access archived Contact History for chat interactions.	\$ -	\$ 17.75	Agent	Yes	No	Required
3	Digital Recording	CC-14482	Digital recording functionality as described.	Call Recording allows inbound calls to the Network ACD to be passed through a recording system to capture agent	\$ -	\$ 39.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				interactions with their customers. Interaction data such as time of interaction, agent ID, account number, etc. is stored in a database. The Dashboard allows for simple and advanced searches and features various reporting options.						
4	Digital Recording-Storage- Gigabyte	CC-14484	Storage for the digital recording functionality as described.	Storage of recorded files on a per-gigabyte basis. As standard practice, recordings are stored in CenturyLink's network for up to 12 months. Customers can request additional months of storage for an additional fee. Alternatively, recordings can be downloaded to a customer-provided server.	\$ -	\$ 5.00	Gigabyte	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
5	Collaborative Browsing	CC-15271	Collaborative browsing functionality as described.	Collaborative Browsing (Co-Browse) enables agents and customers to view the same web page together with one party's actions on the page being instantly propagated to the other party's browser.	\$ -	\$ 19.00	Agent	Yes	No	Required
6	Email Response Management (ERM)	CC-15271EM	ERM functionality as described.	Email allows for automatic routing and distribution of email to agents. The Content Analysis and Knowledge Management capabilities provide filtering of emails based on email content, resulting in routing of interactions to the best possible resource (agent).	\$ -	\$ 15.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				The email solution allows emails to be queued based on business processes, routing strategies, defined categories, custom data, and interaction properties. Emails are queued and managed by the platform awaiting delivery to the agent.						
7	Workforce Management (WFM) System	CC-12673	WFM functionality as described.	Workforce Management is an application that enables Customers to forecast and schedule staffing requirements. Workforce Management provides a tool for scheduling and forecasting workers ,as well as, for ensuring that the schedule and forecast are accurate (real time adherence). WFM Web-Workforce Management module	\$ -	\$ 22.50	Agent	Yes	No	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				features a browser-based client interface for agent and supervisor. Agents can view their schedule activities and working hours and enter preferred shifts, availability, days off, and time off requests through their Web browser. They can propose and respond to trade requests from other agents or the agent community.						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				WFM Integration API— WFM module features an Integration API that can integrate workforce management data with 3rd party applications such as agent analytics tools, performance management systems, HR/payroll systems, etc. The Integration API can be used to develop customized reporting of WFM data.						
8	Automated Preview Outbound Dialing	CC-12642CTD	Preview outbound dialing functionality as described.	Automated Preview Outbound Dialing allows the agent to preview the customer and then launch the call when the agent is ready. The agent has the option to place the outbound call from both their phone and their desktop. Outbound Preview calls are reported on both a real time and historical view.	\$ -	\$ 10.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
9	Automated Predictive Outbound Dialing	CC-12642PD	Predictive outbound dialing functionality as described.	Automated Predictive Outbound Dialing allows calls to be placed based on assumptions of agent and customer availability.	\$ -	\$ 70.00	Agent	Yes	No	Required
10	Voice Callback	CC-17853GVC	Voice callback functionality as described.	Voice Callback.	\$ -	\$ 45.00	Port	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				<p>The ClickToDial solution shall allow an application client to initiate a dial request into the Lumen Interaction Routing platform that will alert an agent (if they are available) that a call request should be generated to a target telephone number provided by the agency's application client. At the end of call (or earlier if an issue is detected) the call result shall be written into a database. The agency's application client can subsequently send a get call parameters request into the ClickToDial solution to obtain the result (a.k.a disposition id) for the dial request. The flow of potential errors will also be defined.</p>						

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
11	Quality Management	CC-20285	Quality management functionality as described.	Quality Management enables monitoring and scoring of agents based on Key Performance Indicators. Quality Management capabilities include customizable scorecards derived by user-defined or template Key Performance Indicators. The Quality Management tool delivers a real-time view into agent and group performance and activities, providing management with the ability to coach and ultimately to enhance customer service and sales.	\$ -	\$ 25.00	Agent	Yes	No	Required
12	Screen Capture	CC-20287	Screen capture functionality as described.	Screen Capture monitors and captures agent screens. Screen Capture provides a full view of customer	\$ -	\$ 17.50	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				interactions when paired with Call Recording. The system allows for play back of the synchronized call and screen to get a full view of the agent / customer interaction; use of the entire screen view which enables all agent actions to be monitored; the ability to leverage the recorded screens and calls for e-learning and agent coaching purposes; and full integration with Call Recording and Quality Manager.						
13	Blended Agent	CC-12661	Blended agent functionality as described.	Blended Agent functionality adds the Outbound Predictive or Outbound Preview dialing capability to an Inbound Voice agent.	\$ -	\$ 101.50	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				Agent profiles can also be configured to handle a blend of the various E-Services (email, chat, etc.) capabilities with inbound and outbound voice calls.						
14	Virtual Hold - Concierge	CC-17853		Virtual Hold Concierge is the core capability of Virtual Hold. It allows the caller to be given an option to retain their place in queue and receive a call back when their call would have processed. Unlike Virtual Hold-Rendezvous, it does not allow for scheduling of callbacks.	\$ -	\$ 213.75	port	Yes	No	Required
15	Virtual Hold - Rendezvous	CC-17855		Virtual Hold Rendezvous allows the caller to select a callback either when their place in queue arrives or at a scheduled time. Virtual Hold Concierge is a	\$ -	\$ 47.50	port	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				capability of Virtual Hold that allows the caller to be given an option to retain their place in queue and receive a call back when their call would have processed. Virtual Hold-Rendezvous is another feature of Virtual Hold and, in addition to the capabilities of Virtual Hold Concierge, Rendezvous also offers the ability to schedule callbacks at specific time slots.						
16	CRM Live Person	CC-17863		CRM - LivePerson Adapter provides a software interface to a Customer provided CRM desktop solution from LivePerson allowing the integration of the CRM desktop to the call center agent.	\$ -	\$ 18.05	applicati on	Yes	No	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
17	CRM SalesForce Lightning	CC-17865		CRM - SalesForce.Com Adapter provides a software interface to a Customer provided CRM desktop solution from SalesForce.com allowing the integration of the CRM desktop to the call center agent.	\$ -	\$ 10.93	applicati on	Yes	No	Required
18	CRM Genesys	CC-17867		CRM - Genesys Adapter is the ability to connect the Network ACD platform with a Customer provided Genesys premises environment so the two solutions can exchange routing, agent, and calling party information.	\$ -	\$ 19.00	applicati on	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
19	Email Content Analyzer	CC-17861		Content Analyzer is an optional software capability of the e-mail application that provides enhanced analysis of the e-mail transaction beyond key word analysis, allowing e-mail content to be automatically reviewed using natural language analysis using a multi-step analysis process (pre-processing, feature extraction, feature selection, and classification). Unlike Knowledge Management, which uses simpler text parsing, Content Analyzer is a more complex process.	\$ -	\$ 15.00	application	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
20	Agent Scripting	CC-17869		Agent Scripting is a feature capability that can be added to the Network ACD platform to allow Customer to build and display to agent's common scripts to standardize responses to customer inquiries.	\$ -	\$ 3.52	application	Yes	No	Required
21	Display Board Adapter	CC-17871		Display Board Adapter provides the ability for Customer to connect to third-party display board technology from the Network ACD platform. This is required for each Customer building location needing connectivity.	\$ -	\$ 46.55	location	Yes	No	Required
22	Application Service (CTL hosting Center)	CC-17877		Hosted server instance required to support the application if hosted in a CenturyLink hosting center vs. Contact Center Control Complex.	\$ -	\$ 665.00	Hosting Center	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
23	Application Development	CC-14079		Professional Services for ACD-based applications.	\$ 280.00	\$ -	hour	Yes	No	Required
24	Platform Usage	CC-14079PU		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.	\$ -	\$ 0.01	per minute	Yes	No	Required
25	Toll Free DEDICATED Domestic Voice Service	CC-00011		Toll Free intrastate and interstate service is available for origination from anywhere in the domestic United States, Canada, Puerto Rico and the U.S. Virgin Islands (Guam). Usage billed at a minimum 18-second initial increment and 6-second increments for the remainder of the call.	\$ -	\$ 0.01	per minute	Yes	No	Required
26	8XX Subscription Fee	CC-13092		Applies to account with more than 1 toll free number.	\$ -	\$ 0.01	per toll free number	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
27	8XX Alternate Call Route	CC-00243		Alternate Call Plan Routing. Pre-defined call routing plans to be used in future situations.	\$ -	\$ -	per toll free number	Yes	No	Required
28	8XX Alternate Call Route Change Charge	CC-09039		Change Charge for Alternate Call Plan Routing	\$ -	\$ -	per toll free number	Yes	No	Required
29	8XX DNIS	CC-09081		Dialed Number Identification Service (DNIS) Delivery. Ability to identify the specific toll-free number dialed by caller.	\$ -	\$ -	per toll free number	Yes	No	Required
30	8XX Direct Termination Overflow	CC-00295		Direct Termination Overflow (DTO) Routing controls congestion by sending overflow calls to predetermined alternate location.	\$ -	\$ -	per toll free number	Yes	No	Required
31	8XX Percent Allocation	CC-00242		Percentage (%) Allocation Routing – based on pre-defined percentages.	\$ -	\$ -	per toll free number	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
32	Tailored Call Coverage	CC-00830		Allows a customer to have calls blocked from one or more specific originating areas, when defined by LATA, NPA, NPA/NXX, 10-digit ANI or state.	\$ 50.00	\$ -	per toll free number	Yes	No	Required
33	Recurrent Training - On-site	CC-14079TS		Recurrent Training via Instructor on-site. Computer Based Training & Job Aids included	\$1,900.00	\$ -	Day	Yes	No	Required

## 27.2.3 Automatic Call Distributor (ACD)

### 27.2.3.7 ACD Packages

#### 27.2.3.7.1 ACD Basic Agent Package

##### **Contractor's Description of Service:**

Inbound agents using standard hunt groups for call routing. Agents are grouped by primary function (i.e. customer service, sales, billing, etc.) There are no skills, preferences, or business rules available in this group.

##### **Geographic Availability:**

All areas within the United State of America with Internet Access

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

**Table 27.2.3.7.1.a – ACD Basic Agent Package Features**

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Agent Package - Agent	CC-12639	Basic Agent Software package as described.	Basic Agents are inbound agents using standard hunt groups for call routing. Agents are grouped by primary function (i.e. customer service, sales, billing, etc.) There are no skills, preferences, or business rules available in this group.	\$ -	\$ 52.25	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
2	Skills-based Agents	CC-12641		Skills Based Agents are inbound agents that are grouped by skill group. This group includes all the capabilities of the basic agent package plus skills and business Rules. Agents can have multiple skills and preferences (levels) within each skill group. Calls are routed based on the skill of the agent anticipated to handle the call. Call routing can also include business rules. This incorporates items like performance, account status, etc. to be added to the routing strategies.	\$ -	\$ 71.75	Agent	Yes	No	Required
3	CTI Agent	CC-12640		CTI Based Agent is required for agents using CTI. CTI Based agents include all the capabilities of Basic and Skills Based Agents.	\$ -	\$ 80.75	Agent	Yes	No	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
4	CTI Agent - Standalone	CC-14486		CTI Stand Alone Add per agent provides CTI capabilities to a PBX for ACD routing without an internal or premises CTI router. This feature is required if Customer needs to enter specific information into the Configuration Management Environment (CME) and requires a PBX data link to the Service platform.	\$ -	\$ 25.50	Agent	Yes	No	Required
5	Web bundled Add-On	CC-15271		Email/Chat Added Application per Agent is required if Customer needs to add Email/Chat to an existing Agent.	\$ -	\$ 100.00	Agent	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
6	User Desktop	CC-17873		User Desktop supports agent and supervisory functionality. This application is located within the CenturyLink environment and is a thin client application. It can be modified to Customer's specific requirements.	\$ -	\$18.05	Agent	Yes	No	Required

27.2.3.7.2 ACD Basic Supervisor's Package

**Contractor's Description of Service:**

Web application that provides the thin-client agent desktop application to monitor agent/group status, modify agent/group capabilities, and initiate live-call monitoring/ coaching. Supervisor includes real-time, historical, and cradle-to-grave reporting capabilities as well as group and functionality management. Supervisor also includes the ability to administer the system including modification of call flows and agent capabilities.

**Geographic Availability:**

All areas within the United State of America with Internet Access

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

**Table 27.2.3.7.2.a – ACD Supervisor's Package**

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic Supervisor's Package- Agent	CC-12644	Basic Supervisor's Package Software as described.	Supervisor Standalone ("Supervisor") is the management and reporting functionality of the total application. Supervisor includes real-time, historical, and cradle-to-grave reporting capabilities as well as group and functionality management. Supervisor also	\$ -	\$ 76.00	Supervisor	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				includes the ability to administer the system including modification of agent capabilities. Capabilities can vary from manager to manager through the permission tables and are managed by the overall center administrator.						
2	Additional Supervisor Positions	CC-12644AS	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one per 20 agents)	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of one (1) per 20 agents.)	\$ -	\$ 76.00	Supervisor	Yes	No	Required

27.2.3.7.3. ACD System Administrator Software Package

**Contractor’s Description of Service:**

Administrator includes real-time, historical, and cradle-to-grave reporting capabilities as well as group and functionality management. Administrator also includes the ability to administer the system including modification of call flows and agent capabilities.

**Geographic Availability:**

All areas within the United State of America with Internet Access

State Associated Administrative Fee Charge - Services identified below with “Yes” in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer’s invoice.

**Table 27.2.3.7.3.a – ACD System Administrator Software Package**

#	Feature Name	Contractor’s Product ID	Feature Description	Contractor’s Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	Basic System Administrator’s Package	CC-12644AD	Basic Administrator’s Package Software as described.	Administrators use the Supervisor package. Supervisor Standalone (“Supervisor”) is the management and reporting functionality of the total application. Supervisor includes real-time, historical, and cradle-to-grave reporting capabilities as well as agent, group and functionality management.	\$ -	\$ 87.50	Package	Yes	No	Required

## 27.2.4 Interactive Voice Response Solution

### 27.2.4.5 IVR Services and Features

#### Contractor's Description of Service:

DTMF or Speech IVR functionality to allow customers to select from a menu of options and either work through self service or be processed to an agent group.

#### Geographic Availability:

All areas within the United State of America with Internet Access

State Associated Administrative Fee Charge - Services identified below with "Yes" in the SAAF Applied column will have a 2.5% fee applied to the Monthly Recurring Charge or usage. Charges below do not include the SAAF. The SAAF will appear as a separate line on the customer's invoice.

**Table 27.2.4.5.a – IVR Services and Features**

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
1	IVR Usage	CC-10020DM	Usage charge associated with the IVR solution.	Customer will be billed minutes of use charges for each DTMF minute. The total number of minutes for each call will be calculated (a) from when a call first connects to Customer's IVR application through the IVR Platform until the IVR Platform disconnects from the Customer's IVR application; and (b)	\$ 0.0200	N/A	Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				when a call is in network queue (applicable to Intelligent Call Processing (ICP) solutions only). 'ICP' means Intelligent Call Processing, which enables calls to be routed to an agent via computer telephony integration. ICP solution refers to one where CenturyLink's Hosted IVR service is integrated to a network toll free service using Cisco Pre-Route capabilities.						
2	IVR Usage- Speech Recognition	CC-10020SR	Usage charge associated with the IVR solution with speech recognition input.	Customer will be billed minutes of use charges for each speech recognition minute. The total number of minutes for each call will be calculated (a) from when a call first connects to Customer's IVR application through the IVR Platform until the	\$ 0.0200	N/A	Minute	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
				IVR Platform disconnects from the Customer's IVR application; and (b) when a call is in network queue (applicable to ICP solutions only). 'ICP' means Intelligent Call Processing, which enables calls to be routed to an agent via computer telephony integration. ICP solution refers to one where CenturyLink's Hosted IVR service is integrated to a network toll free service using Cisco Pre-Route capabilities.						
3	IVR DTMF Virtual Port	CC-09378		As an option to the per minute model, IVR can be purchased per virtual DTMF Port.	\$ -	\$ 66.00	MOU	Yes	No	Required
4	IVR Speech Recognition Virtual Port	CC-09321		As an option to the per minute model, IVR can be purchased per virtual Speech Port.	\$ -	\$ 165.50	MOU	Yes	No	Required



#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
5	IVR DTMF Virtual Port-Carrier	CC-09327		As an option to the per minute model, IVR can be purchased per virtual DTMF Port using voice services from a carrier other than CenturyLink.	\$ -	\$ 148.50	MOU	Yes	No	Required
6	IVR Speech Virtual Port – Carrier Neutral	CC-09324		As an option to the per minute model, IVR can be purchased per virtual Speech Port using voice services from a carrier other than CTL.	\$ -	\$ 225.00	Port	Yes	No	Required
7	IVR Speech Module	CC-09330		Allows use of IVR Name and Address capability.	\$ -	\$ -	Port	Yes	No	Required
8	IVR DTMF Bridging Virtual Port	CC-10017		Bridging keeps both DTMF inbound and outbound port involved in the call for the duration of the call.	\$ -	\$ 133.00	Port	Yes	No	Required
9	IVR Speech Rec Bridging Virtual Port	CC-15185		Bridging keeps both Speech Rec inbound and outbound port involved in the call for the duration of the call.	\$ -	\$ 273.00	Port	Yes	No	Required
10	Overflow Premium	CC-09320		Ability to burst up to 25% above subscribed port count.	\$ 0.09	\$ -	Port	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
11	Bridging Usage Charge	CC-10017UC		Per minute charge for usage on bridged ports.	\$ 0.04	\$ -	MOU	Yes	No	Required
12	Notify Monthly Service Fee	CC-14428		Monthly service fee for the Notify Outbound Notification capability.	\$ -	\$ 150.00	Platform	Yes	No	Required
13	Notify Voice Message Delivery Fee	CC-14445		Per minute fee for delivery of outbound voice notifications on the Notify platform.	\$ 0.05	\$ -	MOU	Yes	No	Required
14	Notify FAX Message Delivery	CC-14472		Per minute fee for delivery of outbound FAX notifications on the Notify platform.	\$ 0.09	\$ -	MOU	Yes	No	Required
15	Notify Bridging Fee	CC-14446		Per minute fee to enable bridging on the Notify platform.	\$ -	\$ -	MOU	Yes	No	Required
16	Notify Email Message Delivery Fee	CC-14470		Per minute fee to enable bridging on the Notify platform.	\$ 0.01	\$ -	MOU	Yes	No	Required
17	Notify SMS Message Delivery Fee	CC-14471		Per message fee for delivery of outbound SMS notifications on the Notify platform.	\$ 0.08	\$ -	MOU	Yes	No	Required
18	Notify Short Code Set-Up Fee	CC-15344		Initial Set-Up per code for SMS Short Codes on the Notify platform.	\$ 3,300.00	\$ -	Platform	Yes	No	Required

#	Feature Name	Contractor's Product ID	Feature Description	Contractor's Description, Restrictions and Limitations	Non-Recurring Charge Per Item	Monthly Recurring Charge/Item per Unit	Unit of Measure	SAAF Applied (Yes/No)	Delegation Needed (Yes/No)	Required or Discretionary
19	Notify Random Short Code Fee	CC-15343		Monthly recurring charge for use of random short code for SMS notifications on the Notify platform.	\$ -	\$ 1,020.00	Platform	Yes	No	Required
20	Notify Vanity Short Code Fee	CC-15342		Monthly recurring charge for use of vanity short code for SMS notifications on the Notify Platform	\$ -	\$ 2,100.00	Platform	Yes	No	Required
21	Notify Single Tenant Hosting	CC-17937		Monthly recurring charge per server for API applications on the Notify platform.	\$ -	\$ 150.00	Platform	Yes	No	Required
22	ACD Connect Monthly	CC-13002		Monthly subscription charge for capability of IVR platform to interface to non-CenturyLink ACD.	\$ -	\$ 850.00	Platform	Yes	No	Required
23	ACD Connect Install Fee	CC-13002IF		One time charge for capability of IVR platform to interface to non-CenturyLink ACD.	\$ -	\$ -	Platform	Yes	No	Required
24	ACD Connect Per Call Charge	CC-13001		Per Call charge for capability of IVR platform to interface to non-CenturyLink ACD.	\$ 0.02	\$ -	Platform	Yes	No	Required
25	Application Development- IVR	CC-10878		Professional Services for IVR-based applications.	\$ 280.00	\$ -	Platform	Yes	No	Required

