

**AMENDMENT NUMBER 1  
TO SERVICE ATTACHMENT 2**

**CHANGE OF PRICING TO INTERACTION ROUTING**

This is an Amendment to modify Service Attachment 2, dated December 28, 2011, between The Department of Administrative Services (“DAS”) on behalf of the State of Ohio and CenturyLink (“CenturyLink” or “Vendor”) jointly referred to as (“the Parties”).

WHEREAS, the Vendor desires to update its existing Interaction Routing Service to include new fee structure as outlined in this amendment;

WHEREAS, the Parties desire to execute this Amendment to said Service Attachment 2.

NOW THEREFORE, in accordance with the Master Service Agreement and Service Attachment 2, and in consideration of the conditions and covenants contained herein, the Parties mutually agree as follows:

**Amend the current fee structure with the following:**

**Section 3: Quick Launch Fee Structure**

Interaction Routing Product Description	Unit NRC	Unit MRC 24	Unit MRC 36	Unit MRC 48	Unit MRC 60
<b>Interaction Routing Bundled Agent Packages</b>					
Quick Launch Agent	\$30.00	\$60.00	\$60.00	\$55.00	\$55.00
Skills Based Agent	\$38.00	\$75.00	\$75.00	\$75.00	\$75.00
CTI Based Agent	\$43.00	\$85.00	\$85.00	\$85.00	\$85.00
Web Bundle Standalone	\$59.00	\$145.00	\$145.00	\$100.00	\$100.00
Outbound Only Agent	\$65.00	\$150.00	\$150.00	\$105.00	\$105.00
Supervisor Standalone	\$45.00	\$85.00	\$85.00	\$80.00	\$80.00
<b>Interaction Routing Agent Package Migrations</b>					
Basic to Skills	\$15.00	\$30.00	\$30.00	\$30.00	\$30.00
Basic to CTI	\$15.00	\$50.00	\$50.00	\$50.00	\$50.00
Skills to CTI	\$15.00	\$30.00	\$30.00	\$30.00	\$30.00
<b>Interaction Routing Web Applications</b>					
Web Bundle Blended Agent Add On	\$25.00	\$80.00	\$80.00	\$70.00	\$70.00
(Includes Email, Chat, Call Back, Call Through)					
<b>Interaction Routing Outbound</b>					
Outbound Blended Agent Add On	\$38.00	\$92.00	\$92.00	\$68.00	\$68.00

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**Section 3: Fee Structure Cont.**

**Interaction Routing Desktop Applications – Genesys Agent Service Description and Pricing**

<b>Interaction Routing Components</b>	<b>Unit NRC</b>	<b>Unit MRC Price 24 Month</b>	<b>Unit MRC Price 36 Month</b>	<b>Unit MRC Price 48 Month</b>	<b>Unit MRC Price 60 Month</b>
<b>Desktop Applications</b>					
Genesys Agent Desktop per Concurrent Agent	\$15.00	\$12.00	\$12.00	\$12.00	\$12.00
Hosted Desktop Subscription (Simplex)	\$385.00	\$500.00	\$495.00	\$495.00	\$495.00
Hosted Genesys Agent Desktop (Simplex) per Concurrent Agent	N/A	\$20.00	\$19.80	\$19.80	\$19.80
Hosted Desktop Subscription (Duplex)	\$650.00	\$930.00	\$920.00	\$920.00	\$920.00
Hosted Genesys Agent Desktop (Duplex) per Concurrent Agent	N/A	\$24.00	\$23.80	\$23.80	\$23.80
Enhanced Desktop (Quick Launch)	\$10.00	\$32.00	\$26.00	\$26.00	\$26.00
<b>Additional Applications</b>					
Call Recording per port	\$75.00	\$56.00	\$51.00	\$51.00	\$51.00
Call Recording Storage per port for each twelve month increment	N/A	\$10.00	\$10.00	\$10.00	\$10.00
CTI Standalone Add per agent	\$15.00	\$30.00	\$30.00	\$30.00	\$30.00
<b>Application Support</b>					
Application Support Hourly Rate	\$280.00/hr.	-	-	-	-

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IN WITNESS WHEREOF, the Parties have executed this Agreement which shall be effective on the date signed by the State, "Effective Date."

CenturyLink

STATE OF OHIO,  
DEPARTMENT OF ADMINISTRATIVE  
SERVICES

  
Signature

  
Signature

Bradley Davis on behalf of David Stoffle  
Printed Name

Stuart R. Davis  
Printed Name

Premier Accounts Manager  
Title

State Chief Information Officer / Asst Director  
Title

3/29/2012  
Date

5/14/12  
Effective Date

61-41739  
Federal Tax ID