

**SERVICE ATTACHMENT 3
TO THE
MASTER SERVICE AGREEMENT
Q ROUTING™ SERVICE**

This is a Service Attachment to the Master Service Agreement dated May 6, 2006 ("Agreement" or "Master Service Agreement"), between The Office of Information Technology ("OIT") on behalf of the State of Ohio, and Qwest Communications Corporation. ("Qwest" or "Vendor")

WHEREAS, Qwest desires to include additional services and the corresponding general provisions thereof; and

WHEREAS, the above named parties desire to execute this Service Attachment to said Agreement.

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

1. The Addition of Service Attachment 3 – Q Routing Services.
2. All capitalized terms, unless otherwise defined herein, shall have the meaning assigned to them in the Master Service Agreement.
3. The Description of Services (Section 1), Service Components and Features (Section 2) contained herein, and the information in Appendices 1, 2 and 3, are:
 - Current as of the Effective Date of this Service Attachment.
 - Provided for informational purposes only.
 - Subject to change in Qwest's sole discretion.
 - Any differences will be fully documented in the SOW.
4. All other terms and conditions of the Master Service Agreement not otherwise supplemented and/or amended shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, the Parties have executed this Attachment which shall be effective on the date signed by OIT.

**QWEST COMMUNICATIONS
CORPORATION**

Susan Baker
Signature

Susan Baker
Printed Name

Staff Offer Management Analyst
Title

3/12/07
Date

STATE OF OHIO, OIT

R. Steve Edmanson
Signature

R. STEVE EDMANSON
Printed Name

STATE CIO - OIT
Title

4/3/07
Effective Date

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This Service Attachment provides the Subscribing Entity's with the ability to purchase Q Routing Services ("Services") which are offered by Qwest.

The following additional information is contained in the Appendix which is located at the end of this document:

- Appendix 1: Additional Service Information
- Appendix 2: Service Component Details
- Appendix 3: Service Features
- Appendix 4: Customer Support Information

1. Description of Service

Q Routing is the natural evolution of the call center environment, from the premises space to the network-hosted environment. Q Routing is a network-based Automatic Call Distributor ("ACD") service that provides your enterprise with a virtual contact center operation without the complex integration of multiple premises-based platforms.

Q Routing uses the Qwest network to route calls utilizing direct network-to-agent skills-based routing, based on your business rules, without requiring premises-based equipment. Q Routing can be customized to adapt to the business needs of your enterprise to manage inbound, outbound, e-mail and Web-based transactions through Q Routing's universal queuing and reporting capabilities. Q Routing can route calls to any agent, anywhere; whether you are using Centrex, Private Branch Exchange analog, ISDN, plain old telephone service, cellular, voice over IP or PC desktop phones, working in the office or at home. With Q Routing's virtual contact center capabilities, agents can be centralized or widely dispersed and can be configured to support even the largest of agent populations.

The following additional information is located in Appendix 1:

- How the Service Works
- Call flow
- Service Availability and Reliability.

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2. Service Components and Features

This Section contains an overview of the Service Components and Features associated with the Q Routing service.

2.1 Service Components

The following text provides an overview of the components that make up the Qwest Q Routing Service. A more detailed description of the service components is located in Appendix 2.

- **Q ACD™** is an automatic call distributor that routes inbound telephone calls to an agent or machine and has two inbound agent types:
 - **Quick Launch Agents** are inbound agents using standard hunt groups for call routing.
 - **Skills Based Agents** are inbound agents that are grouped by skill group.
- **Q CTI™** is an interface between Q ACD and the Subscribing Entity(s) database.
- **Q Web™** is a grouping of applications that integrates web services into a standard call routing environment.
- **Q Outbound™** is an application that dials out and connects the outbound call with a pool of agents when it locates a live voice.
- **Supervisor Standalone** (“Supervisor”) is the management and reporting functionality of the total application.
- **Q Workforce™** is an application that enables the Subscribing Entity(s) to forecast and schedule staffing requirements.
- The **Enhanced Desktop** is an upgrade from the basic Quick Launch desktop.

2.2 Service Features

A list of standard service features is located in Appendix 3.

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3. Fee Structure

The pricing structure in this Section is based on the RFQ requirement which stipulated that the pricing be based on a vendor hosted service. There will be no deliverables owned by the Subscribing Entity.

The Subscribing Entity(s) will pay to Qwest all charges described in the Service Attachment and SOW for Services ordered by the Subscribing Entity. Charges for Services that are ordered, or may be ordered, by the Subscribing Entity(s) pursuant to the TSR and/or SOW are set forth below. Any Service component, service or other charge not shown below will be fully documented in the SOW at Qwest's then current rates.

During the term of the Service Attachment, the Subscribing Entity(s) will not be eligible for any discounts or promotions other than those specifically set forth herein.

Pricing for vendor hosted Q Routing is documented in the table below for the following services:

- Q Routing Bundled Agent Packages
- Q Routing Agent Package Migrations
- Q Routing Web Applications
- Q Routing Outbound

In addition, the table provides cost information based on Month to Month ("MTM"), 12 Month, 24 Month, 36 Month, 48 Month, and 60 Month service commitment terms:

Product Description	Unit NRC Price	Unit MRC Price MTM	Unit MRC Price 12	Unit MRC Price 24	Unit MRC Price 36	Unit MRC Price 48	Unit MRC Price 60
Q Routing Bundled Agent Packages							
Quick Launch Agent	\$30.00	\$73.00	\$73.00	\$73.00	\$73.00	\$55.00	\$55.00
Skills Based Agent	\$38.00	\$95.00	\$95.00	\$95.00	\$95.00	\$75.00	\$75.00
CTI Based Agent	\$43.00	\$120.00	\$120.00	\$120.00	\$120.00	\$85.00	\$85.00
Web Bundle Standalone Agent	\$59.00	\$145.00	\$145.00	\$145.00	\$145.00	\$100.00	\$100.00
Outbound Only Agent	\$65.00	\$150.00	\$150.00	\$150.00	\$150.00	\$105.00	\$105.00
Supervisor Standalone	\$45.00	\$115.00	\$115.00	\$115.00	\$115.00	\$80.00	\$80.00
Q Routing Agent Package Migrations							
Basic to Skills	\$15.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00
Basic to CTI	\$15.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Skills to CTI	\$15.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00
Q Routing Web Applications							
Web Bundle Blended Agent Add On (Includes Email, Chat, Call Back, Call Through)	\$25.00	\$80.00	\$80.00	\$80.00	\$80.00	\$70.00	\$70.00
Q Routing Outbound							
Outbound Blended Agent Add On	\$38.00	\$92.00	\$92.00	\$92.00	\$92.00	\$68.00	\$68.00

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Training Costs

Instruction, training and facilitation for Q Routing services are available at additional cost. At present, Qwest offers more than 20 standard training classes, consisting of lectures, demonstrations, classes on-site, and webinars, as well as on-line instruction and facilitation. The Subscribing Entity(s) also have the option of customized training.

The following tables provide pricing for the various training options available.

Enterprise Training Classes	Class #	Loc	# Days	Min #	Max #	T&L	Price
Agent (per class)	AG524	CS	0.5	N/A	12	\$750	\$2,750 + T&L
Agent Web (per seat)	TBD	Web	0.5	1	12	N/A	\$38 - \$50 per session
Supervisor (per class)	522	CS	3	N/A	8	1,400	\$7,000 + T&L
Supervisor (per seat)	522	LS	3	6	8	N/A	\$531 (1-3 seats) \$469 (4-8 seats)
Enterprise Overview - Web	AG800	Web	0.5	1	12	N/A	\$38 - \$50 per session
Enterprise Overview - CBT	AG810C	CBT	0.5	N/A	N/A	N/A	\$38 / CD

Enterprise Training Classes	Class #	Loc*	# Days	Min #	Max #	T&L	Price
Model A; Enterprise Administration (per class)	AG801	CS	5	N/A	12	2,400	\$17,750 + T&L
Model A; Enterprise Administration (per seat)	AG801	LS	5	6	12	N/A	\$531 (1-5 seats) \$469 (6-12 seats)
Strategies (per class)	513	CS	5	N/A	8	2,100	\$13,000 + T&L
Strategies (per person)	513	LS	5	6	8	N/A	\$531 (1-3 seats) \$469 (4-8 seats)

*LS = Phoenix, *CS = Customer Site, *Web = Webinar, *CBT = Computer Based Training

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4. Equipment Discounts

Equipment is included above in the cost of Agent or Supervisor seat; prices include TAPI modems and software. Other restrictions may apply.

5. Service Specific Terms and Conditions

This section contains the additional Terms and Conditions that are specific to the Q Routing services.

5.1 Professional Services

Each Q Routing implementation is a customized solution which is dependant upon the unique business needs of each Subscribing Entity. Prior to placing an order in the TSR system, Qwest Professional Services will work closely with Subscribing Entity to develop provide a Statement of Work ("SOW") that will fully detail the following items:

- Description of Work. Qwest Professional Services team will develop, implement, validate and deploy call-flow strategy
- Discovery Workshop/Requirements Document - information obtained from the various entities on their call center operational business needs.
- Strategy Development, Validation and Implementation
- Qwest Professional Services and Subscribing Entity(s) Responsibilities and Deliverables
- Optional Services/Training
- Pricing Information

The Agreement and this Service Attachment will also apply to and govern the rendering of all Services or work product produced in anticipation of and prior to the Agreement.

5.2 Ordering Service

- "Order Form" shall mean and refer to the authorized forms for purchase by the Subscribing Entity(s) under the TSR system.
- All Services are subject to facilities and capacity availability and Qwest reserves the right to reject any Order Form in its reasonable discretion.
- Qwest will be obligated to provide the Services only after such Order Form is accepted by Qwest. Qwest will document the Subscribing Entity(s) orders and changes in Qwest's records. The Subscribing Entity(s) specifically agrees that all Order Forms relating to the Service submitted to Qwest by the Subscribing Entity(s) during the Term of the Agreement will be governed by the rates, terms and conditions set forth in the Agreement and this Service Attachment.

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5.3 Ownership; Grant of License

5.3.1 Vendor Hosted Services

As a vendor hosted service, all related computer programs, services and/or systems are owned by Qwest ("Qwest Systems") and will reside solely on the Qwest provided network. Because the business requirements may vary by Subscribing Entity, each implementation may require custom system and software development work in order to deliver the hosted services. Any required work will be fully documented in the SOW prior to the issuance of a TSR order by the Subscribing Entity and will not result in a project deliverable owned by the Subscribing Entity, but will be solely owned by Qwest.

To the extent that any materials, creative content, tools, inventions, specifications, methodologies, discoveries, works of authorship, methods of operation, systems, processes and/or designs, whether or not reduced to practice and whether or not patentable, or any other software, systems or hardware owned by it or a third party ("Subscribing Entity Content") are: (1) required by Subscribing Entity to be integrated into the Qwest Systems, (2) are required by a Subscribing Entity to reside or run on the Qwest provided network, or (3) are otherwise necessary for the provision of the services provided by Qwest, then Qwest will fully document the associated costs to the Subscribing Entity in the SOW.

5.3.2 Qwest Content

Any:

- (i) materials, creative content, tools, inventions, specifications, methodologies, discoveries, works of authorship, methods of operation, systems, processes and/or designs, whether or not reduced to practice and whether or not patentable, developed by Qwest in the performance of the Services (including, without limitation, formatting code, source code and object code of any software and the documentation related thereto, if any) and all modifications, enhancements or derivative works thereof (collectively, "Newly-Developed Materials"); and
- (ii) all pre-existing materials, creative content, tools, inventions, specifications, methodologies, processes and/or designs, whether or not reduced to practice and whether or not patentable, provided or used by Qwest in the performance of the Services (including, without limitation, all formatting code, source code and object code of any software owned or developed by Qwest prior to the effective date of this Service Attachment) and all modifications, enhancements or derivative works thereof (collectively, "Pre-Existing Qwest Materials") will be the sole and exclusive property of Qwest.

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The Newly-Developed Materials and Pre-Existing Qwest Materials will be collectively referred to in this Service Attachment as the "Qwest Content". All rights in and related to the Qwest Content, including, without limitation, copyrights, trademarks, trade secrets, patents (including, without limitation, the right to obtain and to own all worldwide intellectual property rights in and to the subject matter embodied by or contained in the work product), and all other intellectual property rights or proprietary rights in and related to such Qwest Content, are hereby exclusively reserved by Qwest. It is expressly understood that, other than expressly provided in this Service Attachment, no right or title to or ownership of the Qwest Content is transferred or granted to the Subscribing Entity(s) under the Agreement.

5.3.3 Content Licenses

Subject to the terms and conditions of the Agreement and this Service Attachment, including, without limitation, upon payment in full by the Subscribing Entity(s) of all Service charges, Qwest hereby grants to the Subscribing Entity(s) during the term of this Service Attachment a worldwide, non-exclusive, non-transferable license to use the object code form of the Qwest Content only as it is embedded, linked, bundled and/or otherwise made an essential and necessary part of the work product by Qwest, or is otherwise required to be used in connection with, the work product ("Qwest Content License"). The Subscribing Entity(s) will not have the right to license, sublicense or otherwise transfer to others the right to use the work product or the Qwest Content. Any right not expressly granted by the Qwest Content License hereunder is hereby expressly reserved by Qwest.

5.3.4 Intellectual Property Indemnification by Qwest

As provided in this subsection, Qwest will indemnify, defend and hold OIT and the Subscribing Entity(s) harmless against any third party claim, allegation or suit against OIT and the Subscribing Entity(s) alleging that any Service(s) furnished under this Service Attachment 3 ("Covered Service(s)") infringes any patent or copyright enforceable in the United States, or misappropriates any trade secret (the "Allegation").

Qwest's entire obligation to indemnify, defend and hold OIT and the Subscribing Entity(s) harmless shall be to: (i) defend OIT and the Subscribing Entity(s) against the Allegation; and (ii) pay all damages and costs that by final judgment are assessed against OIT and/or the Subscribing Entity(s) due to the Allegation.

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Subject to Ohio Revised Code Section 109.02, at Qwest's option and expense, Qwest may settle the Allegation. After notification of such claim by the Subscribing Entity(s), Qwest may: (i) procure for the Subscribing Entity(s) the right to continue using the Covered Service; (ii) replace or modify the Covered Service to provide the Subscribing Entity(s) with a non-infringing service of like quality and features; or (iii) if (i) or (ii) are not reasonably achievable, terminate provision of the affected Covered Service.

Qwest's obligations are expressly conditioned upon the following: (i) the Subscribing Entity(s) will promptly notify Qwest in writing of the Allegation; (ii) Qwest will have sole control of the defense or settlement subject to Ohio Revised Code Section 109.02; and (iii) the Subscribing Entity(s) will cooperate with Qwest in a reasonable way to facilitate the settlement or defense.

Qwest shall have no obligation under this paragraph for any Allegation that arises from: (i) modifications to the Covered Service(s) made by the Subscribing Entity(s) or at the Subscribing Entity(s) request; (ii) use of the Covered Service(s) except in conformance to all instructions and documentation; (iii) combinations of the Covered Service(s) with other products or services provided by the Subscribing Entity(s), third parties or Qwest; or (iv) transmission of non-Qwest supplied content, data, or other information.

THIS SUBSECTION SETS FORTH THE SOLE AND EXCLUSIVE REMEDY OF THE SUBSCRIBING ENTITY(S), AND THE ENTIRE OBLIGATION AND LIABILITY OF QWEST, AS TO ANY CLAIMS OF INFRINGEMENT OR MISAPPROPRIATION OF THIRD PARTY PROPRIETARY RIGHTS IN CONNECTION WITH ANY SERVICES PROVIDED HEREUNDER.

5.3.5 Third Party Materials

The Services may be in support of and/or the work product may contain certain third-party hardware or software components ("Third Party Materials"). All right, title and interest in the Third Party Materials, including, without limitation, copyrights, trademarks, trade secrets, patents, and other intellectual property or proprietary rights, are exclusively reserved by Qwest, Qwest's licensors and manufacturers and/or the licensor's suppliers and manufacturers. No right, title or ownership of or related to the Third Party Materials is or will be transferred to the Subscribing Entity(s) under this Service Attachment except to the extent a manufacturer or licensor permits the pass-through and assignment of license rights. In such cases, Qwest will pass-through and assign to the Subscribing Entity(s) all applicable license rights permitted by the manufacturer or licensor of the applicable Third Party Materials.

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5.3.6 Restrictions on Use

The Subscribing Entity(s) is/are expressly prohibited from, and will use all reasonable security precautions to prevent, by its own employees, agents and representatives and/or any third party from: (i) modifying, porting, translating, localizing, or creating derivative works of the Qwest Content or Third Party Materials; (ii) decompiling, disassembling, reverse engineering or attempting to reconstruct, identify or discover any source code, underlying ideas, underlying user interface techniques or algorithms of the Qwest Content or Third Party Materials by any means whatever, or disclose any of the foregoing; (iii) selling, leasing, licensing, sublicensing, copying, marketing or distributing the Qwest Content or Third Party Materials; or (iv) knowingly taking any action that would cause any Qwest Content or Third Party Materials to be placed in the public domain.

The Qwest Content and Third Party Materials are protected by the intellectual property laws of the United States and other countries, and embody valuable confidential and trade secret information of Qwest, Qwest's licensor(s) and manufacturers and/or its suppliers. The Subscribing Entity(s) will hold the Qwest Content and Third Party Materials in confidence and agrees not to use, copy, or disclose, nor permit any of its personnel to use, copy or disclose the same for any purpose that is not specifically authorized under this Service Attachment. The Subscribing Entity(s) agrees that the licensors or manufacturers of Third Party Materials and their suppliers are intended third party beneficiaries of the provisions hereof. This provision will survive termination of this Service Attachment and/or the Agreement.

In order to ensure compliance by the Subscribing Entity(s), Qwest will include the language from this Section in the SOW.

5.3.7 Residual Rights in Qwest Know-How

Subject to Qwest's confidentiality obligations set forth in the Agreement, nothing herein will be deemed to limit Qwest's right to use the ideas, concepts, processes, techniques, expertise and know-how retained in the unaided memory of Qwest as a result of its performance of the Services hereunder.

5.4 Voice Services

The Subscribing Entity(s) must purchase, under separate terms and conditions, the voice service used in connection with the Services.

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5.5 Export Administration

To the extent the Subscribing Entity(s) may export any information, the Subscribing Entity(s) agrees to comply fully with all relevant export laws and regulations of the United States ("Export Laws") to assure that no information, design, specification, instruction, software, data, or other material furnished by Qwest nor any direct product thereof, is: (a) exported, directly or indirectly, in violation of Export Laws; or (b) intended to be used for any purposes prohibited by the Export Laws.

5.6 Compliance with Laws

The Subscribing Entity(s) must comply with all applicable requirements of federal, state and local laws, ordinances, administrative rules and orders applicable to its use of the Service, including but not limited to the Telephone Consumer Protection Act and the Telemarketing and Consumer Fraud and Abuse Prevention Act.

5.7 Acceptable Use Policy

All use of the Services will comply with the Qwest Acceptable Use Policy ("AUP"), which is posted at <http://www.qwest.com/legal/>. The AUP is incorporated by reference and made a part of this Service Attachment. Qwest may immediately suspend a Service for any violation of the AUP. Qwest may change the AUP at any time and such change will be effective upon posting to the website or other notice to OIT.

6. Taxes, Surcharges, and Governmental Fees

Qwest will not bill the Subscribing Entity(s) for taxes for which the Subscribing Entity(s) has/have provided a valid certificate of tax exemption. Qwest may be required to charge certain taxes, surcharges and governmental fees to the Subscribing Entity(s), for which the Subscribing Entity(s) may be liable. Until Service is provisioned, Qwest is unable to provide an itemized list of these taxes. Surcharges and fees as rates differ by state, county, city, district, product, component group code, product component, and application code. After Service is provisioned in accordance with this Service Attachment, applicable taxes, surcharges and fees will be listed on the Subscribing Entity(s) billing statements.

7. Cost Recovery Fee

The Cost Recovery Fee does not apply to the Q Routing Service or others services or products purchased under this Service Attachment.

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8. State Level Reporting Requirements

Qwest shall fulfill all reporting requirements as set forth in §8.4 of the Master Service Agreement.

9. Service Level Agreement Requirements

The Service is subject to the Q Routing Platform Service Level Agreement (“SLA”) posted on Qwest’s web site at www.qwest.com/legal, which is effective as of the last signature date of this Service Attachment. The SLA provides the Subscribing Entity(s) sole and exclusive remedy for service interruptions or service deficiencies of any kind whatsoever for the Service. OIT and Subscribing Entity(s) represents and warrants, or will represent and warrant as the case may be, that as of the Effective Date of this Service Attachment, and prior to both executing the Order Form and receiving the Service, that they (a) have had the opportunity to access and has in fact read the SLA, and (b) understand the SLA and the amount of SLA credits available therein. Qwest reserves the right to amend the SLA effective upon posting to the web site or other notice to OIT.

10. Customer Support Information

Qwest’s Dedicated Service manager in Dublin, Ohio will assign a primary point of contact within the Major Account Service Team (“MAST”) to support the Subscribing Entity(s). The primary point of contact will serve as the interface to internal organizations within Qwest to support the timely resolution and response to inquiries, issues, and troubles posed by the Subscribing Entity(s). Additionally, after-hours support for the Subscribing Entity(s) will be supported by a defined team of MAST Service Specialists that will support all switched or dedicated toll-free numbers. The after-hours support team will answer the Board’s calls on a priority basis. MAST management is also available to assist the primary point of contact and the after-hours team with backup and escalation support.

Additional detail regarding Service Contacts, Escalation Process, Team Responsibilities, and Team Members is located in Appendix 4.

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Appendix 1 - Additional Service Information

This section provides an overview of the Q Routing Service which is provided by Qwest.

How it works

The Subscribing Entity(s) dial an 8XX number or local number to reach the company. The call is intercepted and pointed to the Q Routing telephony node, where it is queued for routing instructions. Agent state is managed within the control complex, which sends routing instructions to the telephony node. The telephony node then sends the call back to the central office with routing instructions to the agent telephone. When the agent answers the call, the original call is immediately connected to the agent using 2B channel transfer within the primary rate interface. All calls through the telephony node are tracked via the reporting system, providing real-time, historical, and cradle-to-grave details. Management control of the system is available to the company via the IP connection to the Qwest IP Network. Web and outbound calls can be blended with inbound voice calls, or handled through dedicated agent logins.

Call Flow

The inbound call, either local or 8XX, is routed to the Q Routing ACD system, where call treatment is provided per your business rules. In many cases, your existing IVR can be the integrated into Q Routing, or you may take advantage of the Q Routing network IVR capability. In either case, the call is routed, based on your business rules, to the appropriate available agent. Q Routing has visibility to all agents in the virtual call center universe, so there is no geographical limitation in the selection of an agent. Once the agent is selected, Q Routing places another call to that specific agent. When the agent answers, the ACD system connects the caller to the agent and steps out of the call flow. For the duration of the call, Q Routing has visibility to all agent activity and call disposition until the call is terminated.

Availability/Reliability

The Q Routing platform is built on a highly available, very reliable ACD platform. This platform load shares across redundant sides—in the event of a processor failure the alternate processor picks up the load immediately. In addition to the ACD system, Q Routing has all the benefits of Qwest's extremely available, reliable voice and data delivery network. The Qwest voice network is fault tolerant and capable of routing calls around network failure points, so calls can be delivered, despite many types of network outages. The Qwest data network is based upon world-class transmission systems in a fault-tolerant architecture. The benefit is the advantage of a large, service-provider hosted service with a reliable network, delivering rich feature functionality to any size call center.

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Appendix 2 – Service Component Details

This section provides a detailed description of the Q Routing Service Components which are listed in Section 2 of this Service Attachment.

- **Q ACD™** is an automatic call distributor that routes inbound telephone calls to an agent or machine. Routing can be through basic hunt groups or through enhanced skills or business rules routing. Q ACD has two inbound agent types:
 - **Quick Launch 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.
 - **Skills Based Agents** are inbound agents that are grouped by skill group. This group includes all the capabilities of Quick Launch Agents 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.

- **Q CTI™** is an interface between Q ACD and the Subscribing Entity(s) database. It allows information to be retrieved and sent to an agent PC screen as the call is transferred to the agent. Professional service is needed to enable this capability. CTI Based Agents include all the capabilities of Quick Launch and Skills Based Agents. Q CTI™ includes the Quick Launch desktop and telephone application programming interfaces (“TAPI”) module.

- **Q Web™** is a grouping of applications that integrates web services into a standard call routing environment. If you are on a chat line and want to speak to a company representative, the Web application selects the individual to whom you would talk. It also allows for automatic distribution of email to agents. Q Web has two agent options: Web Bundled Standalone Agent and Web Bundled Blended Agent. A special web desktop and TAPI device is included. Features include web chat, web call-through, web call-back, and email.

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- **Q Outbound™** is an application that dials out and connects the outbound call with a pool of agents when it locates a live voice. This service includes predictive, progressive, and preview modes for the dialing keys. Predictive dialing allows calls to be placed based on assumptions of agent and customer availability. This incorporates agent handling time and establishes call launch rates to allow agent access on live answer. Progressive dialing allows for calls to be originated based on fixed call plans. Typically this feature looks for agent availability before launching the next call. Preview dialing allows the agent to preview the customer and then launch the call when the agent is ready. Q Outbound has two agent options: Outbound Only Agent and Outbound Blended Agent Add On. An outbound desktop and TAPI module is included with this option.
- **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 includes the ability to administer the system including modification of call flows and agent capabilities. Capabilities can vary from manager to manager through the permission tables and are managed by the overall center administrator. To become part of a calling group, the Supervisor must also have one of the agent capabilities (Quick Launch, Skills, CTI, Web, or Outbound). A GUI software package is included with each Supervisor.
- **Q Workforce™** is an application that enables the Subscribing Entity(s) to forecast and schedule staffing requirements. Q Workforce provides a tool for scheduling and forecasting workers as well as for managing that the schedule and forecast are accurate (real time adherence). This feature is priced on a per agent basis as an add-on feature. Q Workforce is available either bundled or standalone. WFM Bundle Add On provides scheduling, forecasting, and real time adherence as a package. WFM Schedule/Forecasting Add On, which provides scheduling and forecasting capabilities, and WFM Adherence, which provides real time adherence, is available as standalone packages.
- The Enhanced Desktop is an upgrade from the basic Quick Launch desktop. Enhanced Desktop enhances the standard Quick Launch desktop with the inclusion of three additional features: timed events, phone book, and modification to attached data.

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Appendix 3 – Service Features

This section provides an overview of the Q Routing Service Featured as referenced in Section 2 of this Service Attachment.

Call Processing

- Blended Inbound & Outbound Call Processing
- Outbound Campaign Management
- Predictive, Progressive & Preview Modes

Queue Processing

- Virtual Queues, Routing Strategy, Call Priorities, Delay Treatments
- Intraflow, Interflow

Message Processing

- Integrated Network IVR
- System Announcements, Music Play
- Multiple Message Profiles
- Personal Agent Announcements
- Digit Collection From Caller

Workforce Management

- Forecast, Scheduling
- Real-time Adherence

Monitoring & Recording

- Next Call, All Calls Monitoring
- Call Recording (third-party)
- Real time Statistics Display
- Agent Desktop Statistics
- Historical and On Demand Reports

Integrated Routing

- Routing to Agent, Place, Group, Queue, External Destination
- Skills Based Routing
- Percentage Distribution Routing
- Load Balancing Between ACD Groups
- Business Factors Driven Routing
- Time/Day, Threshold, Quota, Priority

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Internet Suite

- Blended Inbound, Outbound & Internet Contact to agent desk top
- Email Routing
- Web Chat
- Web Call Through
- Web Co-browse

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Appendix 4 – Customer Support Information

This Appendix provides additional detail regarding Service Contacts, Escalation Process, Team Responsibilities, and Team Members as referenced in Section 10 of this Service Attachment.

Service Contacts - Qwest offers a consolidated Helpdesk to support Q Routing to assist the Subscribing Entity(s).

Post-Sales Customer Service Provided:	Responsible Party:
<ul style="list-style-type: none"> • "How to" instructions to customer;* <ul style="list-style-type: none"> ○ Instructions on a feature or functionality. ○ How to access, use and interpret product reports. ○ How to set up or modify applications • Provide status on an already existing <u>application</u> trouble ticket. • Password resets. • General product information on QWCC, EZ Route, Q.Routing and <u>related</u> products.* <p><i>Customer requests for additional products, features, functionality, etc. will be referred to contact their Account Representative</i></p>	<p>Business Application Helpdesk M-F 7:00am – 10:00pm (Eastern) 877-726-6875 Products currently supported:</p> <ul style="list-style-type: none"> • EZ-Route • QWCC • Q.Routing
<ul style="list-style-type: none"> • Provide resolution for connectivity or call problems; • Customer is unable to connect to application or application network. • Customer is unable to make local, LD, or IP/data transactions. • Impairment of call quality or data transmission • Intermittent problems. • Provide status on an already existing <u>connectivity</u> or <u>network</u> trouble ticket 	<p>Repair Available 24x7, 365 days</p> <ul style="list-style-type: none"> • QWCC - 866-793-7822 • Q.Routing - 877-231-3933
<p>Provisioning services and light support for Qwest toll-free customers</p> <ul style="list-style-type: none"> • Dedicated routing. • Enhanced features (i.e. Georouting, % allocation, etc.). • Toll-Free reservations • Toll-Free Port status • General Toll-Free questions 	<p>Toll-Free Provisioning M-F 8:00am - 7:00pm (Eastern) 800-860-7300</p>

Escalation - Qwest's escalation procedure is designed to aid in the resolution of any and all service related issues in an expedient manner.

- **Trouble Handling Procedures** - Included in this section are Qwest's trouble resolution procedures. This information is provided for the Subscribing Entity(s) to use as a general guideline when reporting troubles. It is the goal of Qwest to assist the Subscribing Entity(s) in determining critical applications and resolution expectations, plus manage trouble resolution accordingly. Qwest's intention is to provide unequalled service and support to the Subscribing Entity(s).

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- **Escalation Procedures** - Qwest's trouble reporting procedures automatically provide for timely, upward notification of problems not resolved with established standards. The priority level determines the length of time before the first management level is informed of a problem. Priority 1 outages require full resource application until repaired; escalation occurs around-the-clock until the outage is repaired. The Subscribing Entity(s) may request increased escalation at any time that there is a perception that the problem is not being properly handled.
- **Trouble Resolution Procedures** - In addition to providing an Account Team, Qwest has a 24-hour, customer service support team. This provides enhanced support services to larger and more specialized customers. This group is staffed 24 hours a day, 7 days a week, 365 days a year.

Team Responsibilities - MAST 1-800-524-5249. Responsibilities of the Major Account Service Team (MAST):

- Network Surveillance
- Major Account Outage Notification Procedure
- MAST Escalations - Internal Escalation Intervals:

Trouble Type	Time to Ticket	Ticket to Pickup	Pickup to Initial Status	Subsequent Status Intervals
Critical (Multiple Customer Sites Down Hard)	Immediate	Immediate	30 Minutes	Every 60 Minutes
High (Single Customer Site Down Hard)	Immediate	Immediate	60 Minutes	Every 60 Minutes
Medium (Partial Service Outage)	Immediate	30 Minutes	60 Minutes	Every 2 Hours
Low (Intermittent Trouble)	Immediate	60 Minutes	60 Minutes	Based Upon Request*

Team Members - The Major Account Service Team (MAST) 1-877-842-8669 is designed to aid customers and quickly resolve service issues or line troubles. Additionally, the Qwest GES Markets -Ohio Team is designed to help customers with sales support, engineering, and billing issues.

Qwest Communications deploys a dedicated Customer Account Team that is responsible for the installation, administration, service, engineering and planning for existing and future applications. The team consists of many Qwest professionals specializing in the following areas:

Senior National Accounts Manager is responsible for overseeing the development, implementation, maintenance and growth of the OIT/Qwest partnership. In building a partnership with OIT, the SNAM will work for the client to develop key strategies and build the relationship for open communication. SNAM maintains daily contact with customers regarding contract, specifications, technical performance, schedule, and cost.

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National Account Manager is responsible for working with Customers on new products, as well as working with Customers on their future and existing needs. In an effort to meet customer needs, the NAM works closely with the account managers to ensure customer satisfaction

Account Support Specialists are responsible for completing all orders associated with the installation, billing and maintenance of customer service. They are also responsible for processing customer service inquiries.

Sales Engineer is responsible for all engineering functions regarding network, equipment and application interface. The technical advisor is the lead contact on all problem resolution regarding these functions. The engineer is equipped to respond to information regarding the latest technology through continuous update and training and serves as a client technical advisor.

Service Manager supports Customers on trouble resolution to service interruptions or scheduled outages. He works directly with the Major Account Support Team (MAST) to quickly and effectively solve Qwest issues.

Sales Support Manager is responsible for service delivery fulfillment and serves as the first point of escalation for the Account Consultants and Service Managers for provisioning, billing and trouble management.

Sales Director is responsible for management performance, and completion of major new and existing telecommunications projects or programs. Manages and directs all phases of each project/program from inception to completion.

These resources plus Customer Service Engineering, Billing, Fraud and Abuse and the Network Management Team are available to support Customer's specific needs. Unlike other larger carriers, Qwest offers more flexibility to customize your services quickly.

Hours - Normal business hours are from 8am to 5pm EST.

The Government Account Team should receive all service inquiries and trouble reports during normal business hours. The MAST may also receive service inquiries or reports in the event Customer is unable to reach the Government Account Team.