

Amendment 3 to Service Attachment 5 Voice Recognition and Text to Speech Services

This Amendment is to Service Attachment 5, is between Cincinnati Bell Technology Solutions, Inc. ("CBTS" or "Service Provider") having an office at 4600 Montgomery Rd – Suite 400, Cincinnati, Ohio 45212-2600, and the State of Ohio, Department of Administrative Services ("the State"), having its principal place of business at 30 East Broad Street, 40th Floor, Columbus, Ohio 43215 (jointly referred hereto as the "Parties"), and it is effective as of the date signed by the State. It amends that certain Master Services Cloud Agreement (MCSA0003) between the Parties dated January 18, 2012.

Purpose: The purpose of this Amendment is in support of Service Attachment 5, dated August 25, 2015 specifically, this Amendment adds the following products and services to MCSA0003:

- Interactive Voice Response Recognition,
- Text to Speech, and
- SMS Messaging Services.

1.0 Interactive Voice Response Recognition, Text to Speech and SMS Messaging Services

1. Service Overview

In addition to the eligible services provided under Service Attachment 5, Voice over Internet Protocol (VOIP) Managed Services, the Service Provider is offering Voice Recognition and Text to Speech Services Service Amendment 3 to the State of Ohio eligible Subscribing Entities.

2. Description of the Services

2.1 Voice Recognition of Definition of Service

Voice Recognition is a subscription based service allowing an individual to use their voice instead of typing on a keyboard. Voice recognition may be used to dictate text into the computer or to give commands to the computer (such as opening application programs, pulling down menus, or saving work). Voice recognition software allows for a quick method of writing onto a computer. It is also useful for people with disabilities who find it difficult to use the keyboard. This software can also assist those who have difficulty with transferring ideas onto paper as it helps take the focus out of the mechanics of writing (e.g., spelling, sentence structure, etc.).

Key Term	Description
Voice Recognition	Voice Recognition is a subscription based service allowing an individual to use their voice instead of typing on a keyboard. Voice recognition may be used to dictate text into the computer or to give commands to the computer (such as opening application programs, pulling down menus, or saving work). Voice recognition software allows for a quick method of writing onto a computer. It is also useful for people with disabilities who find it difficult to use the keyboard. This software can also assist those who have difficulty with transferring ideas onto paper as it helps take the focus out of the mechanics of writing (e.g., spelling, sentence structure, etc.). Not all speech recognition software packages are equal in function, capability, or ease of use.
Voice Recognition Production	Production license for Voice Recognition
Voice Recognition Hot Standby	Secondary license to support redundancy of production

Voice Recognition 2nd Language	Supports the need for secondary language (i.e. Spanish)
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2.2 Text to Speech of Definition of Service

Text-to-speech (TTS) is a subscription based service allowing text to speech conversion. Text-to-speech is a type of [speech synthesis](#) application that is used to create a spoken sound version of the text in a computer document, such as a help file or a Web page. TTS can enable the reading of computer display information for the visually challenged person, or may simply be used to augment the reading of a text message

Key Term	Description
Text to Speech (TTS)	Text-to-speech (TTS) is a subscription based service allowing text to speech conversion. Text-to-speech is a type of speech synthesis application that is used to create a spoken sound version of the text in a computer document, such as a help file or a Web page. TTS can enable the reading of computer display information for the visually challenged person, or may simply be used to augment the reading of a text message
TTS Production	Production license for Text to Speech
TTS Hot Standby	Secondary license to support redundancy of production
TTS Additional Voice	Supports the need for different female or male voices

3.0 Pricing

3.1 Voice Recognition Pricing & Text to Speech Pricing – 5 year

The tables below describe the pricing of the Voice Recognition & Text to Speech Pricing. Pricing is available on a 3 year and 5 year monthly reoccurring price table.

3.1.1 Pricing is based on a 5 year commitment. After 46 months, early termination will result in a 15% balance due of the remaining value. If the customer needs to terminate early and reuse of the license can be repurposed to another agency, no fee applies.

Feature	Rate Per Month
Contract Call Center Features	
Per Port Price/Voice Recognition/Production (5 yr.)	\$57.60
Per Port Voice Recognition Hot Standby (5 yr.)	\$28.80
Per Port Voice Recognition 2nd Language (5 yr.)	\$11.52
Per Port Price/Text to Speech/Production (5 yr.)	\$30.60
TTS Hot Standby (5 yr.)	\$15.30
TTS Additional Voice (5 yr.)	\$6.12

3.2. Voice Recognition Pricing & Text to Speech Pricing 3 Year

The tables below describe the pricing of the Voice Recognition & Text to Speech Pricing. Pricing is available on a 3 year and 5 year monthly reoccurring price table.

3.2.1 Pricing is based on a 3 year commitment. After 26 months, early termination will result in a 15% balance due of the remaining value. If the customer needs to terminate early and reuse of the license can be repurposed to another agency, no fee applies.

Feature	Rate Per Month
Contract Call Center Features	
Per Port Price/Voice Recognition/Production (3 yr.)	\$63.84
Per Port Voice Recognition Hot Standby (3 yr.)	\$31.92
Per Port Voice Recognition 2nd Language (3 yr.)	\$12.77
Per Port Price/Text to Speech/Production (3 yr.)	\$33.92
TTS Hot Standby (3 yr.)	\$16.96
TTS Additional Voice (3 yr.)	\$6.78

4.0 SMS & Outbound Dialer Services Overview

These features are frequently associated with functionality used in most Contact Call Centers. These are treated as special projects in the VoIP Agency Migration Process and are defined below.

4.1 SMS & Outbound Dialer Definition of Service

Key Term	Description
SMS Unique Number	SMS service charge per number to support outbound text to speech applications
Usage per minute	Outbound usage for outbound calls charge per minute @ .0135 for text to speech calls to end users
Per Message Price	Price per message sent via SMS messaging service
Outbound Dialer per Port (ODP)	Also known as Predictive Dialer refers to an automatic dialing service to establish a connection. It automatically calls a list of telephone numbers in sequence, screening out no-answers, busy signals, answering machines and disconnected numbers while predicting the point at which a human caller will be able to handle the next call.

4.2 Service Pricing

Feature	Rate Per Month
Contract Call Center Features	
Outbound Usage per minute	\$0.0135
Outbound SMS per unique Number	\$1.25
Per Message Price	\$0.02

5.0 Ohio General Assembly Non-Appropriation of Funds

Funding is contingent upon the availability of lawful appropriations by the Ohio General Assembly. If the Ohio General Assembly fails at any time to discontinue funding for payments or any other obligations due by the State under this Amendment and Agreement the State will be released from its obligations, including early termination fees, on the date funding expires. **The terms and conditions of this agreement will coincide with the biennial agreement between CBTS and the State of Ohio.**

In Witness Whereof, the Parties have executed this Amendment, which is effective on the date the State's duly authorized representative signs it on behalf of the State, ("Effective Date").

CBTS	STATE OF OHIO, DEPARTMENT OF ADMINISTRATIVE SERVICES
	
Signature	Signature
Tom Lonsdale	Robert Blair
Printed Name	Printed Name
Director	DAS Director
Title	Title
16 / May / 2016	5-27-16
Date	Effective Date