

Amendment # 4

to

Service Attachment #5

This Amendment 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. This is an Amendment to Service Attachment 5 to the Master Cloud Services Agreement (“MCSA0003”) – Service Attachment 5 related provisions, product offerings, and pricing last signed by the State on August 25, 2015 for the replacement of Service Attachments 1 and 2.

Purpose: The purpose of this Amendment is to make a correction to Contact Center services covered in Service Attachment 5, dated August 25, 2015.

Replace Section 5.10 through 5.10.2.2 of Service Attachment 5 with previously approved contract language that was originally in approved CBTS Service Attachment #1 Amendment #3 dated 7/30/2014.

Note: Sections that need to be added to Service Attachment 5 are presented below:

REPLACE Contact Centers Section 5.10 through 5.10.2.2 with the following new Sections – 5.10 through 5.10.5

5.10 Contact Call Centers

In addition to the Basic Quality Monitoring Feature Group, Service Provider (SP) is now offering supplemental *Quality Monitoring Add-Ons*, a way to monitor calls on the NGTS platform and then listen and review them. There is also the possibility of downloading or emailing the file if approved to do so by the Agencies Legal Department. *Basic Quality Monitoring* service is a recording application to handle both inbound and outbound recording for both voice and non-voice interactions. It includes many feature components. Refer to Figure 5.10.1.

Supervisors that monitor calls but do not record them are available at no cost.

Quality Monitoring is also available with a Basic or Enhanced Profile. This is particular to supervisors that request Quality Monitoring, Call Recording and Evaluation and Analysis for the purpose of assessing standards for training, coaching or audit when it is attached to a Basic or Enhanced Profile.

Figure 5.10.1 Basic Feature Group Quality Monitoring

Key Term	Description
Automatic Call Distribution (ACD)	Refers to a feature that routes calls based upon caller identification, dialed number, time of day, and custom defined parameters established in an IVR (Interactive Voice Response) program script. As stated elsewhere in this Amendment, this requires a basic or enhanced profile and is available after a minimum of 200 profiles are established.
ACD Agent	Refers to an employee of a Contact Call Center. Due to the unique features associated with this function, this is also referred to as an <i>agent profile</i> .

Contact Call Center (CCC)	<p>Refers to a telecommunications workgroup or organization that provides customer service over the telephone. A contact center (also referred to as a <i>customer interaction center</i> or <i>e-contact center</i>) is a central point in an enterprise from which all customer contacts are managed. The contact center typically includes one or more online call centers but may include other types of customer contact as well, including e-mail newsletters, etc. Example: A helpdesk.</p> <p><i>Note: These are treated as professional service engagements and/or projects that include a separate TSR and Statement of Work (SOW) and quoted as an Individual Case Basis (ICB).</i></p>
Interactive Voice Response (IVR)	IVR is a telephony technology in which someone uses a touch-tone telephone to interact with a database to acquire information from or enter data into the database. (As defined in Webopedia.com)
Base Outbound Dialer per Port (ODP)	Also known as <i>Predictive Dialer</i> that 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.
Quality Monitoring	Refers to a service to enable the evaluation of all business conversations regarding criteria of quality determined by the company in a standardized and comparable way. This may include selective recording of calls (voice and screen) according to a variety of user-defined or project-specific parameters and is also known as <i>Call Recording</i> .
Dashboard and Messaging	<p>The <i>Dashboard</i> function is an application user web interface (graphic) user interface that organizes and presents information in a way that is easy to read. This service provides:</p> <ul style="list-style-type: none"> • Immediate access to a 100% web-based application, no client install • A real-time view of all current conditions • Tabular access to application modules • A bookmark feature that selects most frequently used (Favorites). • A Dashboard view based on user role based permissions. • Portlets configured with external web links. <i>Portlets</i> are pluggable user interface software components that are managed and displayed in a web portal. <p><i>Messaging</i> is a process of transmitting information electronically from one location to another by computer or phone. This service includes:</p> <ul style="list-style-type: none"> • A real-time, rule-based messaging framework • An Inbox (queue) with workflow actions • Alerts and notifications (Subscriber list to accommodate up to 40 contacts) • Broadcast messages to email, Inbox, or VoIP phone
Reports	<p>The <i>Reports</i> function that provides an account or statement describing in detail an event, situation, or the like, usually as the result of observation, inquiry or communication event.</p> <p>The feature includes:</p> <ul style="list-style-type: none"> Ad hoc reports, built-in report templates that include Call Recordings, Quality Reviews, Agent Performance Trends, etc. Vendor support for request and purchase of customized reports. Use Report Scheduler-The ability to schedule delivery of reports via email or export to multiple formats (XLS, PDF, HTML, XML, CSV, RTF) Ability to upload customer built reports including drill down for root-case analysis

Call Recording	Recording refers to the function to capture and register an audio event (or sound from an audio-visual event) in a permanent form by mechanical or electrical means for preserving the original event for reproduction. The service is a recording application to handle both inbound and outbound recording for both voice and non-voice interactions. This service is also referred to as <i>Quality Monitoring</i> .
Silent and Live Monitor	Monitor refers to the user participation of actively listening and reviewing either a previously recorded or real-time communication event. The web-based feature also includes the ability to email agents or insert comments to tag a specific call. This facilitates: <ul style="list-style-type: none"> • supervisor quality performance monitoring • communication and instruction with supervisor, agents & trainee
Evaluation and Analysis	The Evaluation and Analysis component is an assessment or structured interpretation and giving of meaning to predicted information or actual impacts of outcomes. This includes the careful study of information by separating a whole into its component and examining the relationship of the parts. Capabilities also include: <ul style="list-style-type: none"> ▪ Customer Use Options—Recording may initiate any of the following activation states, 1) always –on, 2) random selection based on a pre-set criteria, or 3) on-demand start. All features are determined by the Customer. • Conversation Graph—A feature visually depicts conversations to identify quick identification of problem areas (cross-talk, elevated voices, speech spectrum patterns, etc.) ▪ Caller Experience Detail—This feature makes available all segments of a user call for study. ▪ Bulk Download—The feature refers to the ability to store data in a format that includes a WAV, MP3 file. (Note: This is a permission role-based feature and not all users are able to download calls from the system.) <p>Performance metrics are based on internal and external objective, measureable criteria that is determined by the Customer.</p>

5.10.2 Basic Feature Group QM Costs

Features	Monthly Recurring Charge (MRC) Per User
ACD – Agent Profile	\$31.20*
IVR per Port	2 ports per name agent included
Outbound Dialer per Port	1 port per named agent included
Basic Profile	\$ 13.00**
Enhanced Profile	\$ 19.40**
Basic Quality Monitoring (QM)	\$9.41*

* This is in additional fee to the Basic, Enhanced, or Agent Profile of an individual user.

**Basic or Enhanced profile is required for all users and is based upon tiered pricing, so the rate may be lower.

5.10.2.1 Enhanced Contact Center Costs

The features below are based on a minimum of 600 Profiles located in a contact call center. IVR port inclusion per agent profile refers to the State's aggregate monthly profile count, not individual tenants of the platform.

5.10.2.2 Monthly Costs

Feature	Rate Per Month
Contact Call Center Features	
ACD per Concurrent Agent	\$67.76
IVR Port	2 ports included with first 600 Agent profiles (these need activated prior to 6/30/2015)
	1 port included with each Agent profile beyond 600.
	\$78.76 per port beyond Agent inclusion
Quality Monitoring per Named Agent	\$9.41

5.10.2.3 Per-use Costs

Feature	Per-Use Cost
Contact Call Center Features	
90 day per ACD Agent concurrency burst	\$1140.00
90 day per IVR Port concurrency burst	\$1285.00

5.10.3 Optional Service Features

Below is a descriptive list of Add-On Features that are also available. An eligible Subscriber is one who is already enrolled for Basic Quality Monitoring as described above in Section 3 of this document. These features are priced separately as a monthly recurring cost (MRC) per Add-On Feature per User. Refer to Figure 4 QM Add-Ons.

5.10.4 Optional Quality Monitoring Add-Ons Key Terms	Description
Screen Monitor	This is a feature that enhances a real-time performance assessment by showing what the agent sees and what support tools (applications) they use. This allows a supervisor/trainer to evaluate a user during a training or live production call event.
Speech Analyzer	<p>The Speech Analyzer is the feature of analyzing recorded calls and to gather information within agent/customer interactions. Enterprise criteria includes elements of automatic speech recognition, where the identities of spoken words or phrases are determined, and it may also include analysis of one or more of the following:</p> <ul style="list-style-type: none"> • the topic(s) being discussed • the emotional character of the speech • the amount and locations of speech versus non-speech (e.g. call hold time or periods of silence) <p>Service components include:</p> <ul style="list-style-type: none"> • A phonetic based engine • Capacity for 100% of the calls can be analyzed • Ad-hoc search capabilities of any key word(s) or phrase(s) • Multi-search capabilities using Boolean operators (AND/OR) • Call classification/categorization based on pre-defined business rules • Agent and customer speech responses that can be searched separately • Language packs that can be applied during runtime Agent voice can have a different language pack than the customer

Survey	<p>The Survey feature integrates a customer satisfaction survey add-on that integrates the assessment with customer call service activity.</p> <p>Create IVR based Surveys</p> <ul style="list-style-type: none"> • Supports any VXML compliant IVR (IPIVR & CVP) • Premise based solution • Web-based form builder • Survey definition in database translated on the fly to VXML for IVR distribution • Web-based Reporting & Dashboard with real-time Survey results <p>Rule driven interface dynamically targets right survey to the right customer based on:</p> <ul style="list-style-type: none"> • Skill Group/Queue, Client (in Multi-tenant) etc. <p>Integrate survey data with other data to create holistic view of agent performance</p> <ul style="list-style-type: none"> • Tie together with recordings and integrate with KPI, analytics and other CRM/CTI data
Workforce Management (WFM)	<p><i>Workforce Management</i> is a feature that combines real-time supervisor monitoring of agent performance that offers the following benefits since it:</p> <ul style="list-style-type: none"> • Optimizes your workforce using forecasting. • Automates the scheduling. • Communicates with agents. • Enhances Contact Call Center performance by integrating key performance indicator (KPI) information.

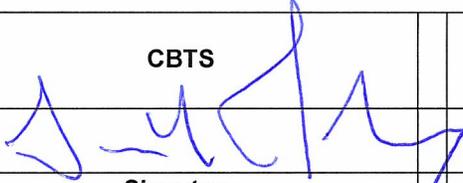
5.10.5. Optional Quality Monitoring Add-Ons

The features below require a Basic or Enhanced Profile plus Quality Monitoring.

Add-On (QM) Features	Monthly Recurring Cost (MRC) per User
Screen Monitor	4.16
Speech Analyzer	13.49
Survey	9.00
Workforce Management Basic	27.00
Workforce Management Advanced	39.00

SIGNATURE PAGE TO FOLLOW

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
Tim Lonsky	Robert Blair
Printed Name	Printed Name
Regional Director	DAS Director
Title	Title
5/Aug/2016	8/12/16
Date	Effective Date