



## ON DEMAND CONTACT CENTRE SERVICE SCHEDULE

### Customer Name: City Of Saint John (the “Customer”)

The services described in this On Demand Contact Centre Service Schedule (the “Service Schedule”) are provided in accordance with and governed by either: i) a Master Service Agreement between the Customer and Bell Aliant Regional Communications, Limited Partnership (“Bell Aliant”), subsequently assigned by Bell Aliant to Bell Canada (the “MSA”); or ii) a Master Communications Agreement between the Customer and Bell Canada (“Bell”) (the “MCA”), whichever is applicable. The MSA and MCA, whichever is applicable, shall herein be referred to as the “Master Agreement”. Bell and the Customer agree that this Service Schedule is attached to and forms part of the Master Agreement and is governed by its terms and conditions, with effect from the date of execution of this Service Schedule by the Customer. Capitalized terms used but not defined in this Service Schedule have the meanings given to them in the Master Agreement. For the purposes of this Service Schedule, references to the “Agreement” shall include both the Master Agreement and the Service Schedule.

### 1. TERM

#### 1.1. Initial Service Term:

The terms and conditions of this Service Schedule shall be effective as of the last dated signature at the bottom of this Service Schedule. The Services shall commence at Service availability declaration time that is calculated as 3 business days after Jumpstart training is provided to the customer and customer is set up and trained to use the Service. The Service Schedule shall remain in effect for a period of **36** months (the “**Initial Service Term**”).

#### 1.2. Service Renewal Term:

Upon completion of the Initial Service Term, there shall be consecutive Service Terms each equal in length to the Initial Service Term, unless either party provides the other with written notice of non-renewal at least 30 days prior to the end of the Service Term.

#### 1.3. Use of Services beyond Service Term:

If the Customer has sent a notice of non-renewal but for any reason continues to receive the Service after the expiration or Termination of this Service Schedule, the terms and conditions of the Agreement including this Service Schedule shall continue to apply for so long as the Customer receives the Services, except that the Fees shall be the month-to-month fees for the Service in effect from time to time.

### 2. SERVICES

#### 2.1. Definitions

Concurrent Access – An individual in a contact centre that can handle customer contacts via the phone, e-mail, web chat, or voicemail.

Named User - Named User profile offered with Concurrent Access Seat. Only one Named User can log into system at certain point of time however several named users can share same Concurrent Access through Named User feature. Also referred to as “Agent”.

ACD – Automatic Call Distributor is a device or system that distributes incoming calls to a specific group of eligible Agents.

DTMF - Dual-tone multi-frequency signaling is used for telecommunication signaling over analog telephone lines in the voice-frequency band between telephone handsets and other telephony end points.

IVR – Interactive Voice Response is a technology that allows a customer to interact with a computer through DTMF dial tones.

Network – The underlying voice, internet, and communication connectivity within and between the Customer and platform.

Supervisor – An individual within the contact centre that has the ability to perform administrative and management tasks.

Tenant - a unique and secure account within the Services that supports everything related to unique working group of incoming channels, routing scripts, skills, Agents, monitoring, recording, reports, billing telephone numbers and configuration management of these items.

Subscription or License – The terms subscription or license can be used interchangeably in the hosted context. A subscription or a license refers to an Agent capability or ability, or a service feature within the contact centre. It will be outlined whether it is a monthly fee or a one-time fee.

Voice Only – indicates that the Agent is only available to use voice related media types such as telephony and voicemail.

## **2.2. Description of the Services:**

Bell shall provide the following services to the Customer (the “Service(s)”):

The On Demand Contact Centre (“ODCC”) Service is a cloud based application that provides all the features of a sophisticated multi-site contact centre solution. The application allows simultaneous users (“Concurrent Access”) to log in and use it for handling telephony, chat and voice mail interactions/transactions.

Every customer is provisioned in an application as a tenant (“Tenant”). Each Tenant has multiple Agents and Supervisors. Full administration rights and web-based Administrator access are provided to the Customer to administer their tenant environment.

## **2.3. Tenant basic features**

This collection of features is referred to as the “Basic Bundle” and applies to all Tenants.

### **2.3.1. Administrator**

The Customer administrator profile is created during onboarding. This is not a chargeable feature. The Customer administrator can give permission to any Agent or Supervisor to become an administrator. The Customer administrator is able to administer environment (IVR, change names and passwords of Agents, build new queues, change routing tables of their contact centre).

### **2.3.2. Concurrent Access.**

The minimum number of Concurrent Accesses per Tenant is one. Basic Tenant set up is offered with Voice Only features. Tenant can be upgraded into a multi-media environment by adding the Enhanced Bundle. See 2.4.1 for details. All Concurrent Accesses are provisioned with two Voice Ports. If more ports are required they can be acquired at additional charge as listed in Appendix A Table 1.

### **2.3.3. Named User**

Customer has three Agent profiles available with each Concurrent Access. More Agent profiles can be enabled by ordering Named User service. Named User charges apply as per Appendix A Table 1.

### **2.3.4. Supervisor.**

Supervisor is a permission assigned by the Administrator.

Authorized Supervisors can monitor live Agent calls from any location. A Supervisor can use a web browser to pick an Agent to monitor. The system calls the Supervisor’s phone with the call in progress and the microphone muted. Application interface buttons allow the Supervisor to barge-in, select another Agent or quit monitoring. Supervisors have scoped visibility to monitor and playback recordings of their own Agent groups only.

### **2.3.5. Network Access**

Each Concurrent Access is required to have a Network Access. (one per Access). Network Access is a gateway from the ODCC platform to the public switched telephone network (PSTN) through the Bell IP network. Long distance fees are included as part of this feature for the following call flow segments:

- Outbound calls made via the Application by Agents to destinations within North America;
- Inbound calls routed to Agent phones, where the Agent is located in North America;

### 2.3.6. **JumpStart Implementation Services.**

There are two variations of the JumpStart Implementation Service: a remote webinar version and an in person version. Prices between the two are charged differently but materials covered will be similar. Including and not limited to the following:

- Overview of Agent and Supervisor training modules;
- Define business objectives and contact flow strategy;
- Assistance with completion of requisite order form for telephone carriers;
- Tenant configuration through configuration manager;

### 2.3.7. **Phone Number in Tenant (Voice Channels).**

Each unique inbound/outbound Local or inbound Toll-free number requires a Voice Channel to be provisioned. One Voice Channel is required with each Tenant to support either an inbound or outbound Local number or an inbound Toll Free number. Every Phone Number in Tenant Voice channel is a chargeable item please see rates at Appendix A Table 1.

### 2.3.8. **Custom Dial Plan**

Allows Administrators to setup and interpret unique digit sequences dialed (including internal extensions) and convert into specific formatting of outbound dialed numbers. This is a required feature of the ODCC platform.

### 2.3.9. **Additional Voice Port - ACD/IVR Voice Resource Port**

Each Concurrent Access comes with two shared inbound calling resources (“ports”). These resources are available to the entire Tenant. <Example> a Tenant has 10 Concurrent Access and therefore can manage 20 inbound or outbound calls. If only 5 Agents are logged in, the 20 resources are still available to the Tenant. In this example the 5 Agents could be handling 5 live calls and 15 calls could be handled by the IVR and/or waiting in Queue. Charge applies per each additional Port ordered.

### 2.3.10. **Built-in IVR**

The Service includes IVR (Interactive Voice Response) capabilities managed through the web Administrator interface. The IVR supports multi-tier menus, Customer-entered digits, queue look-ahead logic for number of calls in queue and expected wait time. Multiple schedules with special day exceptions are supported in the IVR logic. Database dip results can be used to alter routing and call priority as well as being forwarded with the call to support intelligent screen pops. Each incoming channel (Phone Number In Tenant) can have its own IVR script and localized message set. Each queue or skill can have its own on-hold message. This supports varied applications including multi-language localizations. Testing can be done on test channels. Once the application is correct, a production channel can use the tested script. Changes can be made in real-time. IVR is not a chargeable feature.

### 2.3.11. **Queued Voice Mail**

The Services support Voice Mail queues. These are associated with IVR script logic and waiting on hold timeouts. Messages left in voice mail queues are associated with skills and priorities similar to any other interaction. As soon as there is an available Agent with the appropriate skill and priority, the voice mail is pushed to the Agent. Full contact centre metrics are available for Voice Mail handling Queue. Voice Mail Queue is not a chargeable feature.

### 2.3.12. **Centralized Call Recording**

The Service provides call recording. Selectable criteria for recording are i) percentage of calls by skill, ii) percentage by Agent id inbound and/or outbound and iii) on demand using a button on the Agent toolbar. Recordings are indexed and viewable from any authorized Supervisor position. Individual recordings can be played back or saved to disk as .wav files. A secure ftp site is provided to download recordings in bulk. Default storage retention is 10 days.

### 2.3.13. **Transaction Codes Call Labels**

The Service allows to add labels to each inbound or outbound call that explains reason for the call. For example: new order, payment inquiry etc. This is not a chargeable feature.

### 2.3.14. **Status Codes**

The service allows Supervisors better tracking of an Agent time. Agents are able to select a code that describes their current state (ready, lunch, in training etc). This is not a chargeable feature.

### 2.3.15. **Agents Anywhere**

Agents at home or office, local or remote, are handled in a uniform manner. Agent, Supervisor and Administration Application Interfaces are all securely assessable from anywhere through a broadband Internet connection. Calls are held in queue on the ODC C's infrastructure. When an appropriately skilled Agent becomes available, the system extends the call to the appropriate Agent logged wherever they are located. The Agent Application Interface provides office and ACD phone features such as multiple lines, conference, transfer, hold, mute, record, ready, after call work, break, etc. without any special phone set requirements.

### 2.3.16. **Any Phone Anywhere**

A directly addressable voice terminal can be any ten digit number telephone regardless of technology. The platform Application Interface allows Agents and administrators to enter or change a direct dial phone number. This is limited to numbers in North America only.

### 2.3.17. **CTI Anywhere without Special Equipment**

Bell provides CTI (Computer Telephony Interface) screen pop to Agents without CTI interfaces and equipment. The ODCC's technique leverages basic telephony signals (ringing, busy, and connected) with coordinated messages pushed to the Agent's browser.

### 2.3.18. **Self-Managed Flexible Audio Files**

Wave files for announcements, prompts and music on hold are uploaded through the Administrator web interface. Audio files can be added or changed in real time. Managed by Customer Administrator.

### 2.3.19. **Contact & Case Management Solution (CCM)**

This feature provides a built-in Customer Relationship Management (CRM) feature which enables the collection of end user customer data such as name, phone number. This feature is required for using the email, chat and voicemail routing feature.

### 2.3.20. **Application Integration (API Prepackaged or Custom)**

Application Program Interface (API) is used for integrating 3rd party CCM, databases or applications with the On Demand contact centre platform. Provides access to Pre-packaged Integrations and Custom CRM. Available pre-packaged integrations include:

- Microsoft
- NetSuite
- Salesforce (CTI & Multichannel Connect)
- ZenDesk Integrations

One API integration session is included in the Basic Bundle at no cost; additional sessions are chargeable items.

### 2.3.21. **Wallboards**

Provides access to the web-based wallboard application used for displaying statistics. One wallboard connection is included in the Basic Bundle; additional connections are available by adding the Enhanced Bundle or by purchasing additional Wallboard connections.

### 2.3.22. Reporting

#### 2.3.22.1 Advanced Service Level Reporting and Alerting

ODCC offers separate service level objectives for each queue/skill. Historical reports are organized to reflect the service level targets showing the intervals where the objectives are met and when they are not reached. In addition to historical reporting, the service level parameters can generate email notifications whenever the objective is not being met.

#### 2.3.22.2 Real-Time Reporting

Supervisor positions are able to see the real-time status of their Agents and the time the Agent has been on a particular status. They are also able to see the number of calls in progress, the number waiting and the longest waiting call per queue/skill. Supervisors have access to real-time service level screens and real-time Agent status graphs indicating the percentage of time in various states (e.g. on call, waiting, after work, on break, etc.).

#### 2.3.22.3 Real-Time Display Window

- Queue Management Statistics;
- Agent Management Statistics;
- Agent activity bar graph last 30 minutes;
- Agent activity bar graph all day.

#### 2.3.22.4 Historical Reporting

ODCC provides 27 standard reports with extensive filtering capabilities. Reports are generated on demand and can be selected by date interval, Agent groups, queues and media type. Reports are accessible through the Supervisor Agent GUI and are delivered in CSV or Excel spreadsheet formats. 1.1.(List of reports is available on Appendix B).

## 2.4. Optional Services

### 2.4.1. Enhanced Bundle

The Enhanced Bundle is a set of features sold as a single package. The Enhanced Bundle is optional and requires that the Basic Bundle has also been selected. The Enhance Bundle is chargeable based on Concurrent Access. When selected the Enhanced Bundle must be licensed for all Concurrent Access licenses in the Basic Bundle, it is not possible to license only a subset of Agents in the same Tenant for the Enhanced Bundle. The Enhanced Bundle contains the following features:

#### 2.4.1.1 Email

Allows Agents to handle email contacts. Emails to the designated contact centre email addresses are queued and distributed to Agents using the common universal queue for all media types. Incoming email is subject to scripting to check for viruses and spam and to deliver automatic responses/acknowledgements before being entered into the universal queue with an associated skill and priority.

#### 2.4.1.2 Web Chat

Allows Agents to Handle web chat contacts. Chat sessions initiated from a web page link are queued and distributed to Agents using the common universal queue for all media types.

#### 2.4.1.3 Co-browse

Allows Agents to conduct a collaborative web-browsing session with customers as part of a web chat session.

#### 2.4.1.4 **Enhanced Text to Speech**

Allows the use of different voices for Text to Speech playback as part of an IVR script, as well as playback elements for digits, phone numbers, currency dates and times. Supported voices are English (US), French, Italian and German.

#### 2.4.1.5 **Universal Queue for Multimedia**

The Services are built around a universal queue with skills based routing of voice, voice mail, email and chat interactions. Agents can be assigned multiple skills with multiple skill levels for each skill. Queue is not chargeable feature.

### 2.4.2. **Enterprise Bundle**

The Enterprise Bundle is a set of features sold as a single package. The Enterprise Bundle is optional and requires that both the Basic Bundle and Enhanced Bundle has also been selected. The Enterprise Bundle is chargeable based on Concurrent Access. When selected the Enterprise Bundle must be licensed for all Concurrent Access licenses in the Basic Bundle, it is not possible to license only a subset of Agents in the same Tenant for the Enterprise Bundle. The Enterprise Bundle contains the following features:

#### 2.4.2.1 **Outbound Campaign Dialer**

Campaign dialer allows to create and manage outbound calling campaigns. Only preview dialling mode is supported. The Campaign dialer retrieves data from CCM. Only customers that already subscribed to CCM can use the service.

### 2.4.3. **Quality Management**

Quality Management enables Supervisors to identify and monitor Agents for the purposes of ensuring quality customer experience. Quality Management is an optional feature that is chargeable based on Concurrent Access. Quality Management uses the recordings gathered by the ODCC voice recording platform and enables the following features:

- Enhanced search and filtering of recordings;
- Screen recordings;
- Live Monitoring;
- Quality Assurance evaluation forms and reports.

### 2.4.4. **Collaborate (Desktop Sharing)**

With ODCC's desktop sharing tool, an Agent can take control of the caller's remote computer to solve an issue, stall and configure software, or help complete a transaction. The caller sees every action the Agent performs as it occurs in real-time and can disconnect the Agent at any time. Rate applies per Concurrent Access.

### 2.4.5. **Web Call Back**

Allows Customer clients to request a call back through customer WEB site at particular point of time, when Agent is free or now. Rate applies per Concurrent Access.

### 2.4.6. **Additional Phone Number In Tenant (Voice Channels)**

Each unique inbound/outbound Local or inbound Toll-free number requires a Voice Channel to be provisioned. One Voice Channel is required with each Tenant to support either an inbound or outbound Local number or an inbound Toll Free number.

Additional voice processing channels, if required, may be purchased by Customer to add more voice channels to allow for more calls to be placed on hold in the event all Agents are busy. Charges apply per each additional channel added to Tenant.

#### 2.4.7. **Additional Recording Storage**

Additional Storage is used for the storage requirements of Conversation Recordings only. Recorded Conversation extended recording storage retention is offered on a per Agent basis and recordings are indexed and viewable from any authorized Supervisor position. Individual recordings can be played back or saved to disk as .wav files. A secure ftp site is provided to download recordings in bulk at the end of each additional recording storage period. Additional storage retention is offered in 10, 40, 100, and 400 day options. Charge applies per each Concurrent Access.

#### 2.4.8. **Additional Screen Recording Storage**

Additional Screen Recording Storage is used for the storage requirements of Screen Recordings only. Screen recording storage retention is offered on a per Agent basis and recordings are indexed and viewable from any authorized Supervisor QM desktop. Individual recordings can be played back or saved to disk as video files. Additional storage retention is offered in 10 and 40 day options. Charge applies per each Concurrent Access.

#### 2.4.9. **Additional Extra Voice Port - ACD/IVR Voice Resource Port**

2.4.10. If two ports per Concurrent Access seat does not provide enough capacity customer may choose to order additional ports. Charge Applies per each additional Port.Transaction Codes CLID.

2.4.11. The Service allows to create outbound calling line identification display (CLID). Charges apply per each phone number added to a list of displayed numbers.

#### 2.4.12. **Additional training**

Additional training is available on customer request. Training is delivered either on site or though Webinar. Per hour or daily rate applies.

#### 2.4.13. **Professional Services**

Professional Services that are requested to assist with Custom API set up or with implementation set up are offered at additional charge. Scope of Work document might be required for more complex work. The charge depends on complexity of the services offered.

### **3. CUSTOMER RESPONSIBILITIES.**

#### **3.1. Non-Malicious Use Clause**

You will not download or otherwise export or re-export the Software or information, directly or indirectly, to persons listed on the Foreign Affairs and International Trade Canada's Terrorist List, nor anything equivalent globally.

#### **3.2. In addition to Customer's responsibilities described elsewhere in this Service Schedule, Customer shall be responsible for the following during the Service Term:**

- 3.2.1. managing and procuring the necessary infrastructure and software that is required to use the Service;
- 3.2.2. assigning one or more Customer Administrators, whose job is to manage any configuration in an application for all Agents and provide support to all Agents. Ensure that only authorized users have access to on line service order tool;
- 3.2.3. maintaining the confidentiality and security of any user IDs and passwords;
- 3.2.4. providing Bell with all technical data and all other information Bell may reasonably request from time to time to allow Bell to supply the Services to Customer;
- 3.2.5. ensuring the accuracy of all information supplied to Bell by Customer or otherwise made available to Bell;
- 3.2.6. identifying business management and/or technical contacts for single point of contact & escalation purposes; list of authorized callers not more than 4 per client.

### **4. FEES AND CUSTOMER SELECTED-OPTIONS**

#### **4.1. Monthly Fees and Service Charges.**

##### **4.1.1. Minimum Monthly Fee**

Customer commits to a certain Minimum Monthly Fee of **\$1,976.33**.

Customer subscribes to ODCC services and features. Charges for ODCC services and features are calculated based on rates listed in a table 1 Appendix A.

If in any given month Customer total ODCC charges are below Minimum Monthly Fee Customer will be charged Minimum Monthly fee.

##### **4.1.2. Initial Tenant set up and additional services**

Customer orders ODCC services and features as per Initial Tenant set up table 2 Appendix A. Charges for Initial Tenant set up are calculated based on rates listed in a table 1 Appendix A.

During the Term, Customer can add or discontinue services. Additional services are ordered through self serve ordering tool or by contacting Bell Service Desk. Additional services ordered during the Term are charged at rates listed at Appendix A. Customer can discontinue services and features without penalty however if Customer service charges get below committed Minimum Monthly fee (see 4.1.1.) Customer will be charged the Minimum Monthly fee.

- 4.1.3. Fees listed in this Services Schedule are exclusive of Sales and Use Taxes, as defined in the MSA, or Taxes, as defined in the MCA, whichever is applicable.





**5. SERVICE LEVEL OBJECTIVES**

**5.1. Help desk**

Help desk service is available 24\*7\*365.

**5.2. Authorized users**

Customer assigns up to 4 authorised users (Administrators) that have authority to contact Bell Help desk. The Customer Administrators provide support to Agents and Supervisors.

**5.3. Service availability, Mean Time to Notify (MTTN) and Mean Time to Restore (MTTR) objectives**

<b>Severity</b>	<b>MTTN</b>	<b>MTTR</b>	<b>Availability</b>
<b>Severity one</b> – Production system is down or severe degradation where the service is unusable	1 hour	4 hours	<b>99.9%</b>
<b>Severity two</b> – Business function limitation where 50% or more of a media type (voice, email, chat) or function is inoperable or 50% of Agents are inoperable.	4 hours	8 hours	
<b>Severity three</b> –Issue that does not significantly impair business operation and is limited to a single user, error or function.	1 week		
<b>Severity four</b> – Information Request or Enhancement Request	1 week		

Availability calculated as total amount of a downtime related to severity 1 incidents minus planned downtime divided by total time in a given month.

#### **5.4. Planned Downtime**

##### **5.4.1. Planned Downtime.**

Planned downtime occurs when Customer have no access to the Services due to scheduled maintenance by Bell or Bell's data centre host ("Planned Downtime").

##### **5.4.2. Scheduling of Planned Downtime.**

Bell will make commercially reasonable efforts to schedule Planned Downtime at a time and manner reasonably anticipated to minimize disruptions to all of its affected customers. It is anticipated that Planned Downtime will include scheduled maintenance and application upgrades. Bell anticipates and will use commercially reasonable efforts to ensure that scheduled maintenance and application upgrades will occur no more than four times a year, between the hours of 1:00 AM and 6:00 AM Eastern Standard Time.

##### **5.4.3. Notice for Planned Downtime.**

Bell will use commercially reasonable effort to provide twenty-four (24) hours prior notice for scheduled Planned Downtime not to exceed one (1) hour. For all Planned Downtime scheduled to last one (1) hour or more, Bell will use commercially reasonable effort to provide at least seventy-two (72) hours prior notice. Notice provided under this Section will be via email.

#### **5.5. Security and Access management**

Bell has implemented and will maintain high security practices, procedures and safeguards with respect to the Services, including a password policy and other technical and organizational safeguards against accidental, unlawful or unauthorized access to or use, destruction, loss, alteration, disclosure, transfer or commingling of Customer Confidential Information, which are equal to or better than applicable industry practices and standards. With limiting the foregoing, Bell will maintain all Customer Confidential Information in its Canadian data centres, protected by a combination of robust hardware and software, physical security and 24/7 monitoring.

##### **5.5.1. Storage of Data Elements**

Bell will retain and store all non-voice recording data elements of the Service, including chat transcriptions and emails, throughout the Term. All such data elements will be Customer Confidential Information. At all times during the Term, Customer will have the ability to access and extract all such stored data elements. Bell will delete each data element promptly after its required retention period has expired. Voice and Screen Recording elements are retained based on the recording retention option select by Customer in Appendix A.

##### **5.5.2. Service Continuity and Disaster Recovery**

Throughout the Term and at all times in connection with its actual or required performance of the Services hereunder, Bell will maintain disaster and service interruption avoidance procedures designed to safeguard the Customer data and Customer's other Confidential Information and the availability of the Services, including data backup and maintenance of a business continuity and disaster recovery plan for the Services, designed and deployed in a manner consistent with the service level objectives set out in Section 5. Bell will actively and regularly test, review and update such plan. In the event of any unplanned interruption of the Services, Bell will implement such plan and will make every effort to restore the Services as soon as feasibly possible, which may include migration to a redundant data centre.

#### **5.6. Termination Fees:**

Customer may terminate, in whole, the Service it has requested under this Service Schedule ("Terminated Service") at any time before the end of the Term by giving notice of termination to Bell at least 30 days before the proposed early termination date. If Customer terminates the Service under this Section, the Customer shall pay to Bell all Fees, Taxes and Late Payment Charges due for the Terminated Service up to the date of termination. Customer shall also pay to Bell (i) 100% of the reasonable out-of-pocket expenses that Bell incurs or will incur in connection with its contractual arrangements with the Bell Providers (as defined in the Agreement), and (ii) an amount equal to 50% of the remaining monthly Fees for the Terminated Service that would have been payable to the end of the Service Term (collectively, the "Termination Fees"), plus Taxes on the Termination Fees. The Termination Fees are liquidated damages and consideration for the Services, and are not a penalty. The parties acknowledge that the Termination Fees are a reasonable pre-estimate of the damage that would be anticipated to be suffered by Bell upon termination.



**6. MAJOR AND MINOR PRODUCT RELEASE VERSIONS**

Bell will have the option to patch and upgrade the services on a regular basis. When the service will be upgraded to a major next version, Customer will be given 2 week notice and will be made aware of when the upgrades will happen.

By signing below, Bell and the Customer agree that this Services Schedule is attached to and forms part of the Master Agreement.

**City Of Saint John**

**Bell Canada**

SIGNATURE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

NAME: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

TITLE: \_\_\_\_\_

I am authorized to bind Customer to the terms and conditions of this Services Schedule.

I am authorized to bind Bell Canada to the terms and conditions of this Services Schedule.

DATE: \_\_\_\_\_  
YYYY-MM-DD

DATE: \_\_\_\_\_  
YYYY-MM-DD

**City Of Saint John**

SIGNATURE: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

I am authorized to bind Customer to the terms and conditions of this Services Schedule.

DATE: \_\_\_\_\_  
YYYY-MM-DD



**Appendix A**

**TO**

**ON DEMAND CONTACT CENTRE (“ODCC”) SERVICE SCHEDULE**

**ODCC PRICEBOOK**

Table 1. ODCC price book. Per unit rates apply to initial Tenant set up and for add ins and disconnect done over the Term. Taxes are not included.

Implementation				Monthly Fees			
	#'s	Price	Total		#'s	Price	Total Price
Jumpstart	1	\$ 5,000.00	\$ 5,000.00	<b>Basic Bundle</b>			
Jumpstart Multimedia	0	\$ -	\$ -	Concurrent Seats	11	\$ 101.86	\$ 1,120.46
Jumpstart Outbound Agents	0	\$ -	\$ -	Included Named Users (1:3)	22		
DID Activation	11	\$ 75.00	\$ 825.00	Total Agent Profiles	33		
Additional Training	31	\$ 10.00	\$ 310.00	Additional Named Users	0	\$ 30.00	\$ -
Quality Management	0	\$ 3,500.00	\$ -	Total Agent Profile Count	33		
Deployment	0	\$ 4,500.00	\$ -	Status and Transaction Codes	11	\$ -	\$ -
WFM Deployment + Training	0	\$ -	\$ -	Custom Dial Plan	11	\$ 1.00	\$ 11.00
Jumpstart Disaster Recovery	0	\$ 250.00	\$ -	Network Access	11	\$ 25.72	\$ 282.87
				Contact and Case Management (CRM)	11	\$ -	\$ -
				<b>Enhanced Bundle</b>			
				Email	0	\$ -	\$ -
				Webchat (price rolled up in Email)	0	\$ -	\$ -
				<b>Other Features</b>			
				Web Callback	0	\$ 5.00	\$ -
				Outbound Preview Dialer	0	\$ 32.38	\$ -
				Additional ACD/IVR Port	0	\$ -	\$ -
				Transaction Codes - Calling Line ID	0	\$ -	\$ -
				WAPI Tool	1	\$ -	\$ -
				Additional Wallboards	0	\$ 32.38	\$ -
				Disaster Recovery	0	\$ 37.00	\$ -
				Customer Journey & Call Survey	0	\$ 13.88	\$ -
				<b>Quality Management</b>			
					#'s	Price	Total
				QM Base Bundle	0	\$ 32.38	\$ -
				10 days screen recording	0	\$ 32.38	\$ -
				40 days screen recording	0	\$ 37.00	\$ -
				Speech Analytics	0	\$ -	\$ -
				<b>WorkForce Management</b>			
Professional Services							
	#'s	Price	Total				
ADS - Bank Of Hours	10	\$ 1,575.00	\$ 1,575.00				
PS - SOW 1	0	\$ -	\$ -				
PS - SOW 2	0	\$ -	\$ -				
Telephony							
	#'s	Price	Total				
DID Voice channels	31	\$ 5.00	\$ 155.00				
Test DID Voice Channel	1	\$ -	\$ -				
Total DID Voice Channels	32	\$ 5.00	\$ 155.00				
Recording Services							
	#'s	Price	Total				
10 days	0	\$ -	\$ -				
40 days	0	\$ 32.38	\$ -				
100 days	11	\$ 37.00	\$ 407.00				
400 days	0	\$ 55.50	\$ -				



<b>Summary</b>			<b>#s</b>	<b>Price</b>	<b>Total</b>
Length of Contract	\$ 3.00	Base Bundle	0	\$ 27.75	\$ -
Total Concurrent Agents	\$ 11.00	Advanced Bundle	0	\$ 32.38	\$ -
Total One time + PS	\$ 7,710.00	LifeStyle Bundle	0	\$ 7.40	\$ -
Total Monthly	\$ 1,976.33	Notify Bundle	0	\$ 10.18	\$ -
Total Contract Value	\$ 78,857.70	Payrol Export	0	\$ 10.18	\$ -
		Outbound Manager	0	\$ 1.85	\$ -
		Dedicated Azure Instance	0	\$ 10.18	\$ -

Customer can issue 5 MACD orders per month free of charge. MACD fee is a flat fee that applies per each MACD order issued in excess of 5 free orders in a given month. MACD fee also applies to any change acknowledged by Bell and canceled before change is implemented. Additional MACDs beyond the initial 5 free per month are charged at an hourly rate of \$160 per hour. The exact price to be confirmed by the Bell service desk based on the effort required for that MACD, with a minimum charge of \$160.

Professional service charge is not part of this Service Schedule. SoW or amendment to the Agreement will be required. Additional Professional Service charge applies to Professional Services offered at off business hour.



**APPENDIX B**  
**TO**  
**ON DEMAND CONTACT CENTRE (“ODCC”) SERVICE SCHEDULE**  
**STANDARD REPORT LIST**

**List of Standard Historical Reports**

- Agents: Time on status
- Groups: Time on status
- Agents: Login time
- Agents: Inbound transactions
- Agents: Inbound transactions per media
- Agents: Inbound transactions per media per queue
- Agents: Inbound transactions per media per channel per queue
- Agents: Processing and post processing times
- Agents: Processing and post processing times per media
- Agents: Processing and post processing times per media per queue
- Agents: Processing and post processing times per media per channel per queue
- Agents: Other transactions analysis
- Media: Inbound transactions
- Queues: Inbound transactions
- Channels: Inbound transactions
- Media: Abandoned transactions
- Queues: Abandoned transactions
- Media: Accepted transactions - on line media
- Queues: Accepted transactions - on line media
- Channels: Accepted transactions - on line media
- Media: Accepted transactions - off line media
- Queues: Accepted transactions - off line media
- Channels: Accepted transactions - off line media
- Agents: Detailed accepted transactions activity
- Queues: Detailed entered transactions activity
- Queues: Detailed accepted transactions activity
- Agents: Detailed outbound call activity