

Exhibit 16.1-14 Interactive Voice Services Resource Unit Category Matrix

CUSTOMER DEPT/DIV	CUSTOMER MAIN CONTACT	LOW ORG	Inclusion of any of the capabilities below will automatically categorize the IVS as COMPLEX	SUPER COMPLEX 201 plus Feature Option Points
				Any solution set with a total of over 200 feature points and includes any capabilities from a lower category
NETWORK BUSINESS CONSULTANT	WORK REQUEST #		COMPLEX 61 - 200 IVS Feature Option Points	
			IVR/AA Custom Voice Service: totaling 61 to 120 feature points (see Note 1); supports Touch Tone, Directed Dialog or Full Natural Language Speech Recognition; supports multiple language recognition and translation services; accesses data stored in an external, relational or non-relational database or website	
			Digital Call Recording: enhanced call record search and drill down capability for simplified management tasks; or more than 24 simultaneous calls	
PROJECT MANAGER			Outbound Predictive Dialer or Power Dialer Service supports greater than 24 simultaneous calls and serves multiple physical locations	
			Multiple Enhanced ACD Contact Center Services Voice Service solution that integrates multiple IVS services (not counting ACD) - Auto Attendant, IVR, Digital Call Recording, Predictive Dialer, CTI Feature	
			Enhanced ACD Contact Center Service 1 - (CTI) Computer Telephony Integration (CTI) <u>Interface only</u>	
			Enhanced ACD Contact Center Service 2 - (CTI) automated customer satisfaction surveys	
			Enhanced ACD Contact Center Service 3 - (CTI) Workforce Management Tool (i.e. Blue Pumpkin)	
			Enhanced ACD Contact Center Service 4 - (CTI) Virtual/Best Services Routing	
			Enhanced ACD Contact Center Service 5 - (CTI) Predictive Wait Times	
			Enhanced ACD Contact Center Service 6 - (CTI) Screen Pops	

Inclusion of any of the capabilities below will automatically categorize the IVS as SIMPLE

SIMPLE
11 - 30 IVS Feature Option Points

AA Service – Touch Tone only; 11 to 30 prompt routing options combined with simultaneous calls not to exceed 30 feature options (see Note 1)

ACD Service with local call center agents (up to 50 agts, all physically co-located with the PBX); includes Customized Management System (CMS) Reports

BASIC IVS will be limited to the capabilities below

BASIC

1 - 10 IVS Feature Option Points

AA Call Router Service – Up to 4 simultaneous calls; Touch Tone only; Limit of 10 prompt routing options

ACD Service with local call center agents (all physically co-located with the PBX) includes Standard Reporting capability (BCMS)

Inclusion of any of the capabilities below will automatically categorize the IVS as ADVANCED

ADVANCED
31 - 60 IVS Feature Option Points

Single, non-integrated Outbound Predictive Dialer or Power Dialer Service supports up to 24 simultaneous calls in a blended or non-blended environment; serving a single physical location

Non-integrated On-Demand Digital Call Recording Service - up to 24 simultaneous calls; basic call record search capability; serving a single department

IVR/AA Custom Voice Service consisting of 31-60 total feature points (see Note 1); includes Touch Tone or Limited Dialogue type speech recognition technology; provides access to data stored in an external, **relational** database or website; requires text to speech (TTS) conversion

Single Enhanced ACD Contact Center Service: Supports local and remote call center agents (off of two or more PBXs); includes Customized Management System (CMS) Reports; single Computer Telephony Integration (CTI) feature(i.e screen pops)

Contact Center Service - Wallboard display technology of contact center information. Up to 4 boards per customer department

Single, non-integrated emergency notification system; up to 24 simultaneous calls; no interface to a geographic database

Single, non-integrated directory service - up to 24 simultaneous calls; English only

Professional Voice Recording Talent - for Touch Tone based or speech recognition IVR/AA

The following notes are critical supporting notes to the Category Matrix on Page 1 of this document. The matrix along with these guiding notes will enable the customer and the IT Outsourcer Team to mutually establish an initial categorization of service to work from in building the required customer solution.

Note 1:

AT&T uses a metric known as Interactive Voice Service (IVS) feature points to evaluate the size and complexity of a potential IVS application. IVS feature points are accumulated by tallying the quantities of attributes, or features required in a Voice Service solution. Below are the attributes which will be utilized in this analysis:

- * Number of simultaneous calls supported
- Number of menu levels required in the application
- Number of menu prompt routing options required
- Number of voice form fields required
- * Requirements for Natural Language Speech Recognition (NLSR), Text to Speech (TTS) and additional languages

** Number of supported simultaneous calls will be calculated at a weighted value of 1 feature option point, for every two simultaneous calls
Requirements for Natural Language Speech Recognition (NLSR) enabled ports, Text to Speech (TTS) enabled ports and additional language enabled ports will also be calculated at a weighted value of 1 feature option point, for every two ports utilized.*

Note 2:

One change per year will be made to each existing voice application at no charge. Those types of changes will be limited to:

- Additions, changes or deletions to up to 3 menu prompts
- Additions, changes or deletions to up to 3 routing or transfer points
- Professional voice recording of these changes will be included

Note 3:

Changes in excess of one per year or those mentioned above will be treated as a request for a new application, subject to calculation of feature option points as a single, non-integrated application. Changes in this category are as follows:

- Requests for duplicating an existing voice application in a different language
- Any other changes to an existing application other than those shown in Note 2

Note 4:

Future IVS technologies not listed above will be added to this matrix as mutually agreed to.