



STATE OF UTAH

UTAH STATE TAX COMMISSION

210 North 1950 West Salt Lake City, Utah 84134

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Governor

Olene S. Walker
Lieutenant Governor

Pam Hendrickson, Commission Chair
R. Bruce Johnson, Commissioner
Palmer DePaulis, Commissioner
Marc B. Johnson, Commissioner
Rodney G. Marrelli, Executive Director

January 9, 2002

Adam Dunford
Utah Interactive, Inc.
68 South Main Street, Suite 200
Salt Lake City, UT 84101

Subject: Approval for Online and IVR Income Tax Filing Application (TeleFile)

Adam:

This is formal authorization, with conditions as described below, to move this application to production to be operational January 10, 2002. Please let me know the status of activating each component of this application - telephone (IVR), the Internet site, the administration functionality, and the option to pay tax due via the payment portal.

Acceptance of this application is based on the following conditions, as we have identified and discussed throughout the process. These items are carryovers from this release that we each agreed upon, and are to be addressed as part of next year's release. We understand that successful resolution of these issues will be addressed within the existing contract and the established maintenance and transaction fees identified in the Addendum A:

1. Improved quality of the data voice and digital read back within the IVR system;
2. Inclusion of a scan line on the payment coupon that is readable on USTC equipment; and
3. Improved usability and functionality of the administration system, including the maintenance of historical data.

Please give our thanks to all those involved in this application, its development and implementation. We look forward to citizen use of this application, particularly the Internet component, and also their comments. Thanks for your personal attention to detail, your patience, dedication, and desire to deliver a quality product.

Please let me know if you have any questions or comments. Thanks again for a job well done.

Sincerely,

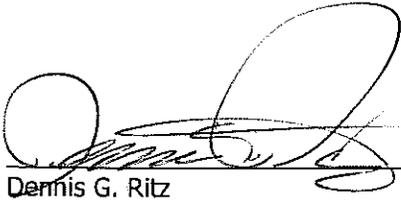
Rick Leimbach, Electronic Commerce Coordinator
Utah State Tax Commission

Approval signatures:

Barry C. Conover

9 Jan 2002

Date


Dennis G. Ritz

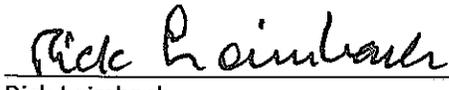
1-9-02
Date


Betsy Kleuesner

1/9/02
Date


Marina Strong

1-9-02
Date


Rick Leimbach

1/9/02
Date