

3.10 BILLING (L.34.2.3.10; M.3.1)

GSA and Agencies want billing information that is accessible, understandable, accurate, and secure. Supported by a single, dedicated billing system, the Qwest Control Networx Portal is designed to provide timely, comprehensive billing information to all Agencies. The features of this Portal are in place and operational, ensuring that GSA has a secure, Web-enabled interface that is easy to use and ready for immediate contract performance.

3.10.1 Understanding of the Requirements

Intrinsic to the success of GSA Networx is a simplified billing management system that provides GSA and Agencies Web-based accessibility, ease of use, accuracy, reliability, real-time update capability, and security. This section of Qwest's Networx proposal: describes our internal billing systems and processes for direct, centralized, and shared tenant billing; addresses our billing disputes and adjustments process; explains how Qwest exchanges information on a service-by-service basis; and responds to the RFP's general and specific narrative requirements for billing. The Data Dictionary packages for billing are provided in Appendix 13. These packages contain instructions on the use and maintenance of the package contents, Data Dictionaries for each required billing file for data elements as appropriate, a mapping of each element within a file to the corresponding Government defined logical element, and sample data for all services.

[REDACTED]

3.10.1.1 Responses to Narrative Requirements

Section 3.10.1.1.1, General Narrative Requirements, and Section 3.10.1.1.2, Specific Narrative Requirements, identify RFP requirements and associated proposal response locations.

3.10.1.1.1 General Narrative Requirements

comp_req_id	RFP Reference	RFP Requirement	Proposal Response
491	C.3.6.1.2.2	The contractor shall provide a Data Dictionary Package for Billing, including any changes required by the Government, and update thereafter as changes occur. See Section C.3.6.1.3.2.1 Data Dictionary Package for Billing.	Section 3.10.4 and Appendix 13
488	C.3.6.1.2.2	The contractor shall define a specific data element or data elements to create a UBI that uniquely identifies the combination of the following: [1] service type; [2] service location; and [3] Agency to which the service belongs. (Examples may include: circuit ID, phone number, Contractor Service Account number, etc.). See additional guidance in the introduction to Section C.3.6, Billing.	Section 3.10.2 and Appendix 13
487	C.3.6.1.2.2	The contractor shall include the same UBI in both the Service Order Completion Notice (SOCN) and the Detailed Billing File(s).	and 3.10.2.1 and Appendix 13
485	C.3.6.1.2.2	The contractor shall consider each file required by the Government as a logical file and shall submit descriptions of one or more required files it will send to the Government, so that the Government can create the logical file.	Section 3.10.4.1 and Appendix 13
484	C.3.6.1.2.2	In the Data Dictionary Package for Billing, the contractor shall provide a mapping specification that maps the Government's logical file names and the data elements contained in the logical files to the contractor's required file names and the data elements contained in the required files, including a service-by-service mapping of the UBI.	Section 3.10.4.1 and Appendix 13]
483	C.3.6.1.2.2	The contractor shall provide a Data Dictionary Package for Billing containing at a minimum for each logical file, a description of each of the contractor's required files and for each data element contained within the file, the data element field name, field length, field type, field characteristics, and a description of the data that could be populated in the field that is sufficient to map the Government's data elements to the data elements in the contractor's required files.	Section 3.10.4.1 and Appendix 13
482	C.3.6.1.2.2	The contractor shall include within the Data Dictionary a translation of all billing codes used by the contractor's billing system as they apply to the coding of the billing data elements of this contract.	Section 3.10.4.2, and Appendix 13
481	C.3.6.1.2.2	The contractor shall provide updates to the Data Dictionary Package for Billing, including but not limited to data elements, sample data and file layouts prior to implementation to both GSA and Agencies; the contractor shall indicate all changes in detail at the beginning of the documents indicating changes in the body of the document.	Section 3.10.4.3
480	C.3.6.1.2.2	The contractor shall provide instructions with the Data Dictionary Package for Billing that presents the details of each change and indicates the importance of each of the changes so that they may easily be identified.	Section 3.10.4.4
479	C.3.6.1.2.2	The contractor shall provide sample data for all of the	Section 3.10.4.5

comp_req_id	RFP Reference	RFP Requirement	Proposal Response
		contractor's required files by including in the Data Dictionary Package electronic files in the same structure as the contractor's required files and populated with representative data values that include all services on the contract. These files of sample data will enable the Government to develop and test internal systems that process the data.	and Appendix 13
477	C.3.6.1.2.2	The contractor shall provide additional descriptive information in the Data Dictionary Package for Billing that will enable the Government to easily interpret the contents.	Section 3.10.4.6 and Appendix 13
473	C.3.6.1.2.3	The contractor shall deliver direct-billed invoice, Detailed Billing, and Adjustments Files in accordance with Section 3.6.1.3.2.2, Direct-Billed Invoice, Detailed Billing and Adjustment Files, Attachment J 12.4, Billing Invoice and Detail, and J 12.6, Adjustments.	Section 3.10.2.3.1 and Appendix 13
465	C.3.6.1.2.3	The contractor shall provide a Detailed Billing File(s) that contains the data elements as specified in Attachment J 12.4.2, Detailed Billing File.	Section 3.10.4.7 and Appendix 13
463	C.3.6.1.2.3	The contractor shall ensure that the Detailed Billing File(s) contains a separate record for each instance of each individual item ordered and those detailed records are associated with the order number. For example, if 10 calling cards were ordered as part of a bulk order, it must be possible to separate the detailed billing records associated with one of those cards without affecting the detailed billing records of the other nine.	Section 3.10.4.8
459	C.3.6.1.2.3	The contractor shall ensure that the CLIN for a feature charge can be associated with the CDR or CDR level record to which it applies.	Section 3.10.4.9 and Appendix 13
457	C.3.6.1.2.3	The contractor shall provide data elements as specified in the Data Dictionary so that the charges can be billed to appropriate Agency hierarchical levels and so that detail reporting of each charge can be produced at appropriate hierarchical levels.	Section 3.10.4.10
455	C.3.6.1.2.3	The contractor shall have all data fields populated as appropriate (i.e., in the case where a charge or code does not apply to a service, those fields would not be populated; conversely, all pertinent data elements shall be populated for a service).	Section 3.10.4.11
451	C.3.6.1.2.3	In cases where there are multiple charging units, the contractor shall provide separate records in the detailed billing file, and for each record, the CLINS, qualities, charging units, and charges shall be separate.	Section 3.10.4.8
447	C.3.6.1.2.3	The contractor shall provide the Agency/Sub-Agency any application software packages required to read and analyze electronic billing data.	Section 3.10.4.12
444	C.3.6.1.2.3	The contractor shall provide a secure, web-based capability for the Agency/Sub-Agency and the GSA to inquire on detailed billing and adjustment records and download them as necessary.	Section 3.10.2
419	C.3.6.1.2.7	The contractor shall maintain and retain for ten years from expiration or termination of the contract copies of all data, hardcopy, letters, electronic mail, memorandums, adjustment data and other data pertaining to the billing of contract services as specified in Section G.5, Billing.	Section 3.10.2.5
418	C.3.6.1.2.7	The contractor shall provide reports and data fulfilling requests for archived information and data to the Government in a format acceptable to the Government within 5 business days after receiving the Government's request for ten years from	Section 3.10.2.6

comp_req_id	RFP Reference	RFP Requirement	Proposal Response
		expiration or termination of the contract.	
416	C.3.6.2.2.2	The contractor shall provide a Data Dictionary Package for Billing according to Section C.3.6.1.2.2, Step 2 – The Contractor Delivers Data Dictionary Package for Billing.	Section 3.10.4 and Appendix 13
410	C.3.6.2.2.4	The contractor shall deliver Centralized Invoice, Detailed Billing, and Adjustments Files in accordance with Section C.3.6.2.3.2.1, Centralized Billed Invoicing, Detailed Billing, and Adjustment Files as well as Attachments J 12.4, Billing Invoice and Detailed and J 12.6, Adjustments.	Section 3.10.2.3.2 and Appendix 13
403	C.3.6.2.2.4	The contractor shall provide a Detail Billing File(s) that contains the data elements as specified in Attachment J 12.4.2, Detail Billing File.	Section 3.10.4.7 and Appendix 13
400	C.3.6.2.2.4	The contractor shall ensure that the Detail Billing File(s) contains a separate record for each instance of each individual item ordered and those detailed records are associated with the order number. For example, if 10 calling cards were ordered as part of a bulk order, it must be possible to separate the detailed billing records associated with one of those cards without affecting the detailed billing records of the other nine.	Section 3.10.4.8
394	C.3.6.2.2.4	The contractor shall provide data elements as specified in the Data Dictionary so that the charges can be billed to appropriate hierarchical Agency levels and so that detail reporting of each charge can be produced at appropriate hierarchical levels.	Section 3.10.4.10
393	C.3.6.2.2.4	The contractor shall have all data fields populated as appropriate (i.e., in the case where a charge or code does not apply to a service, those fields would not be populated; conversely, all pertinent data elements shall be populated for a service).	Section 3.10.4.11
391	C.3.6.2.2.4	The contractor shall provide all CLINs associated with the UBI even if the charges are zero.	Section 3.10.4.14
388	C.3.6.2.2.4	In cases where there are multiple charging units, the contractor shall provide separate records in the detail billing file, and for each record the CLINS, quantities, charging units, and charges shall be separate.	Section 3.10.4.8
353	C.3.6.2.2.9	The contractor shall maintain and retain for ten years after termination or expiration of the contract copies of all data, letters, electronic mail, memorandums, adjustment data and other data pertaining to the billing of contract services as specified in Section G.5, Billing.	Section 3.10.2.5
352	C.3.6.2.2.9	The contractor shall provide reports and data fulfilling requests for archived information and data to the Government in a format acceptable to the Government within 5 business days after receiving the Government's request.	Section 3.10.2.6
341	C.3.6.3.2.2	The contractor shall accept billing disputes from Agencies in the media types specified in Section C.3.6.3.3.2.2, Billing Dispute, as mutually agreed upon by the Contractor and the Agency.	Section 3.10.3 and
340	C.3.6.3.2.2	The contractor shall accept billing disputes from Agencies, containing the data elements specified in Section C.3.6.3.3.2.2, Billing Dispute.	Section 3.10.3, Appendix 13
339	C.3.6.3.2.2	The contractor shall assign a contractor tracking number to each dispute received from the Government.	Section 3.10.3.1
336	C.3.6.3.2.2	The contractor shall provide confirmation of receipt from the Government in the media types specified in Section C.3.6.3.3.5.1, Dispute Receipt Acknowledgement, as mutually agreed upon by the contractor and the Government.	Section 3.10.3.2 and Section 3.10.5

comp_req_id	RFP Reference	RFP Requirement	Proposal Response
335	C.3.6.3.2.2	The contractor shall provide confirmation of receipt from the Government, containing the data elements as specified in Section C.3.6.3.3.5.1, Dispute Receipt Acknowledgement.	Section 3.10.3.2 and Appendix 13
332	C.3.6.3.2.3	The contractor shall maintain a web-based system and database to manage billing disputes.	Section 3.10.3.1
331	C.3.6.3.2.3	The contractor shall provide access to its system to Agencies to enable Agencies to directly and immediately enter new billing disputes, to inquire, view, track, and print existing disputes for their Agency only, and to download disputes that apply to their Agency alone.	Section 3.10.3
330	C.3.6.3.2.3	The contractor shall update the database on a daily basis with status changes and new disputes received from Agencies.	Section 3.10.3.1
329	C.3.6.3.2.3	The contractor shall accept and update the database with the Monthly New GSA Disputes file provided by GSA containing new GSA initiated disputes and Agency initiated disputes escalated to GSA.	Section 3.10.3.1
328	C.3.6.3.2.3	The contractor shall accept new disputes from the GSA in the media types specified in Section C.3.6.3.3.1.1, Monthly New GSA Disputes file, as mutually agreed upon by the contractor and GSA.	Section 3.10.3
327	C.3.6.3.2.3	The contractor shall accept new disputes from the GSA, containing the data elements specified in Section C.3.6.3.3.1.1, Monthly New GSA Disputes file.	Section 3.10.3 and Appendix 13
322	C.3.6.3.2.3	The contractor shall provide the Contractor Disputes File in the media types specified in Section C.3.6.3.3.3.1, Contractor Dispute File, as mutually agreed upon by the contractor and the GSA.	Section 3.10.3
321	C.3.6.3.2.3	The contractor shall provide the Contractor Disputes File, containing the data elements specified in Section C.3.6.3.3.3.1, Contractor Dispute File.	Section 3.10.3 and Appendix 13
311	C.3.6.3.2.3	The contractor shall maintain copies of all letters, documents, memoranda, computer files and any other materials relating to billing disputes and adjustments for a period of ten years after termination or expiration of the contract.	Section 3.10.2.5
310	C.3.6.3.2.3	The contractor shall provide reports and data fulfilling requests for archived information and data to the Government in a format acceptable to the Government within 5 business days after receiving the Government's request up to ten years after the expiration or termination of the contract.	Section 3.10.2.6
243	C.3.6.3.2.8	The contractor shall send the Agency Adjustment File according to Section C.3.6.3.3.5.3, Agency Adjustment File, as mutually agreed upon by the contractor and the Agency.	Section 3.10.3.3 and Appendix 13
242	C.3.6.3.2.8	The contractor shall provide detailed information on adjustments applied to GSA invoices in the GSA Adjustment File.	Section 3.10.3.3 and Appendix 13
241	C.3.6.3.2.8	The contractor shall send the GSA Adjustment File according to Section C.3.6.3.3.4.1 GSA Adjustment File, as mutually agreed upon by the contractor and GSA.	Section 3.10.3.3
240	C.3.6.3.2.8	The contractor shall indicate on a record-by-record basis which records are adjustments, and which records are dispute resolution confirmations if they are included in the same physical file as dispute resolution confirmations.	Section 3.10.4.8
238	C.3.6.3.2.8	The contractor shall maintain and retain for ten years after termination or expiration of the contract copies of all data, letters, electronic mail, memorandums, adjustment data and other data pertaining to the billing of contract services as specified in Section G.5, Billing.	Section 3.10.2.5

comp_req_id	RFP Reference	RFP Requirement	Proposal Response
237	C.3.6.3.2.8	Within 5 business days after receiving the Government's request, the contractor shall provide reports and data fulfilling requests for archived information and data to the Government in a format acceptable to the Government for ten years after termination or expiration of the contract.	Section 3.10.2.6

3.10.1.1.2 Specific Narrative Requirements

comp_req_id	RFP Reference	RFP Requirement	Proposal Response
398	C.3.6.2.2.4	The contractor shall provide CDR records in the Detail Billing File(s) for switched voice services.	Section 3.10.4.15
397	C.3.6.2.2.4	The contractor shall provide CDR level (i.e., the lowest level available, such as circuit level, PVC, SED) records for all other services in the Detail Billing File(s).	Section 3.10.4.15

3.10.2 Qwest Internal Billing Systems and Processes (L.34.2.3.10; comp_req_id 488; comp_req_id 444)

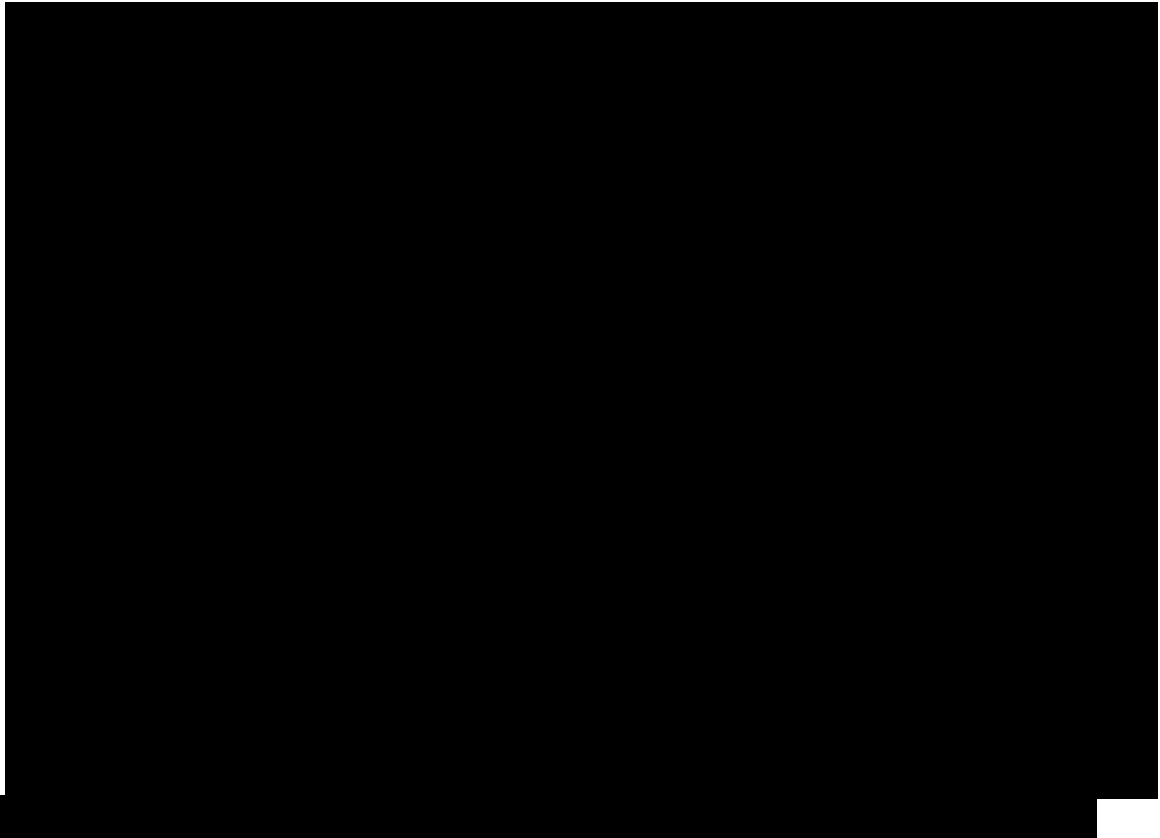
Qwest will support the Networkx program with a comprehensive and secure Operational Support System (OSS) that performs a wide range of integrated functions including billing, service ordering, customer support, network management, trouble management, inventory management, and program management. The full integration of all Networkx OSS [REDACTED] is the foundation for the development and delivery of all Networkx related data (ordering, provisioning, inventory, billing, reporting, etc.) that meets all Networkx system requirements.

Qwest OSS consists of tightly integrated systems that support commercial and Government customers today. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] All Networkx products and services can be ordered via the Portal [REDACTED]



Qwest has deployed a complete set of controls including access controls which manage users access to specific systems based on identification and authorization, [REDACTED]



Qwest's billing system provides the GSA and Agency users with quick, secure accessibility to current billing data and a choice of Web-enabled access or toll-free support. Online billing options and support have been an integral part of Qwest's billing management system since 1999.

The Qwest Control Networx Portal, our Web-based capability for Networx, will provide the GSA, Agencies, and sub-Agencies secure access to

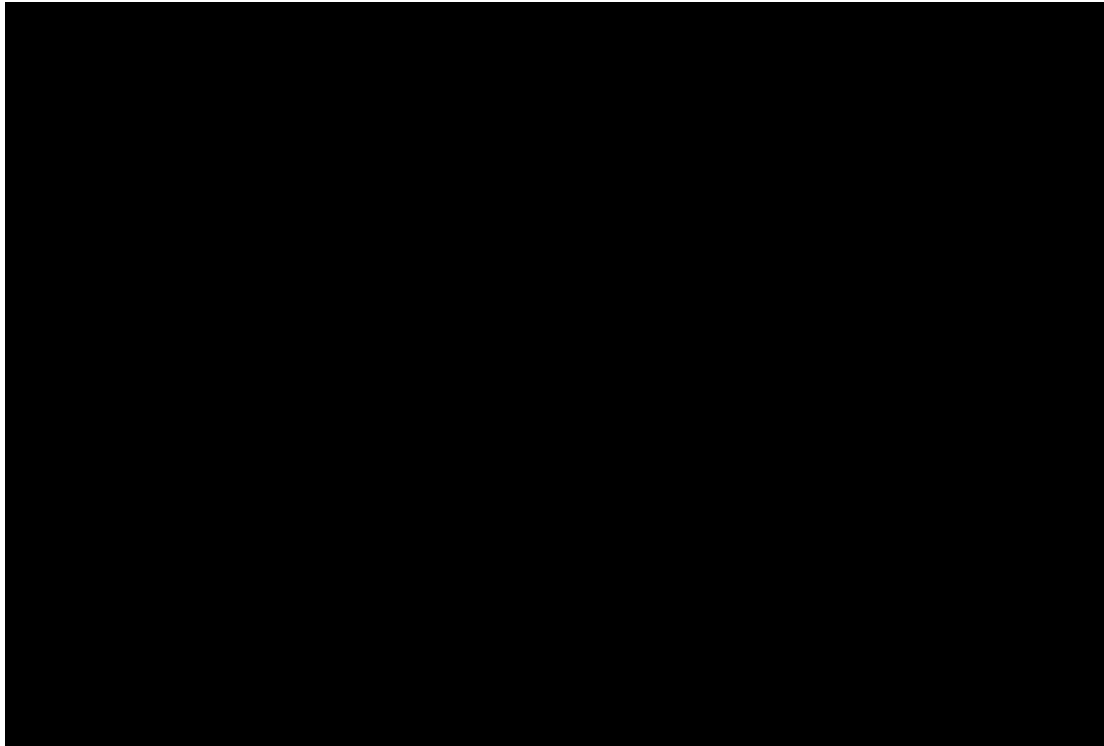
invoice, detailed billing, dispute and adjustment records, with capabilities to review and download data as necessary, based upon the Government's request. Government personnel with appropriate access and authority will manage other team members' access levels within the Agency.

Qwest provides time-saving tools such as eBill Manager™. [redacted]

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3.10.2.1 Initiating the Billing Process (comp_req_id 487)

Changes in a customer's account, including new orders or various changes to existing domestic or non-domestic services, can initiate the billing process. Generally, these changes are initiated by service order activity. Qwest's Customer Support Office (CSO) receives and processes service orders and billing inquiries 24x7x365. Agencies will submit their service orders via the Qwest Control Network Portal. Additionally, CSO representatives are available to receive service orders via e-mail, fax, or phone.

Qwest's service order management system tracks all service orders through the provisioning system as they are processed. Once a service order has been fulfilled, the provided service is tested to ensure that it meets Qwest's performance standards. After a service has been successfully tested, the service order management system issues a service order completion notice (SOCN) to the appropriate Agency representative. The effective billing

date for service will be the completion date identified on the SOCN. If the Government does not respond to the SOCN within three days, the effective billing date will be the completion date identified on the SOCN.

Sample UBIs are traceable across the Sample Ordering and Billing Data Dictionary Packages, available in Appendix 13 of our proposal. Qwest will include the same UBI in both the SOCN and the detailed billing file(s) to enable the Government to track the invoice back to the SOCN as well as through any changes to the order after the SOCN is produced.

Qwest understands the importance of an accurate inventory to ensure accurate billing. The SOCN process updates the dedicated inventory database. Only after the Government validates and accepts services will the inventory be updated. Qwest has developed a quality control process that validates inventory information and improves billing accuracy. We have established quality control processes to manage inventory discrepancies, which in turn, improves billing accuracy during service optimization or transition efforts. Additionally, Qwest will provide enhanced inventory reports that connect the data from the time the order was placed to the time when billing began. This will allow Agencies to quickly audit and maintain their Qwest inventory by showing the history of the transaction from order through inventory and billing.

Qwest employs a rigorous pre-invoice audit process to ensure that invoices are accurate; if any errors should appear, they are quickly remedied before issuance. Qwest's pre-invoice auditing process will reduce Agencies' billing management costs by proactively identifying and removing potential billing errors, thus preventing Government costs associated with billing dispute and resolution processes.

3.10.2.2 Collecting and Aggregating Billing Data

The billing process relies on a system of accurately capturing, collecting, and aggregating account and service information. Qwest's billing systems and processes excel at providing a single comprehensive view of all billing information associated with Agency accounts.

As shown in [REDACTED] Qwest has three primary sources of collecting billing data:

- Qwest Network Data – Metered and non-metered data from Qwest internal systems
- Qwest Service Enabling Device (SED) Data – SED data from Qwest internal systems
- Qwest Partner Data – All billing data for products and services provided by Qwest team members

[REDACTED]

[REDACTED]

[REDACTED]

account view. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] centralization and billing data flexibility will provide Agencies with the tools, processes, and data they need to manage their accounts via the Qwest Control Networx Portal.

[REDACTED] is completely recoverable from any point in the job stream, has built-in redundancy, and backs up data daily to maintain the integrity of the billing process. [REDACTED]

[REDACTED] Agencies can rely on Qwest's billing systems to keep billing data secure, accurate, and recoverable. This gives Agencies peace of mind that their billing data will be accurate and available whenever needed.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] Billing errors and disputes will be handled by the CSO in accordance with the contractual agreements and corrected in the timeframe specified by the RFP.

[REDACTED]

[REDACTED]

[REDACTED]

3.10.2.3 Meeting Networx Billing Format Requirements

Qwest recognizes that the format in which billing data is provided is critical in helping Agencies manage their billing information in a timely and cost-effective manner. The variety and flexibility with which Qwest is able to deliver billing formats exceeds the GSA Networx formatting requirements and will enable individual Agencies to manage their billing information in a way that meets their unique billing needs.

Qwest can provide summary and detailed billing formats in either centralized or direct billing scenarios, enabling Agencies to track their Qwest charges back to their price quotes or service usage. In addition, Qwest is fully capable of supporting shared-tenant billing using either a dynamic or fixed allocation method. [REDACTED]

[REDACTED]

Qwest recognizes the need for Agencies to change Agency Hierarchy Codes (AHCs) over the course of the contract for newly implemented and currently active services. Qwest's flexible account management system accommodates these changes. Account Management begins by having customers provide Qwest with all AHCs and the billing type associated with them. Qwest will ascertain the level of reporting required for each AHC. This hierarchal structure is integrated into our OSS system. Qwest's billing solution is a completely integrated and Networx specific solution; therefore, our internal customer identifiers are mapped directly to an Agency's AHC/billing

type [REDACTED]

[REDACTED] An Agency can change an AHC or add a new one through an administrative change order. This would trigger two things:

1. A new account will be set up for the new AHC; and
2. The services attached to the previous AHC account will be migrated to the new AHC.

[REDACTED]

Qwest's capability to combine multiple telecommunications services on a single statement saves Agencies time and effort in reviewing and analyzing multiple bills. Because all products and services are billed through a single system, billing formats can be revised quickly and accurately.

[REDACTED]

3.10.2.3.1 Direct Billing (comp_req_id 473)

Qwest recognizes the need for some Agencies to be billed directly. Qwest has demonstrated proficiency in direct billing via other Government contracts. For Agencies who choose to use direct billing, Qwest provides flexible formats and processes to meet the specialized needs of GSA and Agency customers. Qwest's experience with the direct billing process will

ensure that Agencies are receiving the highest level of service from a knowledgeable and capable provider.

For all direct billing, Qwest will provide the direct-billed invoice, detailed billing, and adjustment files in accordance with the RFP requirements within 15 business days of the close of the billing period. Qwest also will include the monthly billing informational memo to detail any pertinent information to the current billing data files that affects all Agencies. On the 15th business day of the month, Qwest will deliver, via electronic media or paper, all direct billing elements to GSA and the Agencies authorized for direct billing. Samples of this data including all data elements are contained in Appendix 13 of Qwest's proposal.

For Direct Billed Agencies the GSA Management Service (GMS) fees will be calculated by Qwest's billing management system for each Qwest-provided service, and the fee will be embedded at the lowest level of detail for each billing element. The GMS fee will be collected from the direct-billed Agencies or sub-Agencies via the overall billing element charge; Qwest will remit the total GMS fees to GSA via direct payment, according to Networx requirements. A list of the directly invoiced Agencies or sub-Agencies will be provided to GSA each month. While the GMS fee will be included, it will not be presented on the Direct Bill invoice, Detailed Billing File, or Adjustment file. GSA will be aware of the Direct Billed GMS fee through the GMS Fee Reconciliation Report which will be delivered to GSA by the 15th calendar day of the month. This report will follow the RFP guidelines by providing date of invoice, GMS Table, and Agency Detail.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Appendix 13 in

Qwest's Direct Bill Data Dictionary Package for Billing includes an example of a direct billed invoice.

3.10.2.3.2 Centralized Billing (comp_req_id 410)

Some Agencies will require centralized billing for their billing management needs. For these customers, Qwest will provide GSA with a single monthly consolidated invoice. It will include a summary of all charges incurred by each Agency during the specified period of time, along with detailed usage and non-usage charges at each Agency location. Qwest will deliver to the GSA and Agencies the Centralized Invoice, supported with Detailed Billing and Adjustments Files in accordance with RFP Section C.3.6.2.3.2.1 and Attachments J.12.4 and J.12.6. Further information about Qwest's Centralized Billing Invoice, Detailed Billing, and Adjustment Files is in Appendix 13 of the Qwest proposal.

For centralized billing, Qwest will show the GMS fee as a separate item for each CLIN billing element. To indicate the net amount due to GSA from the Agency, Qwest will subtract the GMS fee from the gross amount due, and show the GMS fee in parentheses. Monthly invoices for Agencies centrally billed will be submitted to the designated GSA billing office by the 15th business day following the conclusion of the billing period for which the invoices apply. Unless otherwise requested, Qwest will electronically provide GSA a single consolidated invoice file, a detailed billing file, and separate adjustment files as well as the monthly billing informational memorandum. GSA Agencies may change from centralized to direct billing at any time at no extra cost to the Government. The Centralized GMS Fee information will also be included in the monthly GMS Fee Reconciliation Report that will be delivered to GSA by the 15th calendar day of the month.

As Qwest has demonstrated through our work on the FTS2001 LD Crossover Contract, our flexible billing management system is not limited to

any single medium or format, and is capable of providing multiple formats if requested, including via the Qwest Control Network Portal.

3.10.2.3.3 Shared-Tenant Billing

Qwest understands the need for multiple Government Agencies to reduce costs through shared-tenant billing. To minimize costs, these Agencies may choose to share a single access circuit for each Agency's telecom needs. As a result, each Agency pays for only a portion of the access circuit they are using, rather than having to utilize and pay for 100 percent of a unique circuit. Qwest will support shared-tenant billing arrangements for both direct and centralized billing services and formats to these shared-tenant billing customers, and will support the Federal Government's access billing allocation requirements, outlined in C.3.6.4.2, for shared-tenant billing.

Qwest provides shared-tenant billing based on both dynamic and fixed allocation methods. Agencies may select either method via the Qwest Control Network Portal or by directly contacting the Qwest Network CSO representative.

Dynamic allocation billing is based on metered, or usage-based, events. Each Agency sharing the access circuit will be charged based on the percent it utilizes the circuit compared with the total usage during the billing period. After each Agency's usage has been captured, [REDACTED] calculates the allocation to three decimal places and charges each Agency accordingly.

Qwest provides fixed allocation billing services according to the Government's specified allocation factors, which the Government may change monthly as necessary. For the services to be shared, the Government will provide the fixed percentage allocations to Qwest. Before issuing an invoice, Qwest will make any changes to the allocation method and percent allocation requested by the GSA or an Agency [REDACTED] calculates the allocation to three decimal places and charges each Agency accordingly.

Qwest’s ability to provide shared-tenant billing will allow Agencies to reduce their telecommunications costs. Agencies will also benefit from Qwest’s dedicated CSO representatives, who will assist in timely updates to shared tenant-billing allocation requests.

3.10.2.4 Creating Billing Reports

Qwest will provide Agencies with a variety of standard and ad hoc reports. Reports may be requested and retrieved via the Qwest Control Networx Portal or Qwest’s Networx CSO representatives. Qwest has the ability to provide required reports to Agencies in any media, transport, or format, as shown in Section 3.10.5, Information Exchange.

GSA and the Agencies have access to the Qwest billing dispute database for ad hoc reporting via the Qwest Control Networx Portal. Qwest will be compliant with providing each of the required standard reports. **Figure 3.10.2-3** presents examples of some of the standard reports Qwest will provide to GSA.

Figure 3.10.2-3. Qwest Networx Standard Reports. *Qwest’s billing system will generate standard reports for the Networx program and send this data electronically to GSA and the Agencies.*

Report Name	Report Description	Frequency	Deliver to
Direct-billed A/R Delinquency Aging Report	Contains all delinquent balances greater than 60, 90, and 120 calendar days	<i>Initial:</i> 15 business days after the end of the calendar month in which accounts become delinquent <i>Updated:</i> Monthly; indicate if no accounts are delinquent	GSA COR
Contractor Open Disputes Report – Central	Lists number of open disputes and their age and dollar values	<i>Initial:</i> Within 5 days after the end of the first calendar month in which a dispute was submitted <i>Updated:</i> Within 5 days after the end of the calendar month	GSA COR
Contractor Open Disputes Report – Direct	Lists number of open disputes and their age and dollar values	<i>Initial:</i> Within 5 days after the end of the first calendar month in which a dispute was submitted <i>Updated:</i> Within 5 days after the end of the calendar month	Reporting Agency
GMS Fee Reconciliation Report	Contains all GMS fees by centralized and direct services and products, along with the billing revenue collected for each Agency	<i>Initial:</i> 60 days after the end of the first calendar month in which Qwest has billable charges <i>Updated:</i> Monthly, within 15 business days of the end of the preceding calendar month	GSA COR

Report Name	Report Description	Frequency	Deliver to
Direct-billed Agency List	Contains a list of direct-billed Agencies and sub-Agencies, the Agency Hierarchy Code associated with them, DAR Administrator, and contact information	<i>Initial:</i> 5 business days after the end of the first calendar month in which Qwest received an order from direct-billed customers <i>Updated:</i> Monthly, within 5 business days after the close of Qwest's billing process	GSA COR

3.10.2.5 Maintain and Retain Billing Data (comp_req_id 419; comp_req_id 353; comp_req_id 311; comp_req_id 238)

Qwest will maintain and retain for 10 years from expiration or termination of the contract: copies of all data; hard copy and electronic copies of letters, documents, electronic mail, memorandums, computer files, adjustment data; and other data pertaining to the billing of Networx services and related to billing disputes and adjustments, as specified in Section G.5 Billing of the Networx RFP.

3.10.2.6 Archived Information (comp_req_id 418; comp_req_id 352; comp_req_id 310; comp_req_id 237)

Qwest will fulfill the Government's requests for providing archived information reports and data in a format acceptable to the Government within five business days of receiving the request for 10 years from expiration or termination of the contract. Agencies may request archived information via the Qwest Control Networx Portal, e-mail, fax, or telephone (1-866-GSA-NETWorx (1-866-472-6389)).

3.10.3 Billing Disputes and Adjustments (comp_req_id 341; comp_req_id 340; comp_req_id 331; comp_req_id 328; comp_req_id 327; comp_req_ie 322; comp_req_id 321)


Qwest maintains a [REDACTED] or higher billing accuracy rate on major Government programs with thousands of billing records. [REDACTED]
[REDACTED]
[REDACTED] This high level of

accuracy results in more accurate billing that saves Agencies time and effort, and reduces their operating costs. In the event a billing error does occur, Qwest is committed to correcting the error in a timely manner and making necessary process or system changes to prevent the error from recurring.

Qwest's billing dispute and resolution process has three distinct goals:

- Resolve errors promptly and equitably
- Identify the root cause of errors
- Prevent the recurrence of billing errors

In addition to being compliant with GSA requirements, Qwest's billing dispute and resolution process is standard for all billing formats, including direct, centralized, and shared-tenant billing. This standardization facilitates timely and accurate resolution of Agency billing issues.

 depicts the flow of Qwest's process for resolving and adjusting billing disputes. When Agencies have a billing question or have identified a billing error, a bill inquiry request may be submitted via the Qwest Control Networx Portal, phone, e-mail, or fax. The Qwest Control Networx Portal will enable an Agency to directly and immediately enter new disputes and to inquire about, view, track, download, and print existing disputes that apply to their Agency only. All billing questions and disputes are managed by Qwest's Networx CSO representatives. The Networx CSO is responsible for ensuring that billing questions or disputes are resolved in a timely fashion.

Within Qwest, the billing organization is held accountable to rigorous internal processing targets and quality controls to satisfy our customers' billing needs. Qwest will comply with the Networx requirements to have all adjustments of \$15,000 and less resolved within 30 days of submission, and adjustments greater than \$15,000 resolved within 60 days of submission.

Within one day of submission of the billing inquiry or dispute, Qwest will provide the Government with a receipt acknowledgement, and will include



a unique identifier that will be used to track the inquiry through resolution. Additionally, Qwest will provide a monthly contractor dispute file that details all disputes opened during the month, the disputes that have been resolved, and the remaining open disputes.

A Qwest billing analyst will thoroughly review the inquiry and analyze the question or dispute. If an adjustment is required, the analyst will employ Qwest's existing approval process to issue the adjustment. Within three business days of resolution, the billing analyst will send the Agency a dispute resolution confirmation.

Typically, the billing analyst is able to quickly resolve any problems. However, if a situation warrants increased urgency, the billing analyst is empowered to escalate the dispute to a higher level. Throughout the bill dispute process, the Government will be able to receive status via the Qwest Control Network Portal or through contacting their dedicated CSO representative.

On an ongoing basis, [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Qwest's approach to continual billing improvement will minimize billing errors and reduce associated costs to Agencies.

We have processes in place to accept billing disputes via various formats, including paper, voice (our toll-free 1-866-GSA-NETWorx (1-866-472-6389)), CD ROM, DVD ROM, file server, e-mail server, or through our secure Qwest Control Networx Portal. Qwest will accept new disputes from GSA containing the data elements and in the media types specified in RFP Section C.3.6.3.3.2.2 and Section J.12.5 and in any media types specified in RFP Section C.3.6.3.3.1.1, Monthly New GSA Disputes Files, as mutually agreed upon by Qwest and GSA. This information is further defined below in Section 3.10.4, Data Dictionary Package for Billing. Formats for dispute data as well as sample data for all required data elements are available in the Data Dictionary Package, Appendix 13 of the Qwest proposal.

Qwest will provide the dispute files specified in RFP Section C.3.6.3.3.3.1 and as defined in J.12.5.1 containing the data elements and via the media types CD ROM, DVD ROM, magnetic tape, file server, and e-mail server, as well as through our secure Qwest Control Networx Portal, as mutually agreed upon by Qwest and GSA. Appendix 13 of the Qwest proposal contains sample dispute files for direct and centralized billing.

In addition to being compliant with GSA requirements, our billing dispute and resolution process is standard for all billing formats – including direct, centralized, and shared-tenant billing – which facilitate the timely and accurate resolution to Agencies' billing issues. Our CSO representatives are

dedicated to specific Agencies and act as a clearinghouse for all billing inquiries from those specified Agencies. They will work closely with their customer Agencies, and typically resolve 95 percent of disputes within one billing cycle (30 days).

3.10.3.1 Tracking and Managing Disputes (comp_req_id 339; comp_req_id 332; comp_req_id 330; comp_req_id 329)

Qwest's billing dispute and resolution process assigns a [REDACTED] ticket number (equivalent to the Contractor Dispute Number identified in Appendix 13) to each billing inquiry and dispute. Agencies and dedicated CSO representatives will use this unique identifier to track the status of a dispute. GSA, Agency, or Agency-specific users will be able to use either Qwest's [REDACTED] ticket number or their own dispute number in the Qwest Control Networx Portal until the dispute is resolved. Detailed information about a dispute, resolution, or adjustment will be documented in the monthly Dispute and Adjustment files.

Qwest's Web-based system and database for managing billing disputes will be part of the Qwest Control Networx Portal. We will update the database every day with status changes and new disputes received from the Government. Qwest will accept and update the database with the New Monthly GSA Disputes file provided by GSA containing new GSA initiated disputes and Agency initiated disputes escalated to GSA.

3.10.3.2 Dispute Receipt Acknowledgment and Resolution Confirmation (comp_req_id 336; comp_req_id 335)

Qwest will provide Dispute Receipt Acknowledgment and Resolution Confirmation data elements, as defined in the Data Dictionary Package using the media/transport/format types specified in RFP Section C.3.6.3.3.5.1, Dispute Receipt Acknowledgement, as mutually agreed upon by Qwest and the Government. Appendix 13 of our proposal contains samples of Resolution

Confirmation. Qwest's Centralized Billing Data Dictionary contains a Dispute Receipt Acknowledgement. The sample data provided will be for all services and will be traceable across the Ordering and Billing Data Dictionaries.

3.10.3.3 Adjustment File (comp_req_id 243; comp_req_id 242; comp_req_id 241)

Qwest will send the Agency the Adjustment File according to RFP Section C.3.6.3.3.5.3 as mutually agreed upon by Qwest and the Agency. Please refer to Appendix 13 of the Qwest proposal for a sample Agency adjustment file for direct and centralized billing.

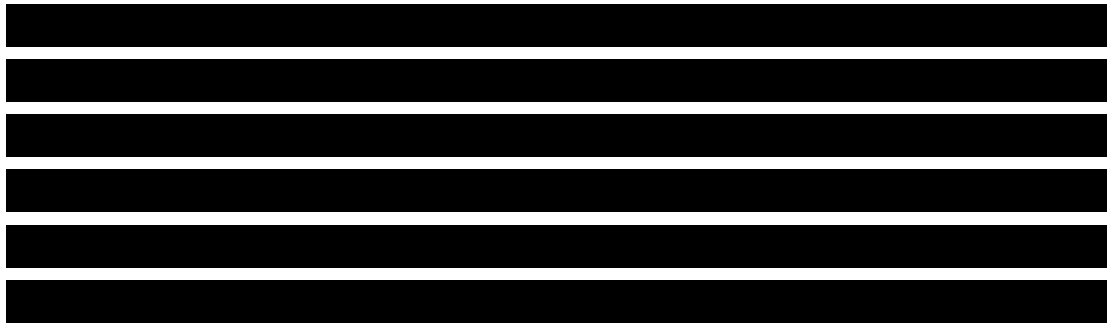
Qwest will provide detailed information on adjustments applied to GSA invoices in GSA Adjustment File. Appendix 13 of the Qwest proposal contains a sample adjustment file.

Qwest will send the GSA Adjustment File via various formats, including CD-ROM, DVD ROM, file server, or e-mail server, as well as through our secure Qwest Control Networx Portal, as mutually agreed upon by Qwest and GSA.

3.10.4 Data Dictionary Package for Billing (L.34.2.3.10.1; M.3.1(a); comp_req_id 491; comp_req_id 416)

Through our work on the FTS2001 LD Crossover and other customer contracts, Qwest has become experienced in providing data dictionaries that map our customers' billing data to our internal systems. Qwest provides accurate, understandable data that our Agency customers can efficiently import into their billing systems.






The Data Dictionary package for billing includes the following files for both Centralized and Direct billing:

- Invoice File (L.34.2.3.10.1(a))
- Detailed Billing File (L.34.2.3.10.1(b))
- Dispute Resolution Confirmation (L.34.2.3.10.1(c))
- Adjustment File (L.34.2.3.10.1(d))
- Dispute Receipt Acknowledgment (L.34.2.3.10.1(e))
- Dispute File (L.34.2.3.10.1(f))

3.10.4.1 Logical Files (comp_req_id 485; comp_req_id 484; comp_req_id 483)

Qwest's Data Dictionary Package for Billing contains the required logical files, the data elements contained within the data element field name, field length, field type, field characteristics, and a description of data that could be populated in the field that is sufficient to map the Government's data elements to the data elements in Qwest's required files. Qwest's data elements in the Data Dictionary are equivalent to the Government's data elements. Qwest will accommodate the mapping of the Government's logical files in the Data Dictionary Package. The Data Dictionary Package is included in Appendix 13 (General Instructions) and its attachments. There are  types of Data Dictionary Package attachments. The first is an MS Excel file containing the Data Dictionary (DD) which describes the data files including

instructions, data element definitions, mapping rules, change control log, and code value definitions. [REDACTED]

[REDACTED] The [REDACTED] is a comma delimited text file containing samples of the data file themselves.

As part of the General Instructions in Appendix 13, Qwest describes how the Government will be able to create a logical file for every required file sent to the Government. Qwest will work with the Government to provide accurate logical files as requested, and accommodate different needs as they arise. The files are available in Data Dictionary Package, Appendix 13, of the Qwest proposal.

3.10.4.2 Translation of Billing Codes (comp_req_id 482)

Through our work on the FTS2001 LD Crossover Contract, Qwest is well versed in translating codes on billing documents. Each Data Dictionary file contains a column labeled “code value” that will be populated in the event that further translation is needed. All applicable billing codes are translated in this file (Data Dictionary Package, Appendix 13). If a field in the “code value” column is blank, then the field does not have a code value; otherwise, the Government will be provided with the translated value. All services will include a billing CLIN.

3.10.4.3 Updates (comp_req_id 481)

Qwest will update our data dictionary packages for billing as changes occur. Prior to inserting any changes in the Data Dictionary, Qwest will provide updates to both GSA and Networx user Agencies, including but not limited to, data elements, sample data, and file layouts in accordance with the update instructions presented in Appendix 13.

Qwest provides accurate, user-friendly data that Agencies can efficiently and accurately pull into their billing systems. The Qwest CPO will

provide updates in the Data Dictionary easily, quickly, and accurately with the monthly invoice memorandum. All changes will be noted in detail at the beginning of the document, as well as in the body of the document.

3.10.4.4 Change Details (comp_req_id 480)

Qwest has included file-unique instructions with the data dictionary Packages for Billing as part of Appendix 13. When changes occur, these instructions will guide change management, including highlighting the importance of each change so that they may easily be identified.

3.10.4.5 Sample Data (comp_req_id 479)

As part of this proposal, Qwest is providing sample data for all of required files and for all services proposed. This data is in sufficient detail to support the stated Government purposes of developing and testing Government systems that process these logical data files. This data is provided in our Data Dictionary package's electronic files and populated with representative data values of the contract's services. We have populated each billing data element appropriate to the billed services. Sample data files are attached to the Data Dictionary Package, described in Appendix 13 of the Qwest proposal.

3.10.4.6 Additional Descriptive Information (comp_req_id 477)

In the form of general instructions that apply to all Data Dictionary Packages and in instructions specific to each Package, Qwest will provide additional descriptive information to assist the Government in interpreting the contents of the Packages. Our Networx-dedicated CSO representatives will work with their Agency contacts after award to ensure that additional information is fully responsive to the Government's needs. The revised instruction tab can be found in Appendix 13.

3.10.4.7 Detailed Billing File Elements (comp_req_id 465; comp_req_id 403)

Qwest has attached Detailed Billing Files that contain the data elements specified in the Networx RFP Attachment J.12.4.2, Detailed Billing File. Our Detailed Billing File will contain the AHC(s), UBI(s), CLIN(s), and billed amounts for Agencies that sum to the total amount billed on the invoice. This billing information is available via the Qwest Control Networx Portal and in any other formats the Agency may request. As identified in Figures 3.10.4-1 and 3.10.4-2, Appendix 13 of our proposal contains the Data Dictionary Package for the Detailed Billing Files with sample data containing all required elements for direct and centralized billing and will be consistent with the Government's definitions as detailed in J.11.

3.10.4.8 Separate Records (comp_req_id 463; comp_req_id 451; comp_req_id 400; comp_req_id 388; comp_req_id 240)

Qwest will ensure that the detailed billing file contains a separate record for each instance for each item ordered. We will show, on the detailed billing file, the lowest level of detail associated for each order number record. Each of the data elements will be associated with the service order information. The Monthly "Billing Informational Memorandum" will contain details of any pertinent information to the current billing data files that affects all Agencies. In cases where there are multiple units, Qwest will provide those CLINS, quantities, units, and prices separately in the detail record.

For dispute resolution confirmations, Qwest will indicate on a record-by-record basis which records are adjustments and which records are dispute resolution confirmations.

3.10.4.9 Feature Charge CLIN (comp_req_id 459)

Qwest will ensure that the CLIN for a feature charge is associated with the Call Detail Record (CDR) or CDR-level record to which it applies. Our

systems will automatically assign a CLIN to each feature charge associated with a CDR and CDR-level record(s), which will be displayed on the Direct Billed invoice detailed billing files. Sample CLIN data is included in the sample data files attached to our Data Dictionary Package in Appendix 13 of our proposal. Qwest includes sample data at the CDR level records to demonstrate compliance with RFP reference C.3.6.1.2.3 in Appendix 13.

3.10.4.10 Charges for Appropriate Hierarchical Levels (comp_req_id 457; comp_req_id 394)

Through the use of AHCs, Qwest will ensure that all charges are billed to the appropriate AHC, and contain the correct detail reporting. Our hierarchy management capabilities enable invoicing up to the highest level and down to the lowest, and any combination thereof, as requested by the Government. Agencies will be able to submit the requests to bill at different levels via the Qwest Control Networx Portal or directly to our dedicated CSO representatives.

3.10.4.11 Population of Data Fields (comp_req_id 455; comp_req_id 393)

Qwest populates all data fields in all billing files as appropriate and as indicated by our sample data files. When a field is not applicable to a given service, that field will be blank on all records in all files related to that service.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3.10.4.12 Application Software Packages (comp_req_id 447)

Qwest will provide authorized users (GSA, Agencies, and sub-Agencies) that have Internet access, the ability to review, edit, download, and analyze their invoice, invoice files, detailed billing files, dispute files, and adjustment files through the Qwest Control Networx Portal and the [REDACTED] reporting tool based upon their permissions level. Using these software tools, authorized users will be allowed to read, review, analyze, and download their electronic billing data, as well as have access to extended reporting functionality above and beyond the requirements of RFP Section C.3.6.1.

3.10.4.13 Output Files

As applicable, Qwest will provide a billing Data Dictionary Package for any billing file we send to the GSA. Qwest will deliver any and all subsequent Data Dictionary Package updates and changes to the GSA and Agencies. As per the RFP, the final Data Dictionary Packages will be updated and provided to GSA within five days of receiving comments. As other changes may occur, updated Data Dictionary Packages will be provided no less than 60 days prior to implementation. For updates due to changes in standards or introduction of new services, updated Data Dictionary Packages will be provided no more than once every 60 days. Instructions for maintaining the Data Dictionary Package for any files provided to the Government are included in Appendix 13 of the Qwest proposal.

3.10.4.14 CLINS Associated with UBI (comp_req_id 391)

Qwest will provide all CLINs associated with the UBI, even if the charges are zero.

3.10.4.15 Detailed Billing File (comp_req_id 398; comp_req_id 397)

Qwest will provide CDRs in the detailed billing files for switched voice services. Qwest also will provide CDR level (i.e., the lowest level available, such as circuit level, private virtual circuit, and SED) records for all other services in a detailed billing file.

3.10.5 Information Exchange (L.34.2.3.10.2; M.3.1(b))(comp_req_id 336)

Qwest's unique single billing system has the capability to provide standard formats for all types of domestic and non-domestic services. For all individual services offered, our flexible billing management system can provide billing data in any combination of media types, transport methods, and formats the customer requests, whether through the Qwest Control Network Portal or from our Dedicated CSO representatives. The Qwest Control Network Portal allows Agencies to keep track of all of their documents and specify the media types, transport methods, and formats for receiving them. Our Web portal also enables our Dedicated CSO representatives to respond quickly and easily to Agency changes in formats for sending and receiving documents and files.

As presented in **Figures 3.10.5-1** through **3.10.5-5**, Qwest will support all of the media types, transport methods, and formats the Government requests for the GSA and Agencies, including those specified in the RFP for the following documents and files. These formats will be broken out on service-by-service basis for all required files, including:

- Invoice data (L.34.2.3.10.2(a))

- Detailed billing data (L.34.2.3.10.2(b))
- Dispute resolution data (L.34.2.3.10.2(c))
- Adjustment data (L.34.2.3.10.2(d))
- Dispute receipt acknowledgment data (L.34.2.3.10.2(e))
- Dispute data (L.34.2.3.10.2(f))

Figure 3.10.5-1. Qwest Media Types, Transport Methods, and Formats. *Qwest will support all of the media types, transport methods, and formats the Government requests on a service-by-service basis for the Direct Agency Invoice Data, Detailed Billing File, and Adjustment File.*

Direct Agency Invoice Data, Detailed Billing File, and Adjustment File		
Media	Transport	Format
Paper	<ul style="list-style-type: none"> • Facsimile • Courier • Postal Service 	<ul style="list-style-type: none"> • Not Applicable
CD ROM	<ul style="list-style-type: none"> • Courier • Postal Service 	<ul style="list-style-type: none"> • MS Word 97 through 2003 • MS Excel 97 through 2003 • PDF • ASCII Text • HTML • CSV • ASCII Text Tab Delimited • ASCII Text Fixed Record • XML • Other formats as mutually agreed between Agency and Qwest
DVD ROM	<ul style="list-style-type: none"> • Courier • Postal Service 	
Magnetic Tape	<ul style="list-style-type: none"> • Courier • Postal Service 	
File Server	<ul style="list-style-type: none"> • Secure Internet File Transfer Protocol • Internet Hypertext Transfer Protocol • Internet Secure Socket Layer • Other secured or unsecured transport methods as mutually agreed between Agency and Qwest 	
E-mail Server	<ul style="list-style-type: none"> • Internet E-mail – Simple Mail Transfer Protocol • Attachment to Internet • E-mail • Encrypted Internet E-mail • Other secured or unsecured transport methods as mutually agreed between Agency and Qwest 	<ul style="list-style-type: none"> • MS Word 97 through 2003 • MS Excel 97 through 2003 • PDF • ASCII Text • E-Mail Text Message • CSV • ASCII Text Tab delimited • ASCII Text Fixed Record • XML • Other formats as mutually agreed between Agency and Qwest

Figure 3.10.5-2. Qwest Media Types, Transport Methods, and Formats. Qwest will support all of the media types, transport methods, and formats the Government requests on a service-by-service basis for the Centralized Agency Invoice Data, Detailed Billing File, and Adjustment file.

Centralized Agency Invoice Data, Detailed Billing File, and Adjustment File		
Media	Transport	Format
CD ROM	<ul style="list-style-type: none"> • Courier • Postal Service 	<ul style="list-style-type: none"> • MS Word 97 through 2003 • MS Excel 97 through 2003 • PDF • ASCII Text • HTML • CSV • ASCII Text Tab Delimited • ASCII Text Fixed Record • XML • Other formats as mutually agreed between Agency and Qwest
DVD ROM	<ul style="list-style-type: none"> • Courier • Postal Service 	
Magnetic Tape	<ul style="list-style-type: none"> • Courier • Postal Service 	
File Server	<ul style="list-style-type: none"> • Secure Internet File Transfer Protocol • Internet Hypertext Transfer Protocol • Internet Secure Socket Layer • Other secured or unsecured transport methods as mutually agreed between Agency and Qwest 	
E-mail Server	<ul style="list-style-type: none"> • Internet E-mail – Simple Mail Transfer Protocol • Attachment to Internet E-mail • Encrypted Internet E-mail • Other secured or unsecured transport methods as mutually agreed between Agency and Qwest 	<ul style="list-style-type: none"> • MS Word 97 through 2003 • MS Excel 97 through 2003 • PDF • ASCII Text • E-Mail Text Message • CSV • ASCII Text Tab delimited • ASCII Text Fixed Record • XML • Other formats as mutually agreed between Agency and Qwest

Figure 3.10.5-3. Qwest Media Types, Transport Methods, and Formats. Qwest will support all of the media types, transport methods, and formats the Government requests on a service-by-service basis for the Agency Dispute Resolution Confirmation.

Agency Dispute Resolution Confirmation		
Media	Transport	Format
File Server	<ul style="list-style-type: none"> • Secure Internet File Transfer Protocol • Internet Hypertext Transfer Protocol • Internet Secure Socket Layer • Other secured or unsecured transport methods as mutually agreed between Agency and Qwest 	<ul style="list-style-type: none"> • MS Word 97 through 2003 • MS Excel 97 through 2003 • PDF • ASCII Text • E-Mail Text Message • CSV • ASCII Text Tab delimited • ASCII Text Fixed Record • XML • Other formats as mutually agreed between Agency and Qwest
E-mail Server	<ul style="list-style-type: none"> • Internet E-mail – Simple Mail Transfer Protocol • Attachment to Internet E-mail • Encrypted Internet E-mail • Other secured or unsecured 	<ul style="list-style-type: none"> • MS Word 97 through 2003 • MS Excel 97 through 2003 • PDF • ASCII Text • E-Mail Text Message

Agency Dispute Resolution Confirmation		
Media	Transport	Format
	transport methods as mutually agreed between Agency and Qwest	<ul style="list-style-type: none"> • CSV • ASCII Text Tab delimited • ASCII Text Fixed Record • XML • Other formats as mutually agreed between Agency and Qwest

Figure 3.10.5-4. Qwest Media Types, Transport Methods, and Formats. Qwest will support all of the media types, transport methods, and formats the Government requests on a service-by-service basis for the Agency Dispute Receipt Acknowledgement.

Agency Dispute Receipt Acknowledgement		
Media	Transport	Format
Paper	<ul style="list-style-type: none"> • Facsimile • Courier • Postal Service 	Not Applicable
CD ROM	<ul style="list-style-type: none"> • Courier • Postal Service 	<ul style="list-style-type: none"> • MS Word 97 through 2003 • MS Excel 97 through 2003 • PDF • ASCII Text • HTML • CSV • ASCII Text Tab delimited • ASCII Text Fixed Record • XML • Other formats as mutually agreed between Agency and Qwest
DVD ROM	<ul style="list-style-type: none"> • Courier • Postal 	
Magnetic Tape	<ul style="list-style-type: none"> • Courier • Postal Service 	
File Server	<ul style="list-style-type: none"> • Secure Internet File Transfer Protocol (FTPS) • Internet Secure Socket Layer (SSL, HTTPS) • Other secured or unsecured transport methods as mutually agreed between Agency and Qwest 	
Email Server	<ul style="list-style-type: none"> • Internet E-Mail - Simple Mail Transfer Protocol (SMTP) • Attachment to Internet E-Mail • Encrypted Internet E-Mail • Other secured or unsecured transport methods as mutually agreed between Agency and Qwest 	<ul style="list-style-type: none"> • MS Word 97 through 2003 • MS Excel 97 through 2003 • PDF • ASCII Text • E-Mail Text Message • CSV • ASCII Text Tab delimited • ASCII Text Fixed Record • XML • Other formats as mutually agreed between Agency and Qwest
Voice	<ul style="list-style-type: none"> • Telephone • In person 	Not Applicable

Figure 3.10.5-5. Qwest Media Types, Transport Methods, and Formats. Qwest will support all of the media types, transport methods, and formats the Government requests on a service-by-service basis for the Filing Agency Dispute data.

Agency Dispute Data		
Media	Transport	Format
CD ROM	<ul style="list-style-type: none"> • Courier • Postal Service 	<ul style="list-style-type: none"> • CSV • ASCII Text Tab Delimited • ASCII Text Fixed Record • XML • Other formats as mutually agreed between
DVD ROM	<ul style="list-style-type: none"> • Courier • Postal Service 	
File Server	<ul style="list-style-type: none"> • Secure Internet File Transfer Protocol 	

Agency Dispute Data		
Media	Transport	Format
	<ul style="list-style-type: none"> • Internet Hypertext Transfer Protocol • Internet Secure Socket Layer • Other secured or unsecured transport methods as mutually agreed between Agency and Qwest 	Agency and Qwest
E-mail Server	<ul style="list-style-type: none"> • Internet E-mail – Simple Mail Transfer Protocol (SMTP) • Attachment to Internet E-mail • Encrypted Internet E-mail • Other secured or unsecured transport methods as mutually agreed between Agency and Qwest 	<ul style="list-style-type: none"> • CSV • ASCII Text Tab delimited • ASCII Text Fixed Record • XML • Other formats as mutually agreed between Agency and Qwest

3.10.6 Summary

Qwest’s single billing management system provides a superior billing platform using proven, advanced billing technologies and services. The seamless integration of our billing data into a single system reduces the likelihood of billing errors, and will consistently exceed the SLA invoice accuracy rate of 95 percent for the invoicing of all Qwest products and services. This, in turn, results in more accurate records, fewer billing disputes and adjustments, and less time validating and reconciling invoices for the Agencies’ billing staff.

Qwest’s invoicing and billing structure has the flexibility needed to meet the Government’s specific requirements, including those for direct, centralized, and shared-tenant billing. Qwest has a comprehensive process for resolving disputes promptly and equitably, identifying and mitigating the causes of the disputes, and taking corrective actions to prevent their recurrence. **Figure 3.10.6-1** presents the principle features of an optimized billing system and summarizes how Qwest’s billing management system and Spirit of Service™ can deliver those attributes to the Agencies.

[Redacted content]

[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
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[Redacted]	[Redacted]	[Redacted]
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