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Appendix 8

Policies and Procedures

Qwest Government Services, Inc.
4250 North Fairfax Drive
Arlington, VA 22203

December 13, 2006

Revision 00

REVISION HISTORY

Revision Number	Revision Date	Revision Description	Revised by

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1.0 INTRODUCTION

Qwest's Networkx Policies and Procedures (P&P) document addresses the policies and procedures to perform specific tasks related to Networkx. The policies and procedures contained in this document reference Qwest's detailed policy and procedure documents on the Qwest knowledge management intranet application, [REDACTED]. The topics discussed herein are consistent with topics covered in [REDACTED] and the Networkx Universal Program request for proposal (RFP) requirements, as stated in:

- L.34.2.3.1, Program Management, "The Offeror shall describe the structure and policies and procedures proposed for its Contractor Program Organization (CPO) as required in Section C.3.2, Program Management. This description shall include all aspects of how the CPO will function. The offeror shall describe its ability to implement a functional organization through the submission of Policies and Procedures (P&P) document(s) including, but not limited to, all the requirements of Section C.3.2.2.1.4, Contractor Policies and Procedures."
- C.3.2.2.1.4, Contractor Policies and Procedures, ID Number 1, "The contractor shall develop, implement, and update a Policies and Procedures (P&P) document(s) that provide direction to staff on the methods of performing their Networkx responsibilities."

2.0 BACKGROUND

Qwest's Networkx Policies and Procedures (P&P) follow naturally from the [REDACTED] mission statement and statement of objectives. By establishing policies and procedures within a document framework, Qwest ensures that all resulting policies adhere to Qwest's corporate values. The mission guiding Qwest business policies is:

[REDACTED]

In support of this mission, Qwest has established the following objectives to be achieved through documentation and implementation of its policies and procedures:

- Baseline, document, and maintain all current Qwest business processes
- Expedite new product developments through the identification of process deltas
- Facilitate process improvements with end-users
- Provide a requirement base for new system procurement
- Define a method for consistent and valid requirement definition for existing processes, process improvement, and product development

3.0 SCOPE

The P&P document describes how Qwest will manage the functional responsibilities and describes the methods and procedures for Qwest personnel and our team members' staffs to perform their Networx responsibilities. In most cases, the policies and procedures were adapted from our commercial best practices and tailored for the GSA Networx Program. Qwest's best practices are the principal reason why Qwest showed strong progress in customer satisfaction with local and long-distance services in the 2005 J.D. Power rankings. Qwest ranked higher in customer satisfaction than both of the FTS2001 incumbent service providers.

Closely aligning the Networx policies and procedures with Qwest commercial best practices ensures that GSA will benefit as we evolve our corporate processes to technology, service, and customer management

enhancements. The functional areas included in this initial P&P documentation are:

1. Network management and security
2. Inventory management
3. Billing
4. Customer support
5. Account management
6. Order processing and fulfillment
7. Training (development and delivery)
8. Analysis and reporting
9. Network augmentation process
10. Document change control
11. Network services configuration control and change management
12. OSS change control

4.0 APPLICABILITY

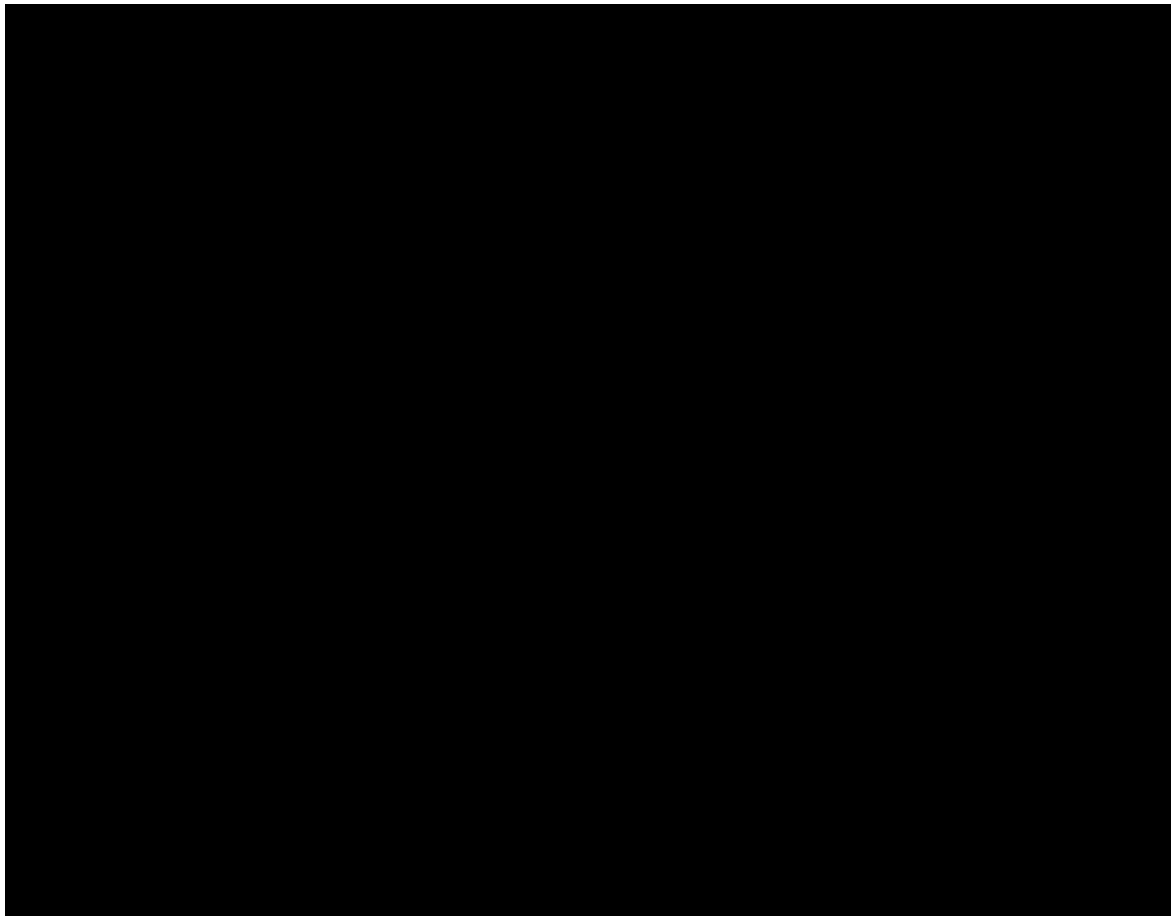
The Qwest Networx Contractor Program Organization (CPO) will use the policies and procedures described in this P&P document as the roadmap for implementing the Networx program. The content within this document will be delivered during our "Initial" Internal training classes to team members supporting our Networx contract; it will be "Refreshed" annually throughout the contract term. Additional "Refreshments" of this document, and associated training, will occur when new policies and procedures are introduced due to contract modification activities and new product delivery.

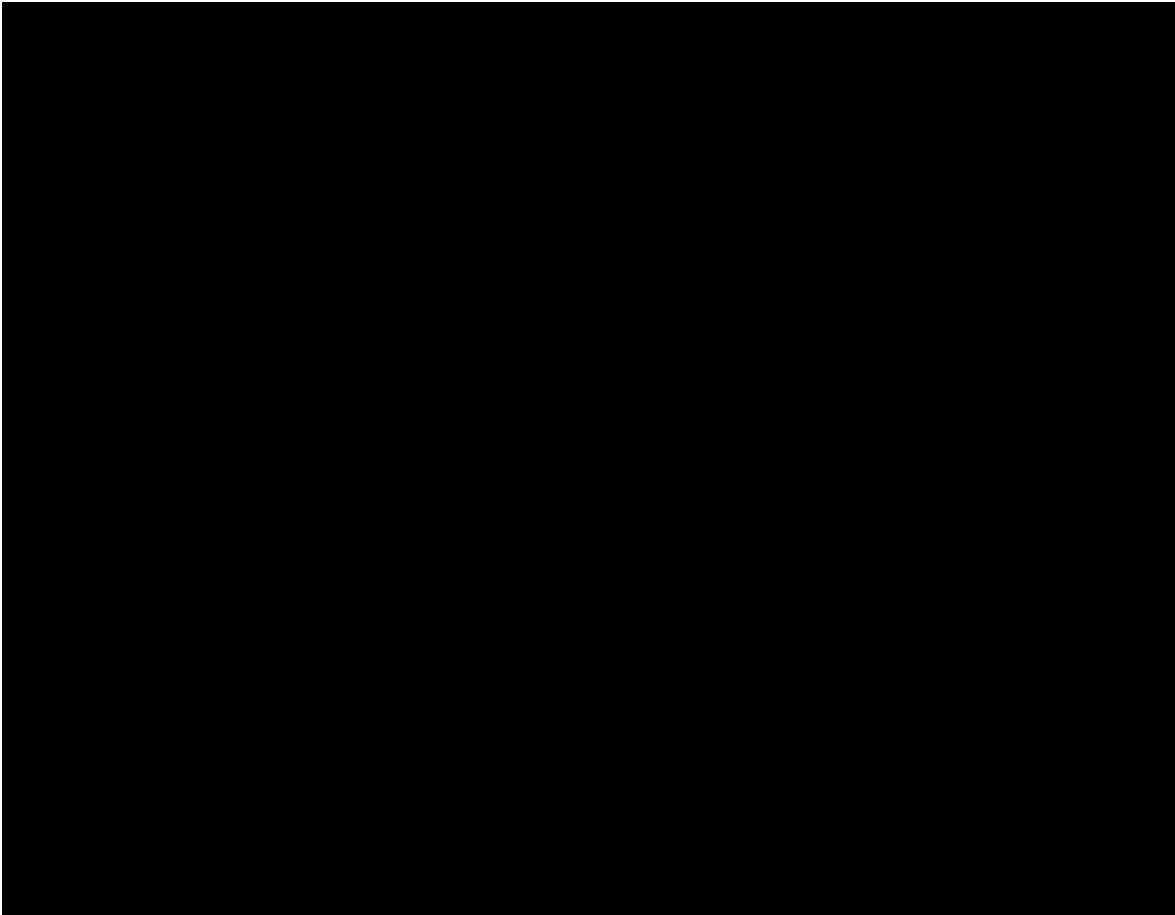
Qwest recognizes that it isn't sufficient to merely train our staff on procedures – policies and procedures must be integrated into daily operations and easily be accessible by staff for maximum effectiveness. To achieve these goals, Qwest has automated access to our policies and procedures.

Qwest maintains an intranet which is widely used by all employees both for job performance and for all employee actions. Qwest has positioned its [REDACTED] (the Qwest intranet) for maximum ease of accessibility by all employees. As Figures [REDACTED] illustrate, access to [REDACTED] is nearly seamless.

Once an employee or entrusted subcontractor has accessed the [REDACTED] they have fingertip access to all applicable Policies and Procedures, as illustrated in A8-2.

Networx support personnel can quickly identify applicable policies and/or procedures, and with one additional click, bring up the procedure in an interactive mode, as illustrated in [REDACTED]



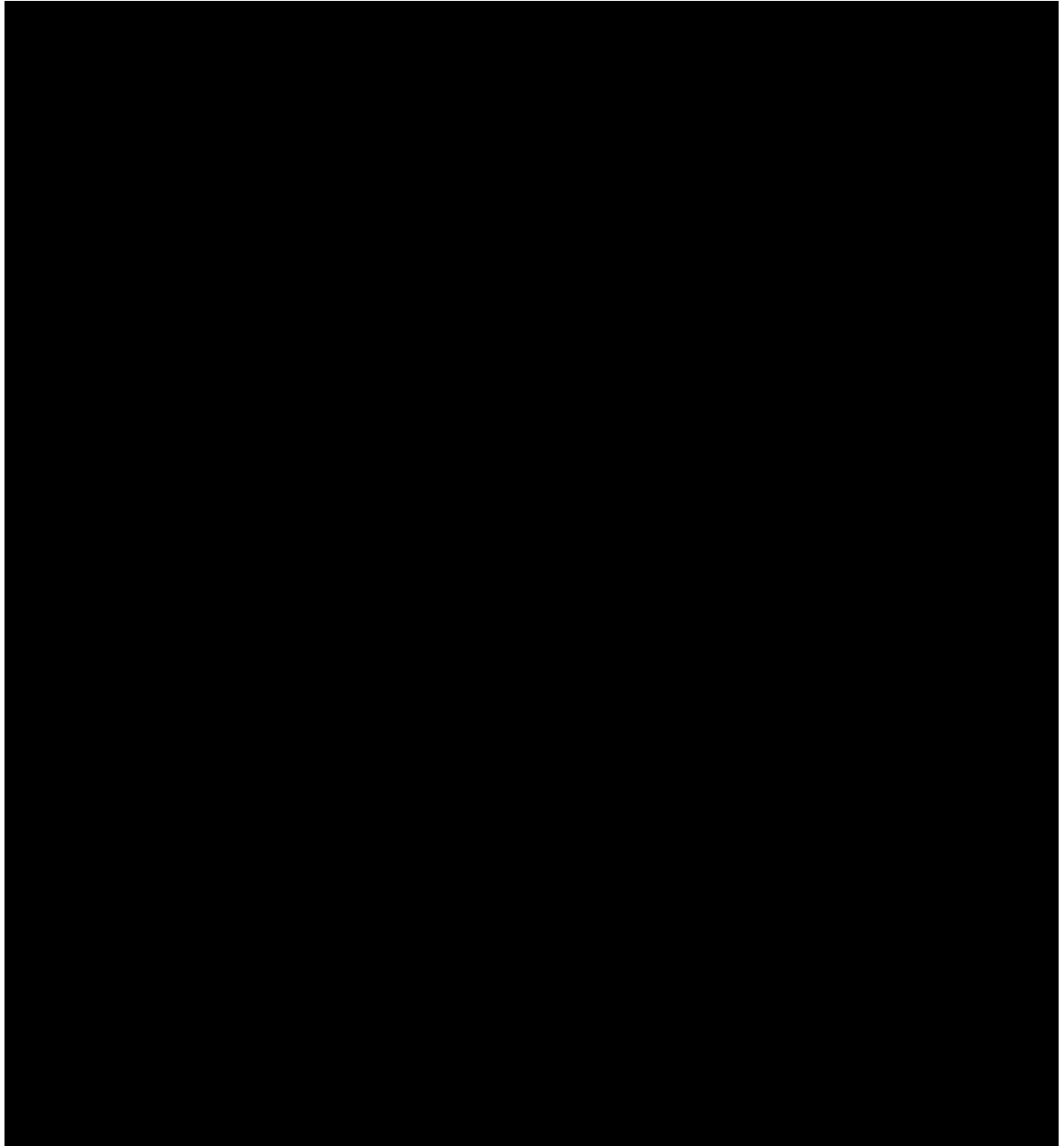


The use of interactive portal technologies transforms Qwest's policies and procedures from the traditional sterile, bookshelf environment to one in which procedures actively guide daily Networx support activities.

This document, compiled for the Networx Program specifically, includes twelve (12) required policy and procedure documents. Each document is presented as a stand-alone document that will be revised and updated as appropriate throughout the life of the Networx contract. This also allows for ease of adding other policies that are deemed relevant throughout the life of the contract.

Qwest will amend or change a Networx-specific policy as required after review and approval by the Government on a semi-annual basis. When a

policy is changed, the previous policy will be considered null and void as of the date of the new policy.



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Attachment 1
NETWORK MANAGEMENT AND
SECURITY

Policies and Procedures

Qwest Government Services, Inc.

4250 North Fairfax Drive

Arlington, VA 22203

December 13, 2006

Revision 0

**NETWORK MANAGEMENT AND SECURITY
POLICIES AND PROCEDURES**

REVISION HISTORY

Revision Number	Revision Date	Revision Description	Revised by

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Attachment 2
INVENTORY MANAGEMENT
Policies and Procedures

Qwest Government Services, Inc.
4250 North Fairfax Drive
Arlington, VA 22203

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INVENTORY MANAGEMENT POLICIES AND PROCEDURES

REVISION HISTORY

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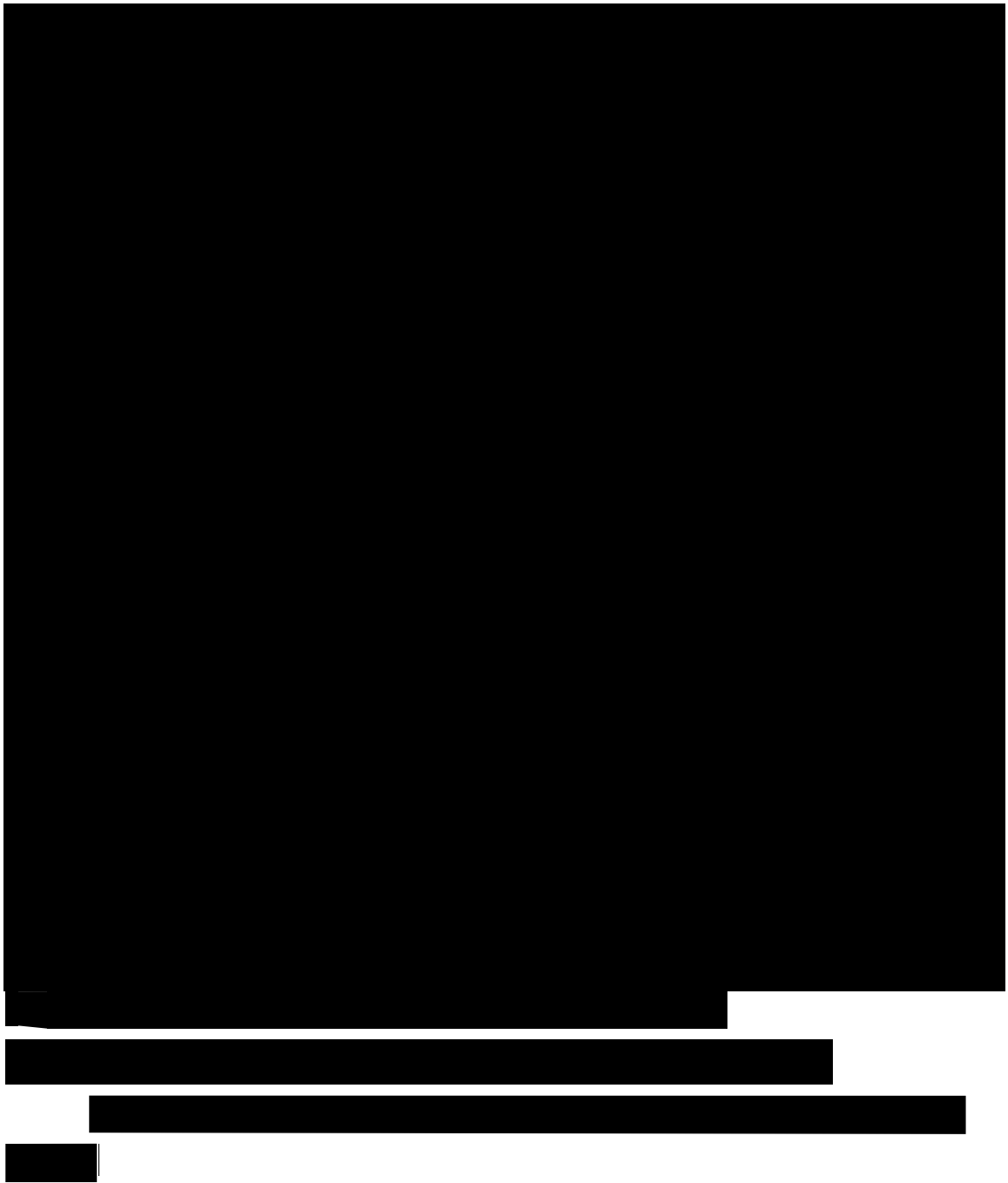
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**Attachment 3
BILLING**

Policies and Procedures

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December 13, 2006

Revision 0

**BILLING
POLICIES AND PROCEDURES**

REVISION HISTORY

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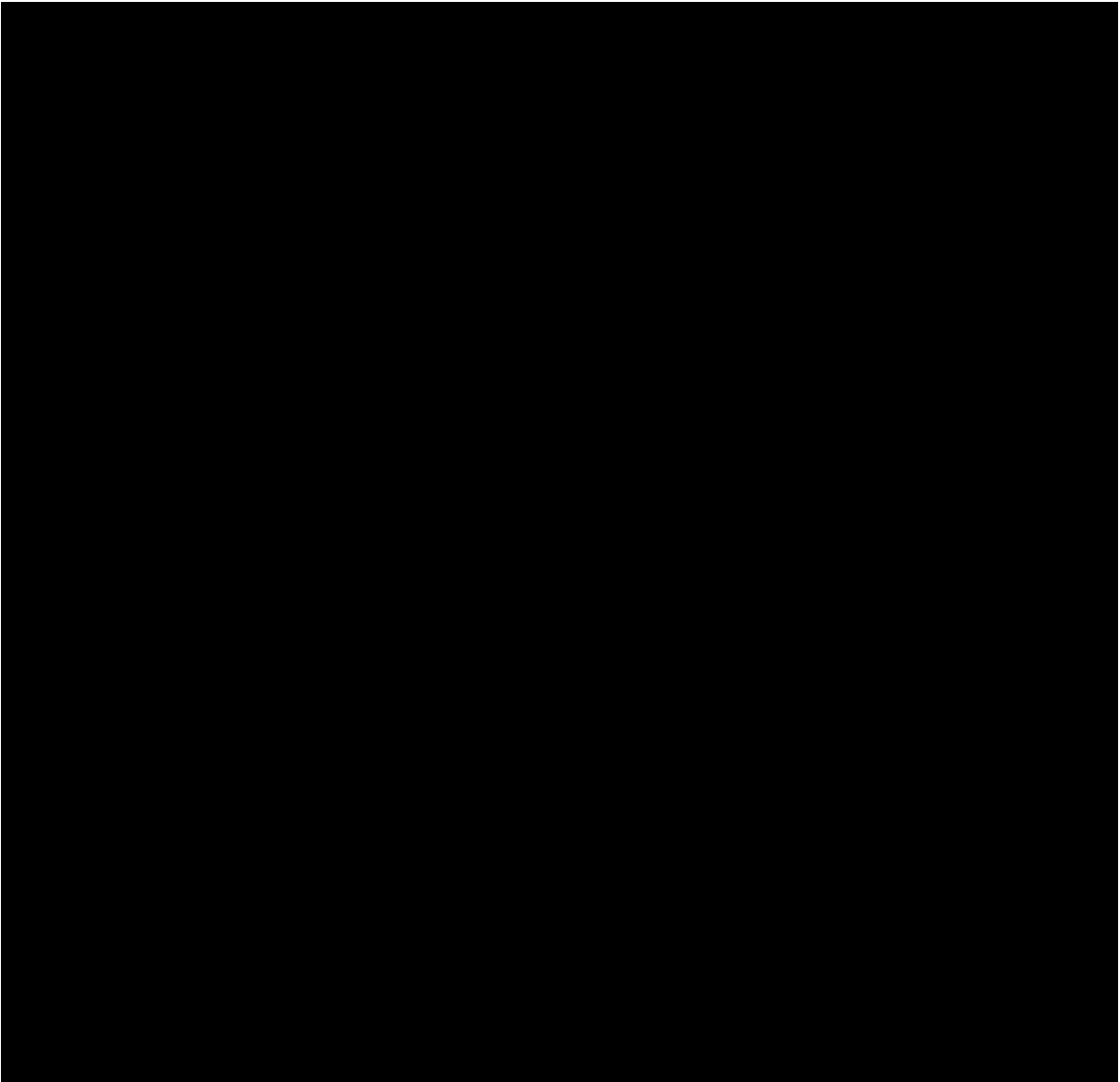
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**Attachment 4
CUSTOMER SUPPORT
Policies and Procedures**

Qwest Government Services, Inc.
4250 North Fairfax Drive
Arlington, VA 22203

December 13, 2006

Revision 0

**CUSTOMER SUPPORT
POLICIES AND PROCEDURES**

REVISION HISTORY

Revision Number	Revision Date	Revision Description	Revised by

CUSTOMER SUPPORT (C.3.2.2.1.4 (D))

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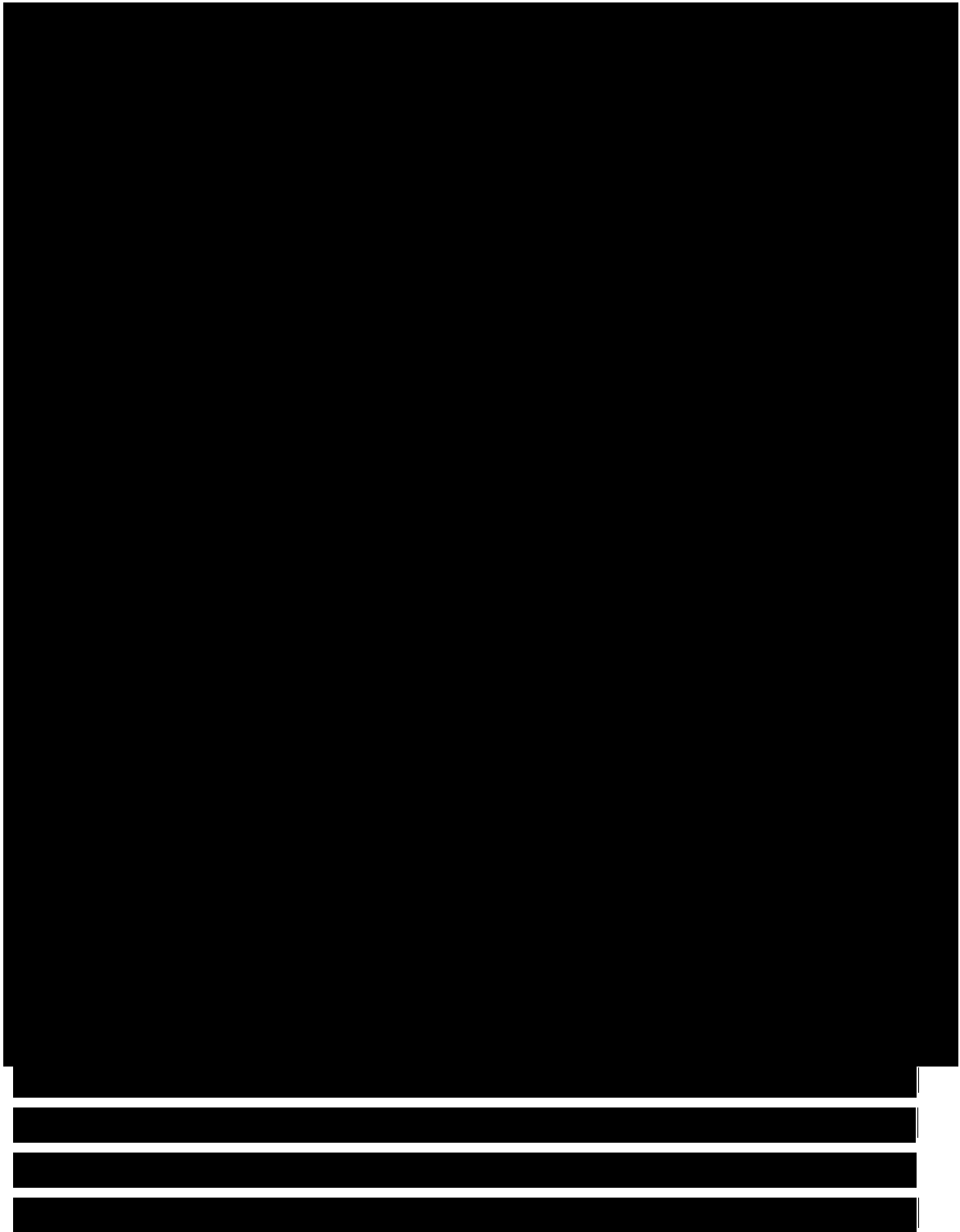
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