

5.2.5 CALL CENTER/CUSTOMER CONTACT CENTER SERVICES (CCS) (L.34.1.5.4, M.2.1.4, C.2.11.2)

Qwest's CCS is interoperable with a multitude of channels, allowing for seamless delivery to Government Agencies.

Qwest Contact Center Solutions (CCS) is comprised of several scalable and highly reliable Qwest network-hosted services that can work independently or together to assist Agencies to manage their inbound and outbound Contact Centers. These services include routing and distributing requests to live agents, Web chat, email and self-help applications (both touch-tone and speech).

Qwest will provide all five independent service delivery methods for CCS.

1. For the Contractor-Provided and Contractor-Based (CPCB) delivery method, the Qwest Team will provide all required hardware, software, inside wiring and power at a Qwest Team facility for use by Agency-provided agents.
2. The Contractor-Provided and Agency-Based (CPAB) delivery method will include Qwest-provided CCS capabilities to support an Agency Contact Center facility, including hardware and software. Qwest will install, configure, and maintain the CCS equipment.
3. Qwest is also proposing the optional Contractor-Based and Agency-Provided (CBAP) Call Management Service. This will include Agency-provided CCS hardware and software which the Qwest Team will install and configure in a Qwest Team facility for Agency personnel use.

4. The Qwest Team solution for CCS Provided at an Agency Location (CPAL) will be supported by Qwest Team personnel and CPCB CCS support at an Agency provided location.
5. CCS Provided at a Contractor Location (CPCL) encompasses a fully outsourced, Qwest Team-supported solution for the Agencies. This includes all hardware, software, personnel, and facilities.

Figure 5.2.5-1 provides an easy reference to correlate the narrative requirements to our proposal response.

Figure 5.2.5-1. Responses to Narrative Mandatory Service Requirements

Req_ID	RFP Section	Proposal Response
33275	C.2.11.2.1.4.2 (1)	5.2.5.3.1.1
33276	C.2.11.2.1.4.2 (2)	5.2.5.3.1.2
33279	C.2.11.2.1.4.2 (4)	5.2.5.3.1.3
33282	C.2.11.2.1.4.2 (5)	5.2.5.3.1.4
33284	C.2.11.2.1.4.2 (6)	5.2.5.3.1.5
33290	C.2.11.2.1.4.2 (7)	5.2.5.3.1.6
33293	C.2.11.2.1.4.2 (8)	5.2.5.3.1.7
33294	C.2.11.2.1.4.2 (8)	5.2.5.3.1.7
33298	C.2.11.2.1.4.2 (9)	5.2.5.3.1.8
33318	C.2.11.2.1.4.2 (15)	5.2.5.3.1.9
33320	C.2.11.2.1.4.3 (1)	5.2.5.3.1.10
33322	C.2.11.2.1.4.3 (2)(b)	5.2.5.3.1.11
33340	C.2.11.2.1.4.3 (4)(a)	5.2.5.3.1.13
33342	C.2.11.2.1.4.3 (4)(b)	5.2.5.3.1.14
33345	C.2.11.2.1.4.3 (4)(b)	5.2.5.3.1.14
33346	C.2.11.2.1.4.3 (4)(b)	5.2.5.3.1.14
33347	C.2.11.2.1.4.3 (4)(c)	5.2.5.3.1.15
33349	C.2.11.2.1.4.3 (4)(d)	5.2.5.3.1.16
33351	C.2.11.2.1.4.3 (4)(e)	5.2.5.3.1.17
33353	C.2.11.2.1.4.3 (4)(f)	5.2.5.3.1.18
33359	C.2.11.2.1.4.3 (4)(g)	5.2.5.3.1.19
33362	C.2.11.2.1.4.3 (4)(h)	5.2.5.3.1.20
33366	C.2.11.2.1.4.3 (4)(i)	5.2.5.3.1.21
33367	C.2.11.2.2.1 (1)	5.2.5.3.2.1
33374	C.2.11.2.2.1 (1) (5)	5.2.5.3.2.2

Req_ID	RFP Section	Proposal Response
33385	C.2.11.2.2.1 (2)	5.2.5.3.2.3
33386	C.2.11.2.2.1 (3)	5.2.5.3.2.4
33388	C.2.11.2.2.1 (4)	5.2.5.3.2.5
33399	C.2.11.2.2.1 (4)	5.2.5.3.2.6
33400	C.2.11.2.2.1 (5)	5.2.5.3.2.7
33407	C.2.11.2.2.1 (5) (7)	5.2.5.3.2.8
33409	C.2.11.2.2.1 (5) (9)	5.2.5.3.2.9
33410	C.2.11.2.2.1 (5)	5.2.5.3.2.10
33411	C.2.11.2.2.1 (6)(1))	5.2.5.3.2.11
33420	C.2.11.2.2.1 (6) (10)	5.2.5.3.2.12
33424	C.2.11.2.2.1 (6) (14)	5.2.5.3.2.13
33426	C.2.11.2.2.1 (7)	5.2.5.3.2.14
33430	C.2.11.2.2.1 (9)	5.2.5.3.2.15
33433	C.2.11.2.2.1 (10)	5.2.5.3.2.16
33438	C.2.11.2.2.1 (10) (5)	5.2.5.3.2.16
33439	C.2.11.2.2.1 (10)	5.2.5.3.2.16
33440	C.2.11.2.2.1 (11)	5.2.5.3.2.17
33448	C.2.11.2.2.1 (11) (8)	5.2.5.3.2.18
33449	C.2.11.2.2.1 (12)	5.2.5.3.2.19
33457	C.2.11.2.2.1 (13)	5.2.5.3.2.20
33461	C.2.11.2.2.1 (15)	5.2.5.3.2.21
33467	C.2.11.2.2.1 (15) (5)	5.2.5.3.2.22

The portfolio of Qwest network-hosted services includes network-based call routing, including predefined routing plans; and inbound Automatic Call Distribution (ACD), outbound dialing, and Web contact. [REDACTED]


Qwest offers personnel to staff all Agency-selected locations. Qwest can support all required and optional CCS delivery methods.

5.2.5.1 Reserved (L.34.1.5.4 (a))

5.2.5.2 Reserved (L.34.1.5.4 (b))

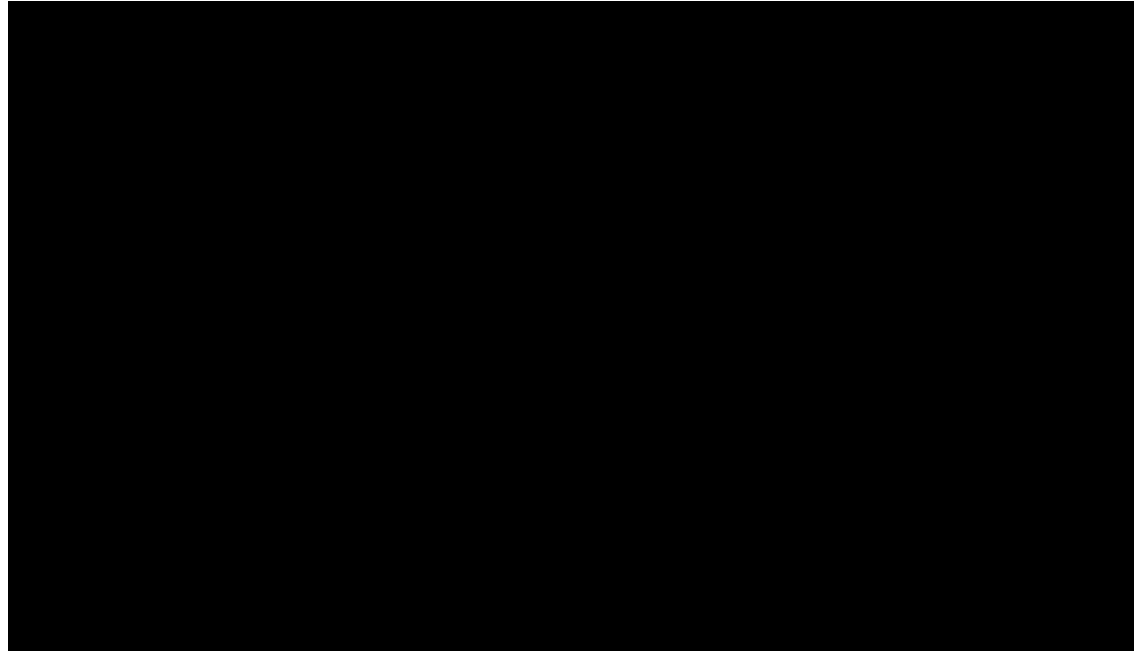
5.2.5.3. Satisfaction of Technical Service Requirements L.34.1.5.4 (c))

By using established, streamlined and structured processes and skilled personnel as the underlying basis for the Qwest CCS, we will satisfy Agency

CCS requirements. Qwest CCS provides flexibility in using and paying for only those applications that are required 







Qwest's network-based IVR tool allows Agencies to build self-service menu trees with multiple voice prompts in minutes. Applications built using the Graphical User Interface (GUI) can route calls from the network to the selected destination based upon the prompt selected. An application can make destination phone number decisions or play pre-recorded announcements based upon Automatic Number Identification (ANI), Dialed Number Identification Service (DNIS) and caller-entered, touch-tone digits. These applications can also link to Qwest's custom Network IVR application off of any prompt selection. By using a Web browser, the Agency can build an IVR solution in minutes. Agencies benefit by having an easy-to-use and reasonably priced development tool for rapid deployment of departmental applications.

[REDACTED]

[REDACTED]. Agencies benefit by receiving a feature-rich routing product without the capital and operating expense found in premises-based technology. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Qwest's network includes an IVR and speech recognition platform that integrates with Agency applications [REDACTED] [REDACTED] Qwest's network IVR can work as a standalone application platform or integrate with Agency Web applications and databases, premises-based ACDs and other vendor IVRs utilizing Computer Telephony Integration (CTI). Qwest's network IVR provides the reliability and scalability of a network-based solution with the control and flexibility of a premises-based implementation. Applications may include locator services, customer information lookup, appointment scheduling, or any application where information can be provided efficiently by an automated interface.

Qwest's Network Toll-Free Service (TFS) is a technologically advanced 8XX offering that provides Agencies with a complete set of routing features to effectively distribute and manage their calls into their Contact Centers while providing quality service to their customers. When combined with the CCS, the Agency has the ability to route and manage Contact Center transactions in a highly efficient and cost-effective manner. In addition, Qwest will provide Agencies with the necessary hardware, software, inside wiring and hard/soft agent phones within Qwest's hosted CCS Center to accommodate agents for the CPCB and CPAB delivery methods. Maintenance of this equipment will be provided by Qwest as required.

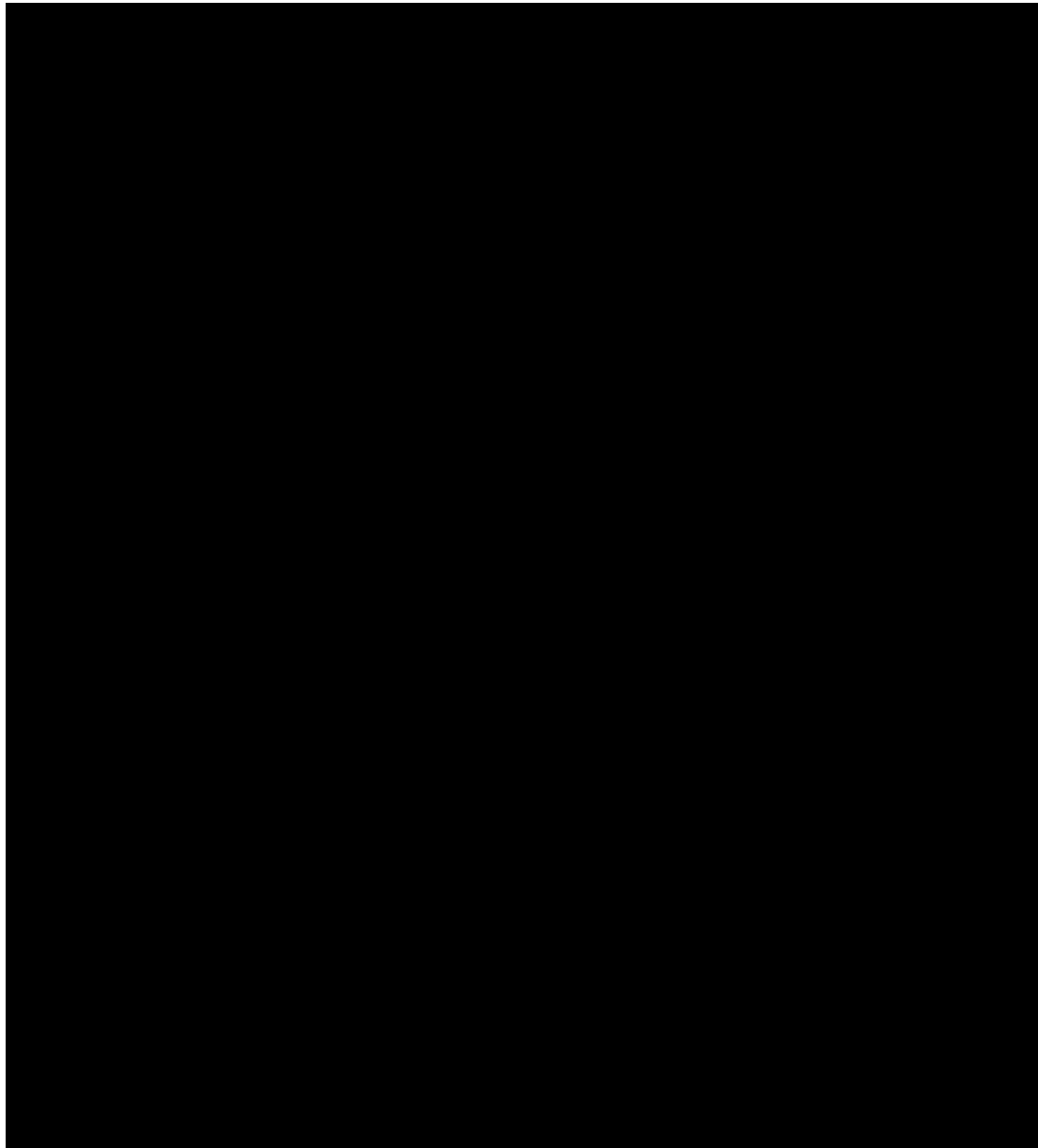
5.2.5.3.1 Satisfaction of Call Center Services Capability Requirements (L.34.1.5.4 (c), C.2.11.2.1.4.1)

Figure 5.2.5-4 Identifies all of the CCS required capabilities and Qwest's Technical approach. Qwest fully complies with all mandatory stipulated and narrative capabilities requirements for CCS. The text in Figure 5.2.5-4 is intended to provide the technical description required per L.34.1.5.4 (c) and does not limit or caveat Qwest's compliance in any way.

Figure 5.2.5-4 CCS Technical Capabilities and Qwest's Approach

ID	Capability	Qwest's Technical Approach
CCS Delivery Methods (C.2.11.2.1.4.1)		
1	CCS Management and answering service.	[Redacted]
2a	Contractor Provided and contractor Based Call Management Service (CPCB)	[Redacted]
2b	Contractor Provided and Agency Based Call management Service (CPAB)	[Redacted]
2c	Contractor Based and Agency Provided (CBAP) Service [Optiona]	[Redacted]
2d	CCS Provided at an Agency location Call Answering Service (CPAL)	[Redacted]
2e	CCS Provided at a Contractors Location (CPCL) Call Answering Service.	[Redacted]
[Redacted]		
1	Routing distribution from multiple contact channels.	[Redacted]
2	Intelligent routing	[Redacted]
3	Interoperability	[Redacted]

ID	Capability	Qwest's Technical Approach
4	Agency firewall	[REDACTED]
5	Service Observation and monitoring service	[REDACTED]
6	Real time scheduled network changes	[REDACTED]
7	Reporting	[REDACTED]
8	Historical and real time reports	[REDACTED]
9	Local time zone reporting by location	[REDACTED]
10	Graphical real time reporting	[REDACTED]
11	Queue Status	[REDACTED]
12	Music-On-Hold	[REDACTED]
13	Discovery Session	[REDACTED]
14	Terminal devices	[REDACTED]
15	Holiday requirement	[REDACTED]
1	Turnkey operation	[REDACTED]
2a	KPI's	[REDACTED]
2b	Holiday Schedule	[REDACTED]
2c	Interoperable	[REDACTED]
2d	TDD/TTY support	[REDACTED]
2e	Increase Capacity	[REDACTED]
3	Basic Call Answering	[REDACTED]
4a-i	CCS Plans and Deliverables.	[REDACTED]



5.2.5.3.1.1 Network Call Queue (Req_ID 33275; C.2.11.2.1.4.2 (1))

Qwest offers a full suite of call center applications that allow for inbound ACD, outbound dialing, and Web-contact. The system uses a universal queue allowing for multi-media calls to be combined into a common

call queue or separated into individual call queues to provide the Agency with total flexibility in managing their call volume. Agents can be standalone, dealing with only one type of call, or blended to support a multi-media environment. All calls are queued at the network and managed by the call strategies created by each Agency. Call strategies can be modified in real time to allow the Agency to immediately react to changing call patterns or specific issues.

The Qwest CCS Team will adhere to all the business rules of each Agency before the design and deployment of Network Agent Routing.

Qwest is in a position to offer personnel to staff all Agency-selected locations. The Qwest personnel will then be responsible for all CCS activities including, but not limited to, configuration, adds-moves-and-changes, system upgrade, Help Desk functions, and all Agent activities and management as required by the Agency at their location.

5.2.5.3.1.2 Intelligent Routing and Distribution of Contacts (Req_ID 33276; C.2.11.2.1.4.2 (2))

Network Agent Routing uses a universal queue allowing for multi-media calls to be combined into a common call queue or separated into individual call queues to provide the Agency with total flexibility in managing their call volume. Agents can be standalone dealing with only one type of call or blended to support a multi-media environment. All calls are queued at the network and managed by the call strategies created by each Agency. Call strategies can be modified in real time to allow the Agency to immediately react to changing call patterns or specific issues.

Qwest's CCS allows for customization of the routing rules and agent profiles to meet each Agency need and requirement. Each Agency can be treated as an individual client to the solution or be combined with a larger organization. Distribution of contacts can be through multi-media call flows,

and Agencies can select the appropriate routing based on their specific business requirements.

5.2.5.3.1.3 Agency Firewall Compatibility (Req_ID 33279; C.2.11.2.1.4.2 (4))

Qwest will work with each Agency to ensure that data and firewall environments are compatible with the system. Data requirements are flexible, allowing, at a minimum, public Internet access with Access Control List security or, if necessary, full managed firewall with encryption. [REDACTED]

[REDACTED]

[REDACTED] Qwest will perform interoperability testing with the Agency during implementation of CCS to ensure that firewall compatibility is maintained.

5.2.5.3.1.4 Availability of Service Observation (Req_ID 33282; C.2.11.2.1.4.2 (5))

[REDACTED]

[REDACTED] Whether the agent is located centrally or working remotely, they have the ability to access the system. Managers can use the [REDACTED] monitoring capabilities to listen to calls, observe desktop activities, and communicate with agents effectively, regardless of their location.

[REDACTED]

[REDACTED]

[REDACTED]

Reporting includes real time, historical, and full lifecycle content, allowing the manager to be informed and aware of changing situations regardless of their location. Reports can be customized to provide only that information critical to the manager's situation. [REDACTED]

[REDACTED]

5.2.5.3.1.5 Management of Specific Network Queue, Call Routing Algorithms, Contact Center Agent Profiles, and Reports (Req_ID 33284; C.2.11.2.1.4.2 (6))

[REDACTED]

[REDACTED] This control includes the ability to manage all activities including network queues, routing algorithms, and agent profiles.

[REDACTED]

[REDACTED] Each Agency has full control of their routing and reporting environment.

**5.2.5.3.1.6 Provision of Reports with Different Management Views
(Req_ID 33290; C.2.11.2.1.4.2 (7))**

Qwest's [REDACTED] reporting tools are flexible in allowing each Agency to build reports that provide the appropriate data elements to meet their needs. Data is tracked in multiple increments [REDACTED] [REDACTED] allows for storage of up to 13 months of call statistic information and offers each customer the ability to export data to their own data infrastructure for manipulation, reporting, and retention. [REDACTED]

**5.2.5.3.1.7 Reporting on the Queue and Agent/Skill Levels (Req_IDs
33293, 33294; C.2.11.2.1.4.2 (8))**

The [REDACTED] call reporting tools include real time, historical and full lifecycle reporting. All calls through the system are monitored and tracked. [REDACTED] [REDACTED] Reports can be pulled using standard templates or customized to support each Agency's needs and requirements.

**5.2.5.3.1.8 Graphical Real Time Reporting/User Friendly Data (Req_ID
33298; C.2.11.2.1.4.2 (9))**

Each Agency will be provided the capacity to pull reports specific to their call environment through a graphical user interface, in real time.

**5.2.5.3.1.9 Holiday Requirement/CCS Closings (Req_ID 33318;
C.2.11.2.1.4.2 (15))**

Qwest [REDACTED] can be configured to support holiday and unplanned re-routing events.

Qwest will work with each Agency to ensure that Agency Contact Center closings, including holidays, out of hours, emergency situations, and maintenance can be addressed through re-routing or special announcements.

Announcements can be managed by the customer when using both the network voice response or network agent routing solutions. Re-routing can be managed within either solution by the customer, as well as by changing the destination points for the Agency call.

5.2.5.3.1.10 Turnkey Call Center Operations (Req_ID 33320;

C.2.11.2.1.4.3 (1))

The Qwest CCS Team currently provides turnkey call center services that include network services, technology, hiring, training, business processes, workflows, reporting, quality assurance, and training. Qwest provides a robust and scalable network-based ACD/IVR/CTI, workforce management, outbound predictive dialing, and TFS as the underlying network to support CCS. We also provide the staffing, Help Desk, and training at our facilities or at Agency locations through our existing relationships. Performance indicators are customized to each program and adhered to by the CCS.

5.2.5.3.1.11 Holiday Schedule/Caller Inquiries (Req_ID 33322;

C.2.11.2.1.4.3 (2)(b))

The Qwest Team will provide CCS capabilities 24x7x365 to support Agency requirements.

Call coverage options will be designed with each Agency to ensure coverage to meet each Agency's needs and requirements for out-of-hours and holiday periods.

5.2.5.3.1.12 Increase in Capacity of CCS Operations in Crisis or High Priority Situations (C.2.11.2.1.4.3 (2)(e))

Qwest's CCS teammate, ██████████ will meet this requirement using a combination of trend-based capacity planning and triggered response to special Agency requests. Each Agency program requirement for quickly increasing capacity will be taken into account during the due diligence phase

of the implementation process. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED].

Each program's requirements for quickly increasing capacity will be taken into account during the due diligence phase of the implementation process. For very short-term needs, Qwest is proposing that agents are cross-trained in our other locations and have the ability to come online very quickly.

[REDACTED]
[REDACTED] We have extensive experience
in handling rapid and difficult ramps. [REDACTED]
[REDACTED]

[REDACTED]

Figure 5.2.5-7 Example of the Qwest Team’s Ability to Handle Complex Transition

Agency	FEMA
Project Location and Launch Date	Ponca City, Marianna, Palatka – Launched Phase 1 on 8/23/04, Phase 2 on 9/7/04
Training Requirements	Three weeks of Client Specific Training
Program Descriptions and Headcount	<ul style="list-style-type: none"> • Phase 1 – Pre Placement Interviews for disaster victims who were awaiting housing 150 Employees between Ponca, Marianna and Palatka • Phase 2 – Registration Intake – took applications from disaster victims • 200 plus FTE between Ponca and Marianna
Contact Type	Inbound/ Outbound Voice
Language Requirements	English and Spanish on Phase 1, English Only on Phase 2
Customers Supported	Victims of Hurricanes (Charley, Jeanne, Frances, Ivan, Tropical Storm Bonnie)
Why has this been successful	<ul style="list-style-type: none"> • Extensive planning with the client • Multiple weekly operations calls with the client • On-site support • Sykes and client’s commitment to process development and adherence • Solid account management structure • Qwest’s and client’s commitment to making this project a success • Flexibility with OT and scheduling as needed to answer all calls

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

5.2.5.3.1.13 CCS Project Plan (Req_ID 33340; C.2.11.2.1.4.3 (4)(a))

The Qwest CCS Team will work closely with Agencies to develop a customized project plan for successfully launching a new program and all functions and activities connected with the project. Once all the pertinent information has been gathered, a project kick-off meeting will be held with representation from all the affected Agency departments to fully discuss

program specifics, Agency background, program goals/objectives, call flow, key implementation plans/timelines, hours of operation, Service Level Agreements (SLAs), identification of program management and stakeholders, training needs, and overall Agency expectations. The documented project plan will include required activities, dependencies, assigned resources, and milestones/durations adequate to support de-risking and management of the CCS implementation.

5.2.5.3.1.14 CCS Migration Plan (Req_IDs 33342, 33345, 33346;

C.2.11.2.1.4.3 (4)(b))

The Qwest CCS team will provide the Agency with a detailed Migration Plan [REDACTED]

[REDACTED].

Each migration plan will be uniquely built to address the needs of each Agency and program. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block containing multiple paragraphs of blacked-out content]

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5.2.5.3.1.15 CCS Staffing Plan (Req_ID 33347; C.2.11.2.1.4.3 (4)(c))

For all positions, the Qwest CCS Team will target candidates who are qualified to do the job, available for the work needed, and interested in the opportunity. The hiring profile for agents will be Agency-driven and will be drafted according to the requirements of the Agency. Promising agents are targeted for management positions and given training as well as increased responsibility. Team managers are typically promoted from within an account. When a supervisory/management position does become available, a seasoned, well-trained individual immersed in the client's values and culture is ready to fill the need. Management recruits are selected for their industry

experience, vision and perspectives on industry direction, and experience with a broad array of client types and projects.

Agent Recruitment and Selection Process

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Administration requirements will be established locally and processes followed in accordance with the Agency's specific policy.

The process is intended to improve both the effectiveness and efficiency of agent-level recruitment. Improved effectiveness and quality are achieved by defining a detailed requirements profile at the start of the process and providing the required selection tools to test candidates against these requirements. Improved efficiency is achieved by ensuring that candidates are sourced using the most appropriate channel and the screening and testing procedure allows a suitable funnel of candidates through the process with the least amount of time and resources spent on non-qualified candidates. The standard global process allows consistency of the recruitment function across all sites. Measurement of the process allows continuous improvement, while reporting of metrics allows visibility and provides the data required for strategic decision making and for future changes and enhancements to the program.

[Redacted content]

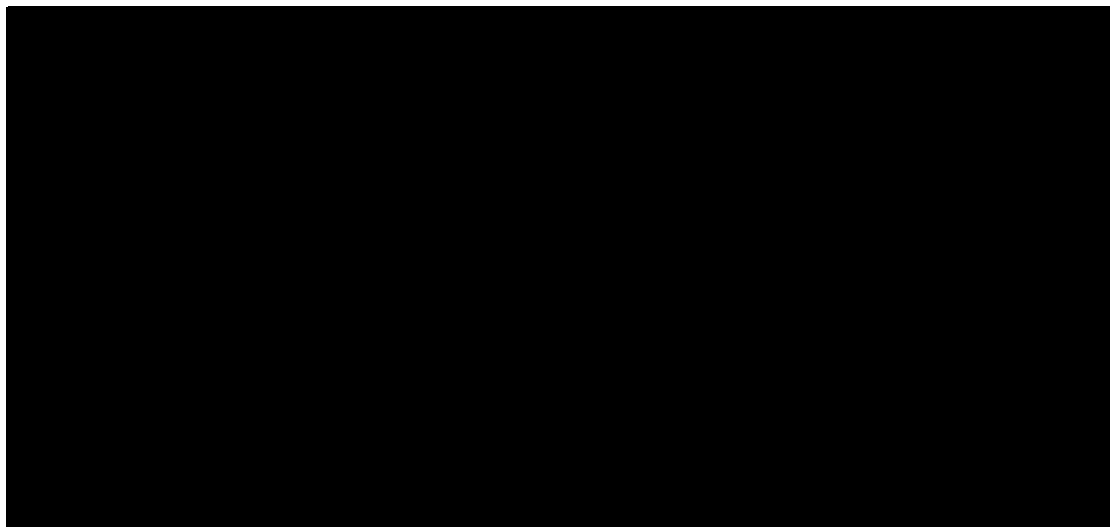
[REDACTED]

[Redacted text block]

[Redacted text block]



depicts the organizational structure for CCS call answering.



5.2.5.3.1.16 CCS Training Plan (Req_ID 33349; C.2.11.2.1.4.3 (4)(d))

Qwest will assign Project Managers to work with each Agency to determine their training requirements and develop a training plan that fits their requirements. Training requirements vary based on products implemented and the size and complexity of Agency configurations.

The training process will be based on a combination of industry experience and research in training, eLearning, and adult learning theory, guided by sound instructional design and project management practices.

[Redacted text block containing multiple paragraphs of blacked-out content]

[REDACTED]

**5.2.5.3.1.17 CCS Call Center Management Plan (Req_ID 33351;
C.2.11.2.1.4.3 (4)(e))**

Call Center Management Plans are customized for each individual Agency program. The Qwest CCS Team will work with the Agency in order to create and maintain such plans in a format compliant with their requirements. The plan will include call center configuration (logical and physical); redundant network connectivity (with bandwidth and ISP plans); desktop, server, spares, and remote back-up equipment plans; customer care agent, lead, supervisory; and quality and operational processes with detailed

contact, trouble ticket resolution, and escalation plans to ensure achievement of service levels. These items include Agency and program objectives (vision), associated hiring profiles, training development, and delivery schedule milestones through successful launch.

Call Center Configuration – The call center configuration is customized once a plan is in place for a specific program or Agency.

Equipment Inventory – The Qwest CCS Team asset inventory provides automated asset inventory tracking and reconciliation capabilities. An asset inventory creates and tracks multiple physical inventories of assets quickly and efficiently.

Customer Service and Operations – The Qwest CCS Team will create customized and detailed operations manuals for each program.

Testing, Verification and Acceptance Procedures – The Qwest CCS Team will comply with the requirement to customize and supply a Services Verification Test Plan within the 60-day window specified. Each plan will be produced based upon the specific requirements of the project with the ability to produce pro forma outline plans during the negotiation process. The verification testing and acceptance period will be 60 days unless otherwise agreed in writing within the service-specific Statement of Work (SOW) approved by the Agency.

5.2.5.3.1.18 CCS Continuity of Operations Plan (Req_ID 33353;

C.2.11.2.1.4.3 (4)(f))

The Qwest CCS Team has a Continuity of Operations Plan (COOP) document. We will work with each Agency to customize the current COOP plan and gather more information on their current network configuration and design. Qwest has designed the call center tools and applications to allow for efficient voice and data network re-routing in the event of a failure. This allows services to be quickly restored regardless of the call answering service

location. The Qwest CCS Team's solution supports the automatic failover of the application. If one of the data circuits fails, the Qwest CCS Team's network will shift all of the data traffic over to the other circuit.

5.2.5.3.1.19 CCS Security Plan (Req_ID 33359; C.2.11.2.1.4.3 (4)(g))

The Qwest CCS Team's Security Assurance Program requires all Qwest business units and teammates to undergo internal and external security audits administered by the Company. The program was established to measure the conformance by Qwest business units to Qwest policies and procedures impacting on the security of a business unit, operation, and/or activity. For CCS, each Agency configuration will have unique security requirements that will be used to augment our standard audits—ensuring compliance with Agency needs. Audit findings identify an organization's vulnerabilities that will be analyzed by security experts to determine the organization's exposure to a potential security breach that would adversely and significantly impact business operations, Qwest's physical and intellectual property, its employees, contractors, and guests. Following the exposure analysis and working in concert with the leadership of the organization, the Qwest CCS Security Office will develop a remediation plan for risk reduction from which the organization is required to take corrective action.

[Redacted content]

[Redacted content]

An internal and external (third-party) audit is conducted on a regular basis [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Qwest considers Information Technology (IT) security tuned to Agency needs to be paramount to its continued success in the marketplace. As a global company, Qwest is heavily reliant upon a global network to direct and conduct its business activities. IT security is essential for Qwest to assure secure systems and networks and to protect the confidentiality of our business processes and information. To achieve this protection, Qwest has established an IT Security Program that makes security an integral part of our everyday business activities.

5.2.5.3.1.20 CCS Quality Assurance Plan (Req_ID 33362; C.2.11.2.1.4.3 (4)(h))

Qwest's Quality Assurance (QA) Plan provides a testing solution that validates the Key Performance Indicator (KPI) in an Agency's production hosting environment. [REDACTED]

[REDACTED] QA consultants are skilled in testing, identifying, and isolating performance bottlenecks in an Agency's Website infrastructure.

The Qwest CCS Team will work with the Agency to enhance our current quality plan in order to develop a relevant, detailed, and effective plan. The following are elements of the plans that the Qwest CCS Team creates to support our customers:

Quality Assurance – The Qwest CCS Team's quality and training managers define, develop, and implement customized program-specific

quality assurance standards for inbound, outbound, self-service, electronic, fax, and email transactions.

The Qwest CCS Team works with Agencies to customize a weekly call monitoring plan to:

- Ensure quality service delivery
- Ensure product knowledge and procedure retention
- Ensure that the Qwest service delivery meets requirements
- Define opportunities for improvement—Call quality is a priority for the Qwest CCS Team, QA, and Training Team

Change Management Process – The Qwest Team practices a Total Quality Management (TQM) process, in conjunction with Change Management. TQM teams are assigned to and collaborate within specific projects. Qwest will be primarily responsible for quality assessment and change evaluation within each functional area. Each team member or functional area will provide an impact assessment for each proposed option or action that can be taken in response to the change. We perform an in-depth analysis of resources on the project, including technology, costs and budgets, and personnel. The analysis is based on needs, standards, and objectives of the Agency. The standards and deliverables of the project require Agency approval to proceed.

5.2.5.3.1.21 CCS Monthly Status Report (Req_ID 33366; C.2.11.2.1.4.3

(4)(i)

Network IVR provides a Web-based Enterprise Management Information Portal, which will give the Agency the power to monitor applications and call statistics in near real time and rolled up as monthly summary data. Information is presented in tabular as well as graphical form. The Agency can monitor the number of active calls to better understand how each call is being handled, including current call state and call duration. The Agency can also

view call statistics for each application including information on inbound and outbound calls, heavy usage duration and thresholds, all ports busy, and peak call volumes.

5.2.5.3.2 Satisfaction of Call Center Services Features Requirements (L.34.1.5.4 (c), C.2.11.2.2)

Figure 5.2.5-9 identifies the CCS mandatory features and Qwest’s technical approach. Qwest fully complies with all mandatory stipulated and narrative features requirements for CCS. The text in Figure 5.2.5-9 is intended to provide the technical description required per L.34.1.5.4 (c) and does not limit or caveat Qwest’s compliance in any way.

Figure 5.2.5-9 CCS Features and Qwest’s Approach (C.2.11.2.2.1)

ID#	Feature	
1	Call Recording and Monitoring	[Redacted]
2	Collaborative Browsing	[Redacted]
3	Computer Telephony Integration (CTI)	[Redacted]
4	Customer Contact Application	[Redacted]
5	Email Response Management	[Redacted]
6	Interactive Voice Response (IVR)	[Redacted]
7	IVR – Agency Based Database (Host Connect)	[Redacted]
8	IVR – Office Locator database	[Redacted]
9	IVR – Speech Recognition	[Redacted]
10	Language Interpretation Service	[Redacted]
11	Outbound Dialer	[Redacted]
12	Text Chat (Web Chat)	[Redacted]
13	Web Call Back	[Redacted]
14	Web Call Through	[Redacted]
15	Workforce Management	[Redacted]

5.2.5.3.2.1 Call Recording and Monitoring (Req_ID 33367; C.2.11.2.2.1 (1))

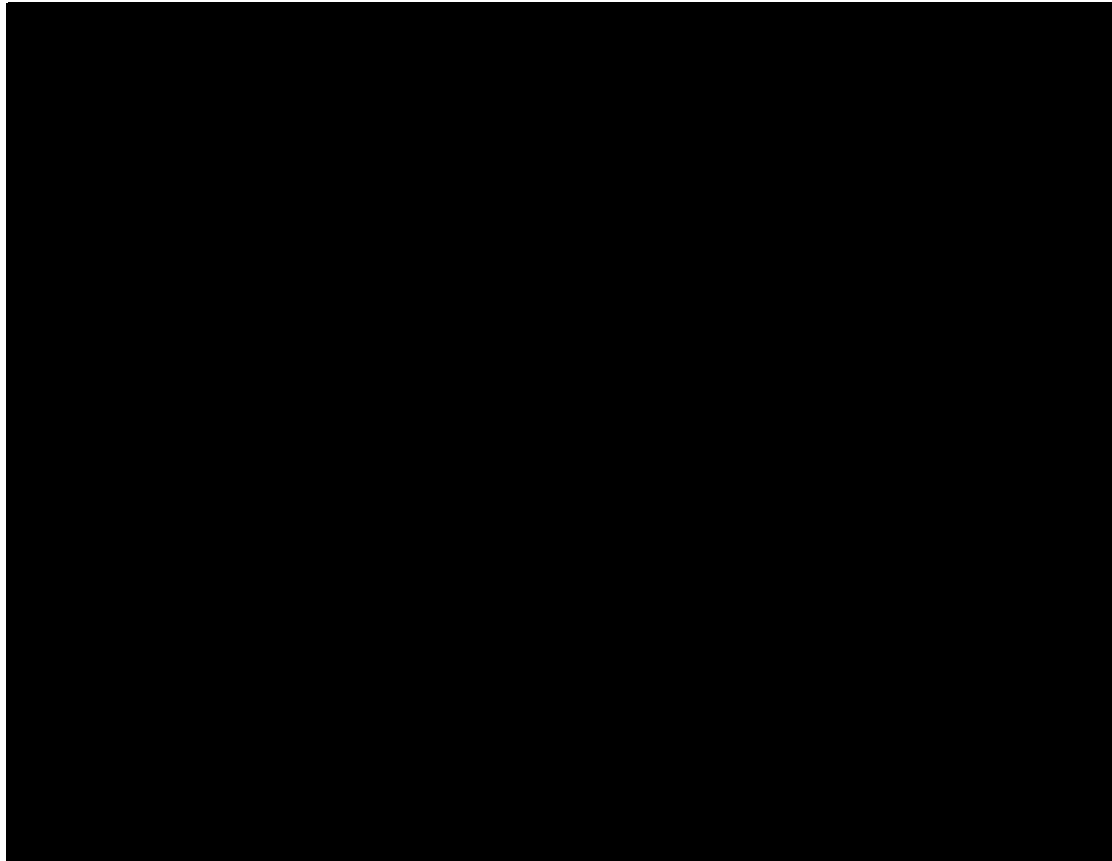
Qwest's [REDACTED] platform is a fully network-hosted suite of products including inbound ACD, Outbound Predictive Dialing, Web Contact (email, chat, collaboration, and callback), WFM, CTI, and Call Reporting applications.

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

[REDACTED] Reports can be pulled using standard templates or customized to support each Agency's needs and requirements. Digital Call Recording is available using standard third-party call recording systems and will be uniquely designed to meet each Agency requirement. Call Recording will include the ability to record across multiple applications and will incorporate media blended call flows if required.

5.2.5.3.2.2 Management and Administrative Reporting (Req_ID 33374; C.2.11.2.2.1 (1)(5))

Real time and historical reporting is available, providing each Agency with the critical data to manage their respective call flow. Real time information shows call flow as the call processes through the call flow. Historical reporting is available on demand or scheduled. ACD, Outbound Dialing, and Internet Contact application data is stored in the application [REDACTED] [REDACTED] and can be exported to an Agency database if longer storage is required. Cradle-to-grave reporting is also available, showing agent and call flow step-by-step information. [REDACTED] for a sample report.



5.2.5.3.2.3 Collaborative Browsing (Req_ID 33385; C.2.11.2.2.1 (2))

Qwest's [REDACTED] allows for the integration of Web-based contact capabilities including Web call-back, Web call-through, and Web co-browse. When integrated with the Agency Web server, the agent can work with the Agency client to support their experience and interface with the Web site. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**5.2.5.3.2.4 Computer Telephony Integration (Req_ID 33386; C.2.11.2.2.1
(3))**

The Qwest CCS CTI is part of the [REDACTED]/Network IVR family that provides CTI and off-the-shelf connectors to major CRM applications and a Web-based interface for agents. Qwest CTI provides a link between the Agency telephone systems, databases, and applications to facilitate incoming and outgoing call handling and control.

With Qwest's CTI, the agents can serve customers through a single desktop interface. The Qwest CCS interface delivers information to agents that assist in providing consistent and personalized service. Customer information (via a screen pop) is synchronized to arrive at an agent's desktop with each incoming voice call. Agents can access customer profiles and histories, as well as a standard response library. Agents can engage the customer with a total view of historical interactions and the relationship, which helps them provide more focused service and resolve issues during the initial contact. The result is a more satisfactory experience for the customer and more efficiency for agents.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

5.2.5.3.2.5 Customer Contact Application (Req_ID 33388; C.2.11.2.2.1 (4))

Qwest [REDACTED] uses a universal queue for multi-media calling. This includes inbound, outbound, Web chat, email, Web collaboration, Web call-back, etc. Each item entering the universal queue is tracked and reported on using the [REDACTED] real-time and historical reporting tools. Information will vary based on contact type and is available using a single management tool for report retrieval.

5.2.5.3.2.6 Contact System Summary and Detailed Management Reports (Req_ID 33399; C.2.11.2.2.1 (4))

The Qwest CCS platform supports Agency self-service by seamlessly blending traditional and online channels so that agents can manage inquiries across every touch point. Qwest delivers this via a unified, intelligent knowledge platform that spans all channels of communication for both customers and agents.

Dynamically capturing and presenting useful, relevant information to both agents and customers, our self-service intelligent technology additionally uses a combination of natural language search capabilities, usefulness ranking, and clustering features to present a customer-centric experience.

Leveraging the power of one central knowledge base to manage all information, Qwest customer self-service will provide the Agency essential call center management by tracking calls with the same application across all channels, phone, email, Web, and chat, so agents access customer information from a single point of entry. Key fields in the supporting database are logically linked to support integrated management across channels; for example ANI, Account Number, email address, or other Agency specific fields are keyed to provide a central application control point for contact history data. This supports an integrated customer view irrespective of contact method to ensure that service requests are solved as rapidly as possible

5.2.5.3.2.7 Email Response Management (Req_ID 33400; C.2.11.2.2.1 (5))

Qwest [redacted] connects to the Agency email server application and supports the management or distribution of email to agents in the environment. Since a universal queue is used, standard management and reporting tools can be used to monitor details surrounding the email response process.

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

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[redacted]

[redacted]

[redacted]

5.2.5.3.2.8 Email Response Management Reports (Req_ID 33407; C.2.11.2.2.1 (5)(7))

Qwest's [redacted] allows for multi-media capabilities that include email integration. [redacted] connects to the Agency email server application and supports the management or distribution of email to agents in the

environment. Since a universal queue is used, standard management and reporting tools are used to monitor details and produce real time management and ad-hoc reports.

**5.2.5.3.2.9 Email Response Management Real Time Exception Reports
(Req_ID 33409; C.2.11.2.2.1 (5)(9))**

Qwest's [REDACTED] reporting tools report on multi-media transactions using the real time and historical reporting tools. Managers/Supervisors have the ability to view and pull reports on demand. Reports can use the standard templates or create custom views of the data to support the Agency needs and requirements. Exceptions can be established within the reporting system to alert the manager to critical metrics or issues occurring within the respective Agency call center. Real time exception reports can be obtained via the Web-accessible Qwest Control Networx Portal.

**5.2.5.3.2.10 Email Response Management Compatibility with Agency's
Email Application (Req_ID 33410; C.2.11.2.2.1 (5))**

Qwest will work with each Agency to integrate existing email application servers into the Qwest email response environment. Requirements change from Agency to Agency, and the email response solution is flexible in supporting individual environments. To ensure reliability and conformity, the Qwest CCS Team will make sure that the Agency email system integrates fully into the Qwest platform.

**5.2.5.3.2.11 IVR Pre-Recorded Announcement Messages (Req_ID 33411;
C.2.11.2.2.1 (6)(1))**

Qwest's network IVR service provides users with the ability to be prompted and receive recorded messages in U.S. English and Spanish (American) or other languages for DTMF input. Speech recognition languages include: English, Spanish, and Canadian French. [REDACTED]

[REDACTED]. Qwest's

network IVR gives the user the ability to modify greetings and recordings through easy-to-use, Web-based GUI interface. Announcements are always played from the beginning for each caller, and callers may opt out of an announcement at any time to a pre-defined terminating number.

**5.2.5.3.2.12 Transfer of IVR Selection(s) Information (Req_ID 33420;
C.2.11.2.2.1 (6)(10))**

Qwest's network IVR provides the Agency with customer-entered information through the deployment of the ACD Connect feature. Through a CTI interface, the information collected during the IVR session can be distributed to a designated database, agent desktop, or other Agency specified data collection element.

5.2.5.3.2.13 Availability of IVR Reports with Equivalent Commercial Offerings (Req_ID 33424; C.2.11.2.2.1 (6)(14))

The Qwest network IVR solution comes with a set of standard reports, both historical and near real time, [REDACTED]

[REDACTED]

[REDACTED] This data can be summarized by hour, day, week, month, and year. [REDACTED]

[REDACTED]

**5.2.5.3.2.14 IVR Agency-Based Database (Host Connect) (Req_ID 33426;
C.2.11.2.2.1 (7))**

Qwest's network IVR is a network-hosted Voice Response system that allows for the collection of data from an inbound caller. The scripting for this application is managed by a Web Server environment that allows for flexibility and diverse scripting. [REDACTED]

[REDACTED]

[REDACTED]

5.2.5.3.2.15 IVR Speech Recognition (Req_ID 33430; C.2.11.2.2.1 (9))

[REDACTED]

5.2.5.3.2.16 Language Interpretation Service (Req_IDs 33433, 33438, 33439; C.2.11.2.2.1 (10)(5))

Leveraging our relationship with [REDACTED] the Qwest CCS Team will deliver live language translation service. [REDACTED] has been helping businesses thrive in the global marketplace. They are one of the largest providers of Over-the-Phone Interpretation (OPI) services in the world with more than [REDACTED] screened, qualified, skill-tested

and bonded over-the-phone interpreters. The Agency will profit from their advanced, on-demand and scheduled OPI services worldwide. These services are available 24x7x365 in over [REDACTED] languages via dedicated toll-free access. [REDACTED]

[REDACTED] will provide the Agency with hourly, weekly and monthly detailed, flexible and customizable management reports that will meet all Agency requirements. The Qwest CCS team will also work with the Agency to determine the report format. The [REDACTED] detailed reports will include date and time of call with a unique billing identifier, duration of the call, identity of the answering agent, language interpreter identity, and any other information that might be useful to the Agency.

The Qwest CCS Team is able to provide services for the deaf and hard-of-hearing through Text Telephone (TTY)/Telecommunications Display Device (TDD) utilizing our platforms and technology. Qwest may also hire specific skills or partner with an affiliate outsourcer to extend our range of languages as required by the Agency. [REDACTED]

[REDACTED] Agencies will benefit from our advanced, on-demand and scheduled OPI services world-wide. These services are available 24x7x365 via dedicated toll-free access.

5.2.5.3.2.17 Outbound Dialer (Req_ID 33440; C.2.11.2.2.1 (11))

Qwest's outbound dialer environment can support agents in a centralized environment or scattered in multiple locations. Home agents or part-time outbound agents can be tremendously effective with the Qwest Outbound Module. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

5.2.5.3.2.18 Outbound Dialer Reporting (Req_ID 33448; C.2.11.2.2.1 (11)(8))

Qwest's Outbound Dialer includes preview, progressive, and predictive dialing modes using the Campaign Manager tools. The tools are able to schedule, capture information, place calls to individuals, and launch outbound calling campaigns. Call detail is managed in the reporting system, allowing the manager to view progress and make modification to the program in real time. Call exceptions can be set to alert if certain situations occur. Reporting is available in both real time and historical environments.

5.2.5.3.2.19 Text Chat (Web Chat) (Req_ID 33449; C.2.11.2.2.1 (12))

Qwest's Web Chat solution allows for the integration of Web-based contact capabilities including Web call-back, Web call-through, and Web co-browse. Using integration to the Agency Web server, the agent can work with the Agency's client to support their experience and interface with the Website. The solution allows for Web contact calls to be distributed to agents based on group and/or skills-based routing. Agency customers can select a help or contact function on the Web chat session with an agent. The agent can then communicate through a chat session with the customer and can support their needs.

5.2.5.3.2.20 Web-Call Back (Req_ID 33457; C.2.11.2.2.1 (13))

Qwest's Web Contact solution allows for the integration of Web-based contact capabilities including Web call-back, Web call-through, and Web co-browse. Using integration to the Agency Web server, the agent can work with the Agency client to support their experience and interface with the Website. The creation of a form for completion is managed by the Agency Web

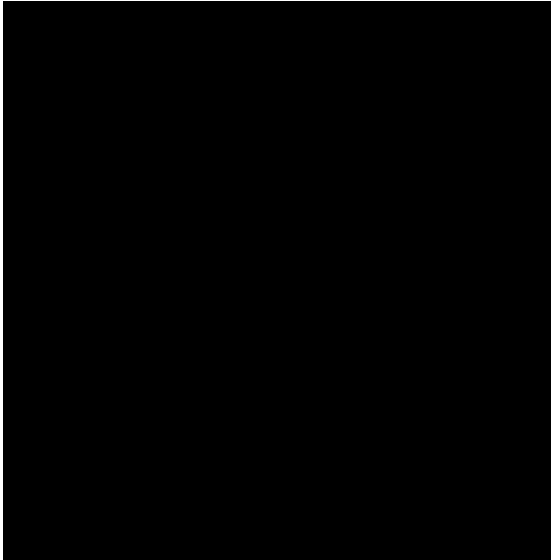
application and the Qwest Web application allows for that form to be attached and added to the call queue for distribution.

5.2.5.3.2.21 Workforce Management (Req_ID 33461; C.2.11.2.2.1 (15))

Workforce Management is another module associated with the Qwest platform. Qwest provides the ability to forecast, schedule, and compare results in real time to the schedules that have been implemented. Real time adherence contains a complete reporting environment, allowing the manager to prepare reports or make modifications as required. Forecasts are built to show anticipated call volumes and call center statistics are used to create a work schedule for agents.

5.2.5.3.2.22 Workforce Management Reporting (Req_ID 33467; C.2.11.2.2.1 (15)(5))

Qwest's Workforce Management has the ability to forecast, schedule, and compare results in real-time to the schedules that have been implemented. Our platform provides real time and historical reporting for agents. This includes exception reporting. Although these are used by the Workforce Management tool they are not specific to workforce management. Workforce Management is the ability to create work schedules to meet the call demands of the Agency. Once deployed, the Agency uses the real-time and historical tools to monitor the success of the forecast and schedule that was created. Workforce Management also has a tool for real-time adherence that takes the real time and historical data and evaluates the success of the forecast or work schedule. Real-time adherence contains a complete reporting environment, allowing the manager to prepare reports or make modifications as required. Reports include summary information if required. Agencies can use standard reports or customize the reports to meet their needs and requirements. Exception reporting is included and highlighted in the real-time adherence application.



**5.2.5.3.3 Satisfaction of Call
Center Services Interface
Requirements (L.34.1.5.4 (c),
C.2.11.2.3.1)**

Call Center/Customer Contact
Center services is an application
layer service which uses underlying
network service(s) to deliver

customer service capabilities; therefore, refer to the Interface requirements
sections below:

1. Section 4.1.1 Internet Protocol Service
2. Section 4.2.6 Ethernet Services
3. Section 4.2.8 Premises-Based Internet Protocol Virtual Private
Network Services
4. Section 4.1.2 Network-Based Internet Protocol Virtual Private
Network Services
5. Section 4.1.3 Voice over Internet Protocol Transport Services
6. Section 4.2.10 Internet Protocol Telephony Service
7. Section 4.2.11 Converged Internet Protocol Services
8. Section 4.2.12 Layer 2 Virtual Private Network Services

Qwest fully complies with all mandatory stipulated and narrative
interface requirements for CCS. The texts referenced above are intended to
provide the technical descriptions required per L.34.1.5.4 (c) and do not limit
or caveat Qwest's compliance in any way.

5.2.5.4 Achieving Quality of Service Goals (L.34.1.5.4 (d))

In order to ensure that program performance measures are met, Qwest begins with clearly defined and documented metrics or KPI expectations. This specifies how each measurement is captured, measured or calculated and ensures that these definitions are fully documented in the Statement of Work (SOW) for the program. There is also discussion or validation to correlate that KPIs are in fact creating measurements that drive the intended behavior and program outcomes at a broad business level. Additional discussion may cover a shared understanding of the process of gathering and reporting data.

The Qwest CCS service meets the KPI and Acceptable Quality Level (AQL) goals set forth in RFP Section C.2.11.2.4.1 as shown in **Figure 5.2.5-11**.

Figure 5.2.5-11 Qwest’s CCS Solution Meets the Networx KPI/AQL Standards

Key Performance Indicator (KPI)	User Type	Performance Standard (Level/Threshold)	AQL	
Availability	Routine	99.5%	≥ 99.5%	
	Critical	99.9%	≥ 99.9%	
Time to Restore	Without Dispatch	4 hours	≤ 4 hours	
	With Dispatch	8 hours	≤ 8 hours	

Availability: The Qwest Team’s CCS availability is measured and calculated as a percentage of the total reporting interval time that CCS is operationally available to the Agency; this is in conformance with the Government’s method of measurement. [REDACTED]

[REDACTED]

Time to Restore: The Qwest CCS meets the performance standards for time to restore for both without dispatch and with dispatch.

5.2.5.5 Proposed Service Enhancements (L.34.1.5.4 (e))

[REDACTED]

5.2.5.6 Qwest Experience – Delivery of CCS Service (L.34.1.5.4 (f))

Contractor Based and Agency Provided: [REDACTED] hosts a large telecommunications company's equipment on site in our facilities in geographically dispersed U.S. locations and has partitioned the network to secure our clients' systems. [REDACTED] provides the following services for this client. All [REDACTED] Domestic Call Centers are identical in footprint and layout.


[REDACTED]

[REDACTED] The services provided by [REDACTED] consist of handling, confirming, and independently verifying client sales forwarded to it by customer sales representatives and agents. Responsibilities include providing on-site management of the services and responsibility for all staffing and day-to-day labor and employee management, and maintaining daily communication with the client's management team.

Contractor Provided and Contractor Based: Qwest has large Government and commercial customers that currently utilize our Contact Center facilities, processes, operations and network in order to provide long

distance phone service sales verification. Highlights of the program include the following:

- Sophisticated IVR programming is used to provide a robust, automated verification of call transactions. The IVR programming includes both English and Spanish language messaging, but also includes bi-lingual voice recognition and automated recording of both IVR responses as well as agent dialogue.
- 100 percent of the agents for this program are fully bi-lingual and, as a result, are capable of handling communication in either language. This model is unusual in that many Contact Centers that offer multi-language support do so by having separate work groups representing each language. The Qwest model provides for reduced management cost and increased flexibility of the work group to support multiple functions on behalf of the Agency.

 illustrates the Qwest Contact Center solution for networked IVR and speech recognition, ACD functionalities, outbound dialer capabilities, and CTI screen-pops. It combines a flexible, Web-based platform, speech recognition and toll-free technologies for business voice applications. This scalable, fully managed solution provides one infrastructure for voice and Web applications, allowing the Agency to maintain total control of their VoiceXML applications, while Qwest Solutions manages the underlying infrastructure.



[REDACTED]. Agencies can compliment their legacy systems and utilize unprecedented network and premises call control integration. This open and distributed infrastructure allows Agencies to have a highly reliable and scalable network infrastructure [REDACTED]

[REDACTED] With Qwest Contact Center solutions, Agencies can easily deploy applications without purchasing expensive, proprietary equipment and ultimately reduce operational expenses.

5.2.5.7 Approach to Performance Verification (L.34.1.5.4 (g))

The Qwest Team will customize and supply a Network Services Verification Test Plan within the 60 days specified. Each plan will be based upon the specific requirements of the Agency, with the ability to produce pro forma outline plans during the negotiation process, including:

- Test cases and scripts for regression test functionality, efficiency, and effectiveness in achieving the SLA and a gap analysis for ongoing improvements to be proposed and implemented. Systems, network, and applications are all tested for function, integration flow, and support prior to launch and again with each change in program scope or new service.
- Operational and quality testing, prior to and throughout the program, to ensure that SLAs for the content and volumes required of each program are being met and that quality (timeliness and completeness and usability) of information and automated interfaces is guaranteed. Qwest and the Agency may enter and inspect any service or program-specific information or procedure and are encouraged to visit the Center for quality checks and to meet with the ██████ Center Director and management. Security compliance will be planned and tested to the requirements of each Agency program. Business continuity assurance plans are designed, implemented, and tested periodically with disaster simulation, prior to and throughout the life of the Agency program. Program verification test plans are documented for Center management, Qwest, and the sponsoring Agency. These include the aforementioned items, plus the agreed-upon metrics and SLAs for ongoing monitoring and process improvement that make up the KPI and AQL compliance criteria. All such documents are under

Agency-compliant version control and review. Acceptance testing will be negotiated to commercial terms and metrics. The verification testing and acceptance period will be 60 days unless otherwise agreed in writing within the service-specific SOW approved by the Agency.

5.2.5.8 CCS Delivery Impact on Network Architecture (L.34.1.5.4 (h))

Qwest does not anticipate any impact on the network architecture associated with the delivery of CCS to Agencies.

5.2.5.9 Approach to Satisfying NS/EP Requirements (L.34.1.5.4 (i))

As defined in RFP Section C.5.2.2.1, CCS is not a National Security and Emergency Preparedness (NS/EP)-impacted service. Qwest's overall support of the NS/EP requirements can be found in Section 3.5.1 and our NS/EP plan can be found in an Appendix in the Technical Volume.

5.2.5.10 Approach to Assured Service in the National Capital Region (L.34.1.5.4 (j))

Qwest understands the Government's requirement to ensure performance of network services in and around the National Capital Region (NCR). [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] CCS can be delivered out of multiple call centers, so that Agency service is not dependant on locations solely within the NCR. [REDACTED]

[REDACTED]. Each of

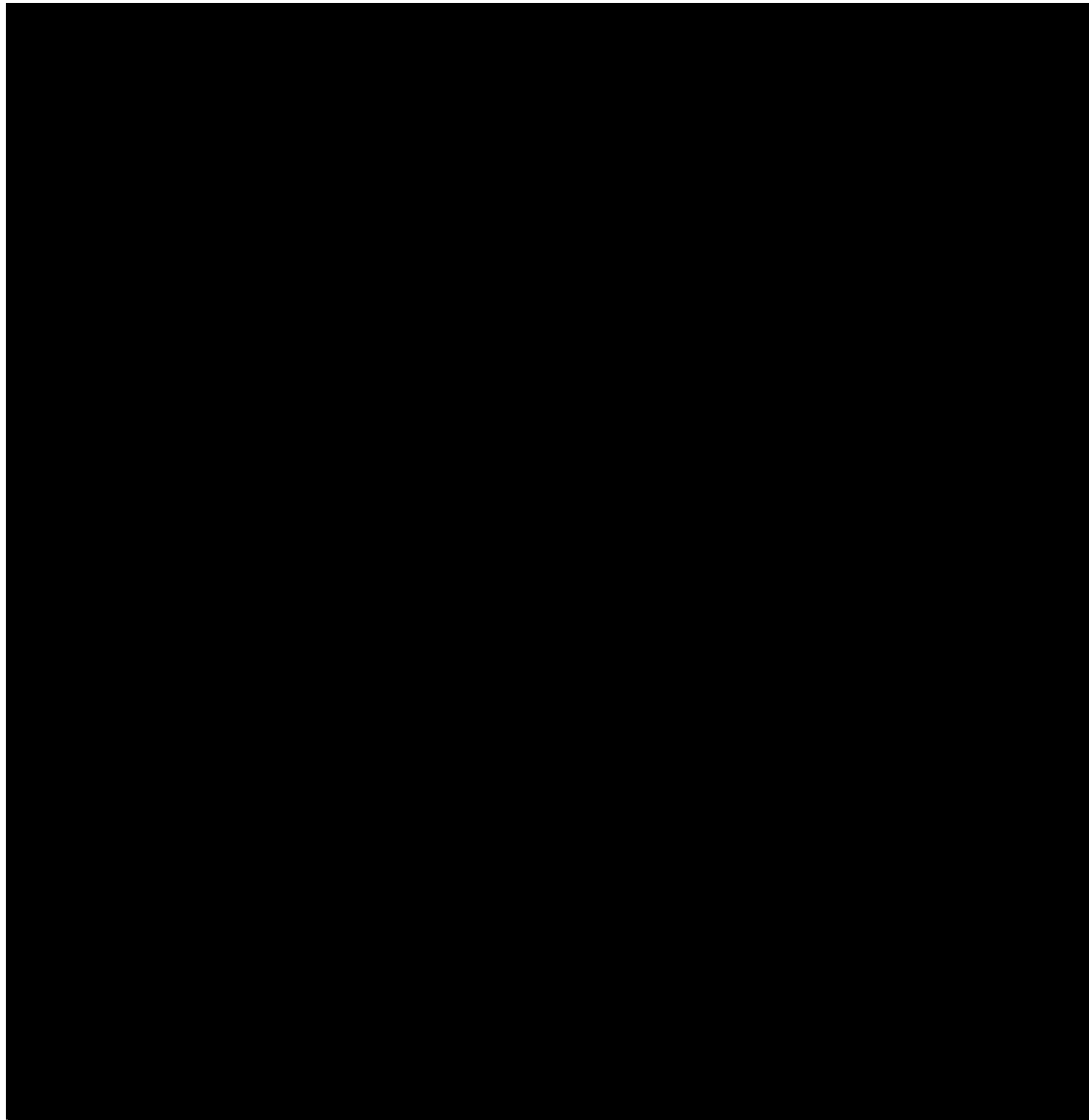
these gateways provides complete redundancy to access Qwest's nationwide and international network capabilities as well as regional voice and data services. Qwest also has a third provisioning POP [REDACTED] that serves both as an access POP, IP services node, and high-availability collocation

and hosting center. Section 3.5.3 provides further description of Qwest's NCR infrastructure.

Qwest is already a leading provider of network services in the NCR with robust network architecture to ensure service continuity in the event of significant facility failures. Qwest has, and will continue to engineer, critical services to meet the requirements of each customer to eliminate single points of failure for their network services. Qwest will update and provide full NS/EP documentation, as required, upon a Notice to Proceed from the Government.

[REDACTED] shows both the logical configuration of the major transport facilities as well as the services provided at each POP.

[REDACTED]



This configuration enables Qwest's NCR network locations to participate in the routing of access and backbone traffic, providing significant load balancing and reconfiguration options in the event of a switch, router, or even a complete POP failure. In effect, this means that Qwest can circumvent Washington to continue to provide services in an emergency.

5.2.5.11 Approach to Meeting Section 508 Provisions (L.34.1.5.4 (k))

Qwest's approach to meeting Section 508 criteria includes a range of activities to ensure all users are able to access all services offered through the Networkx contract vehicle.

Qwest achieves compliance by performing the same rigorous testing and evaluation processes that all products and services go through before they are made available to the public. To ensure products and services are 508 compliant, Qwest continues tests and evaluations with industry and specific Assistive Technology (AT) vendors to assess interoperability with TTY and AT devices.

Qwest has enlisted a single toll-free number for 24x7x365 access: 1-866-GSA-NETWorx (1-866-472-6389) that will provide Agencies with direct access to our Customer Support Office (CSO), which will also be 508 compliant—enabling accesses by email, fax, TTY, TDD, text messaging, or other methods as required. Qwest Customer Service support will be accessible around the clock for all Agency users, wherever they may be located. To ensure this, the Qwest Control Networkx Portal, the gateway to Qwest Networkx support systems, will also be 508 compliant. This Portal will serve as the primary conduit for daily status pertaining to ongoing projects and other service delivery activities for Agencies.

As part of Qwest's Networkx deliverables, [REDACTED] lists the Voluntary Product Accessibility Templates (VPATs) developed for each offered product and service applicable for Networkx services as required. The VPATs, including the relevant provisions of Subparts B, C, and D listed below in Figure 5.2.5-14, are included in the Technical Volume Appendices.

- 1194.21 Software Applications and Operating Systems
- 1194.22 Web-based Internet Information and Applications
- 1194.23 Telecommunications Products

- 1194.31 Functional Performance Criteria
- 1194.41 Information, Documentation, and Support

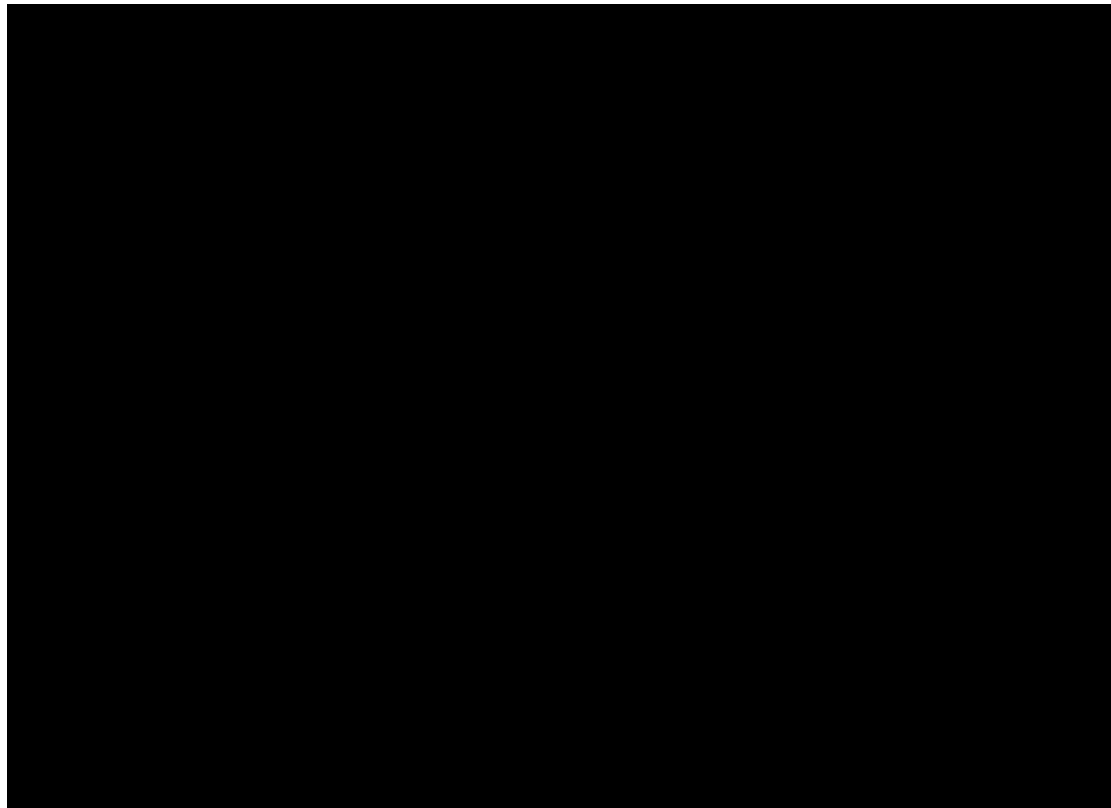
The following steps describe Qwest's approach for maintaining compliance with Section 508. Our approach for 508 compliance starts at lifecycle initiation and flows through transition, testing, and operations.

Step 1 – Discovery and Scoping

Step 2 – Publish Design Guidelines

Step 3 – Ensure Future Releases are Compliant

More information about how Qwest will maintain 508 compliance is located in Section 3.5.4 of this Technical Volume.



5.2.5.12 Approach to Incorporating Technological Enhancements and Improvements (L.34.1.5.4 (I))

Qwest has mature processes that enable us to envision, research, evaluate, engineer, deploy, and operate new or emerging services. Driven initially by the Chief Technology Office, Qwest evaluates new products and technologies for incorporation into the Qwest network in partnership with Qwest product management.

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