

3.10 BILLING (L.34.2.3.10; M.3.1)

The Government wants billing information that is accessible, understandable, accurate, and secure. Supported by a single, dedicated billing system, the Qwest Control Network Portal is designed to provide timely, comprehensive billing information for GSA and Agencies. The features of this Portal are in place and operational, ensuring that the Government 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 Networkx 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 Networkx Enterprise 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 billing information with Agencies; and responds to the RFP's 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]

[REDACTED]

[REDACTED]

[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

Req ID	RFP Reference	Proposal Response
10597	C.3.6.1.2.2	
10598	C.3.6.1.2.2	
10599	C.3.6.1.2.2	
10601	C.3.6.1.2.2	
10602	C.3.6.1.2.2	
10603	C.3.6.1.2.2	
10604	C.3.6.1.2.2	
10605	C.3.6.1.2.2	
10606	C.3.6.1.2.2	
10607	C.3.6.1.2.2	
10608	C.3.6.1.2.2	
10612	C.3.6.1.2.3	
10619	C.3.6.1.2.3	
10621	C.3.6.1.2.3	
10625	C.3.6.1.2.3	
10627	C.3.6.1.2.3	
10628	C.3.6.1.2.3	
10632	C.3.6.1.2.3	
10636	C.3.6.1.2.3	
10638	C.3.6.1.2.3	
10644	C.3.6.1.2.5	
10656	C.3.6.1.2.5	
10661	C.3.6.1.2.7	
10662	C.3.6.1.2.7	
10664	C.3.6.2.2.2	
10668	C.3.6.2.2.3	
10675	C.3.6.2.2.3	
10677	C.3.6.2.2.3	
10683	C.3.6.2.2.3	
10684	C.3.6.2.2.3	
10686	C.3.6.2.2.3	
10688	C.3.6.2.2.3	
10719	C.3.6.2.2.9	
10720	C.3.6.2.2.9	
10730	C.3.6.3.2.2	
10731	C.3.6.3.2.2	
10732	C.3.6.3.2.2	
10735	C.3.6.3.2.2	
10736	C.3.6.3.2.2	
10738	C.3.6.3.2.3	
10739	C.3.6.3.2.3	
10740	C.3.6.3.2.3	
10741	C.3.6.3.2.3	
10742	C.3.6.3.2.3	
10743	C.3.6.3.2.3	
10747	C.3.6.3.2.3	
10748	C.3.6.3.2.3	

Req ID	RFP Reference	Proposal Response
10757	C.3.6.3.2.3	[REDACTED]
10758	C.3.6.3.2.3	[REDACTED]
10762	C.3.6.3.2.4	[REDACTED]
10766	C.3.6.3.2.5	[REDACTED]
10771	C.3.6.3.2.6	[REDACTED]
10777	C.3.6.3.2.8	[REDACTED]
10778	C.3.6.3.2.8	[REDACTED]
10779	C.3.6.3.2.8	[REDACTED]
10780	C.3.6.3.2.8	[REDACTED]
10782	C.3.6.3.2.8	[REDACTED]
10783	C.3.6.3.2.8	[REDACTED]
11053	G.5.2	[REDACTED]

3.10.1.1.2 Specific Narrative Requirements

Req ID	RFP Reference	[REDACTED]
10679	C.3.6.2.2.3	[REDACTED]
10680	C.3.6.2.2.3	[REDACTED]

3.10.2 Qwest Internal Billing Systems and Processes

(L.34.2.3.10; comp_req_id 10598; comp_req_id 10599; comp_req_id 10638; comp_req_id 11053)

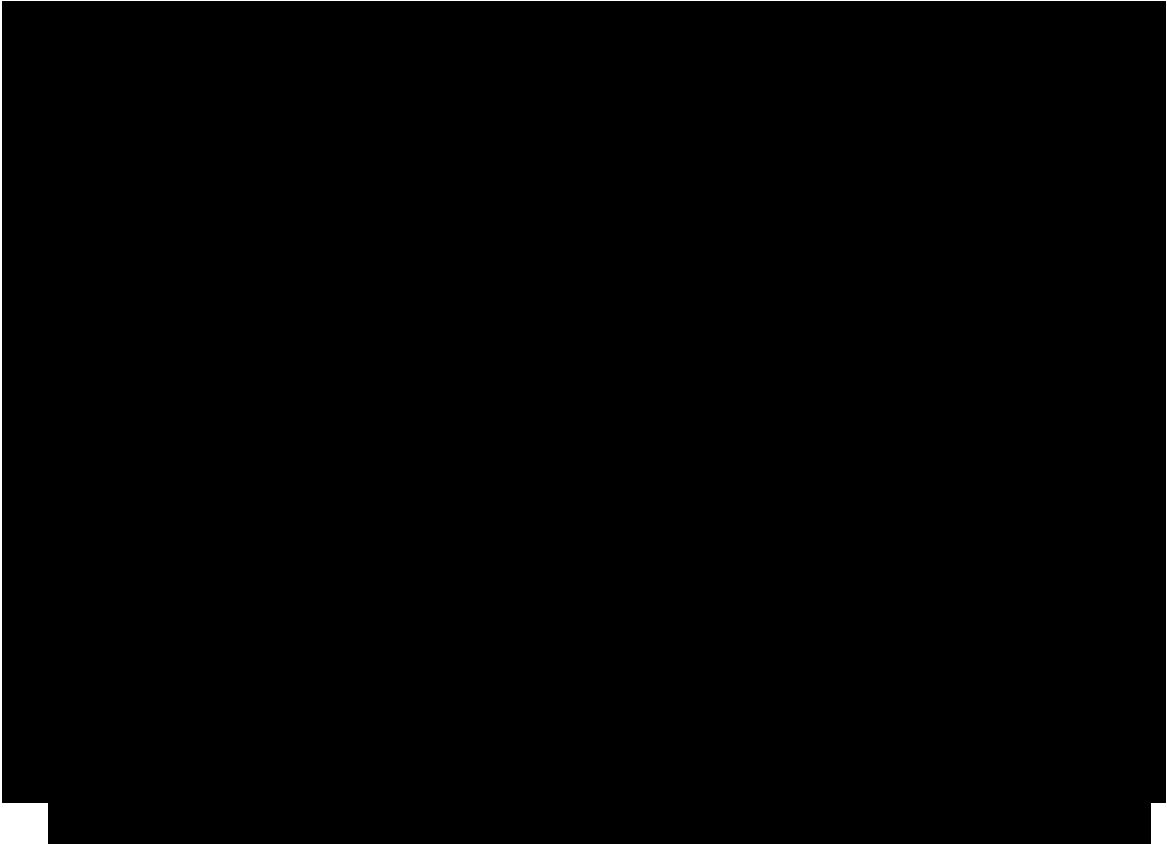
Qwest will support the Networkx program with a comprehensive and secure Operational Support System (OSS) that performs a wide range of integrated functions including billing, service ordering, customer support, network management, trouble management, inventory management, and program management. The 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]

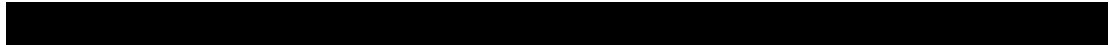
[REDACTED]

[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 will provide GSA and Agency users with quick, secure accessibility to billing data and a choice of Web-enabled access and/or toll-free support. Online billing options and support have been an integral part of Qwest's billing management system [REDACTED].

The Qwest Control Network Portal, our Web-based system interface for Networkx, will provide GSA, Agencies, and sub-Agencies secure access to invoice, Detail 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 personnel's access levels within the Agency.

[REDACTED]

[Redacted content]

[REDACTED]

[Redacted text block]

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3.10.2.1 Initiating the Billing Process

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 can submit their service orders via the Qwest Control Network Portal. Additionally, CSO representatives are available to receive service orders via email, 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 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 SOCN to the appropriate Agency representative. The effective billing date for service will be the completion date identified on the SOCN. If the Agency 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 this proposal. Qwest will include the same UBI in both the SOCN and the Detail 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 Agency 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 correlate data from the time the order was placed to the time 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 the invoice is issued. 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.

[REDACTED], Qwest has three primary sources of collecting billing data:

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

[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 Network Portal.

██████████ 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. ██████████

██████████ 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.

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

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3.10.2.3 Meeting Network 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. Qwest's flexible billing formats exceed GSA Network formatting requirements and will enable Agencies to manage their billing information in ways that meet their unique billing needs.

Qwest can provide summary and Detail 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]

Qwest recognizes the need for Agencies to change 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 Agencies 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. 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]

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]

[REDACTED]

3.10.2.3.1 Direct Billing (comp_req_id 10644, comp_req_id 10656, comp_req_id 10612)

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 will provide flexible formats and processes to meet the specialized needs of GSA and Agencies. 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, Detail 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 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 (not as a credit on the invoice), within 60 calendar days after the end of the applicable reporting period 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, Detail 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] 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 10668)

Some Agencies require centralized billing for their billing management needs. For these Agencies, 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. We will deliver the centralized invoice to GSA and Agencies supported with Detail 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, Detail 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 centrally billed Agencies will be submitted to the designated GSA billing office by the 15th business day following the conclusion of the applicable billing period. Unless otherwise requested, Qwest will electronically provide GSA a single consolidated invoice file, a Detail Billing file, and separate adjustment files, as well as the monthly billing informational memorandum. 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 upon request, including via the Qwest Control Networx Portal.

3.10.2.3.3 Shared-Tenant Billing

Qwest understands the need for multiple 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 pay for 100 percent of a circuit. Qwest will support shared-tenant billing arrangements for both direct and centralized billing, and will support the Government's access billing allocation requirements, outlined in Section 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 billing analyst.

Dynamic allocation billing is based on metered or usage-based events. Each Agency sharing the access circuit will be charged based on the percentage of circuit utilization 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 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, Agency-specific billing analysts, who will assist in timely updates to shared tenant-billing allocation requests.

3.10.2.4 Creating Billing Reports

Qwest will provide Agency users with a variety of standard and ad hoc reports. Reports may be requested and retrieved via the Qwest Control Network Portal or Qwest's Network CSO billing analysts. Qwest has the ability to provide the required reports to Agencies in any media, transport, or format, as shown in Section 3.10.5.

GSA and Agencies have access to the Qwest billing dispute database for ad hoc reporting via the Qwest Control Networx Portal. Qwest will provide each of the required standard reports [REDACTED]

[REDACTED]

[REDACTED]

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

3.10.2.5 Maintain and Retain Billing Data (comp_req_id 10661; comp_req_id 10719; comp_req_id 10757; comp_req_id 10782)

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 of the Networx RFP.

3.10.2.6 Archived Information (comp_req_id 10662; comp_req_id 10720; comp_req_id 10758; comp_req_id 10783)

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, email, fax, or telephone 1-866-GSA-NETWorx (1-866-472-6389).

3.10.3 Billing Disputes and Adjustments (comp_req_id 10730; comp_req_id 10731; comp_req_id 10739; comp_req_id 10742; comp_req_id 10743; comp_req_id 10747; comp_req_id 10748; comp_req_id 10762; comp_req_id 10766; comp_req_id 10771)

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

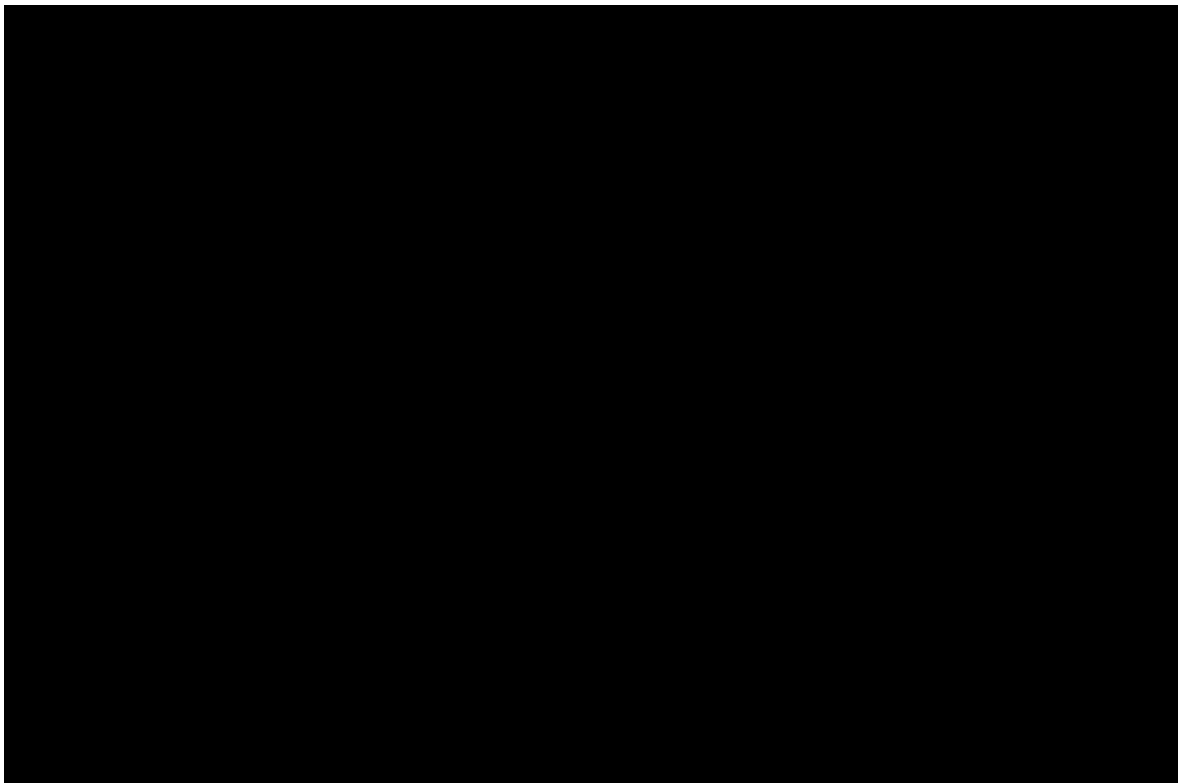
1. Resolve errors promptly and equitably
2. Identify the root cause of errors
3. Prevent the recurrence of billing errors

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.

 Qwest's process for resolving and adjusting billing disputes. When Agencies have a billing question or have identified a billing error, a billing inquiry request may be submitted via the Qwest Control Network Portal, phone, email, or fax. The Qwest Control Network Portal will enable an Agency to directly and immediately enter new disputes and view, track, download, print and/or inquire about existing disputes specific to their Agency. All billing questions and disputes are managed by Qwest's Network CSO billing analysts. The Network 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 Agencies' billing



needs. Qwest will comply with the Network 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. If the dispute is determined to not be valid, Qwest will provide evidence acceptable to the Agency, GSA, and Contracting Officer that the dispute is not valid. Within three business days of resolution, the billing analyst will send the Agency a dispute resolution confirmation.

Typically, the Qwest 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. The Government will be able to receive status via the Qwest Control Network Portal throughout the bill dispute process or by contacting their Agency-specific billing analyst.

[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, our toll-free 1-866-GSA-NETWorx (1-866-472-6389), CD ROM, DVD ROM, file server, email, or through our secure Qwest Control Networx Portal. Qwest will accept new disputes from GSA or Agency containing the data elements and in the media types specified in RFP Section C.3.6.3.3.2.2, C.3.6.3.3.1.1, and Section J.12.5 or as mutually agreed upon by Qwest and GSA or Agency. This information is further defined below in Section 3.10.4.

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 email 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 formats and sample dispute files for all required data elements 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.) This facilitates the timely and accurate resolution to billing issues. Our billing analysts are dedicated to specific Agencies and act as a clearinghouse for all billing inquiries from those specified Agencies. [REDACTED]

[REDACTED]

**3.10.3.1 Tracking and Managing Disputes (comp_req_id 10732;
comp_req_id 10738; comp_req_id 10740; comp_req_id 10741**

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 Agency-specific billing analysts 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 Network 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 database for managing billing disputes is part of the Qwest Control Network 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 10735; comp_req_id 10736)**

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 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 10777; comp_req_id 10778;
comp_req_id 10779)**

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 email server, as well as through our secure Qwest Control Networkx 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 10597; comp_req_id 10664)**

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

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] The Data Dictionary package for Billing includes the following files for both centralized and direct billing:

- Invoice (L.34.2.3.10.1 (a))
- Detail 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 10601; comp_req_id 10602; comp_req_id 10603)

Qwest's Data Dictionary package for Billing contains the required logical files, data elements, data element field names, 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 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 and its attachments. There are three types of Data Dictionary package attachments. The first is an Microsoft Excel file containing the Data Dictionary that 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.

3.10.4.2 Translation of Billing Codes (comp_req_id 10604)

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 (Appendix 13). If a field in the “code value” column is blank, the field does not have a code value; otherwise the Government will be provided with the translated value. All services will include a billing Contract Line Item Number (CLIN).

3.10.4.3 Updates (comp_req_id 10605)

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 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 to 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 10606)

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 10607)

Qwest is providing sample data for all of the 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 Qwest proposed 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.

3.10.4.6 Additional Descriptive Information (comp_req_id 10608)

Qwest will provide additional descriptive information to assist the Government in interpreting the contents of the packages in the form of general instructions that apply to all Data Dictionary packages and in instructions specific to each package. Our Networx-dedicated, Agency-specific billing analysts will work with their Agency contacts after award to

ensure that additional information is fully responsive to the Government's needs.

3.10.4.7 Detail Billing File Elements (comp_req_id 10619; comp_req_id 10675)

Qwest has attached Detail Billing files that contain the data elements specified in the Network RFP Attachment J.12.4.2. Our Detail Billing file will contain the Agency Hierarchy Code(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 Network Portal and in any other formats the Agency may request. Appendix 13 contains the Data Dictionary package for the Detail 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 10621; comp_req_id 10632; comp_req_id 10677; comp_req_id 10688; comp_req_id 10780)

Qwest will ensure that the Detail Billing file contains a separate record for each instance for each item ordered. We will show on the Detail 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.

Concerning dispute resolution confirmations, Qwest will 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.

3.10.4.9 Feature Charge CLIN (comp_req_id 10625)

Qwest will ensure that the CLIN for a feature charge is associated with the Call Data 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 Detail 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's sample data includes CDR level records to demonstrate compliance with RFP reference C.3.6.1.2.3.

3.10.4.10 Charges for Appropriate Hierarchical Levels (comp_req_id 10627; comp_req_id 10683)

Qwest will apply AHCs, throughout our applications to 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 Network Portal or directly to our dedicated Agency-specific billing analysts.

3.10.4.11 Population of Data Fields (comp_req_id 10628; comp_req_id 10684)

[Redacted content]

[REDACTED]

3.10.4.12 Application Software Packages (comp_req_id 10636)

Qwest will provide any authorized users (GSA, Agencies, and sub-Agencies) that have Internet access, based upon their permissions level, the ability to review, edit, download, and analyze their invoice, invoice files, Detail Billing files, Dispute files, and Adjustment files through the Qwest Control Networx Portal and the [REDACTED] reporting tool available through the Portal. Using these software tools, authorized users will have access to extended reporting functionality above and beyond the requirements of RFP Section C.3.6.1. The Government will not need additional or specialized application software packages to securely access the Qwest Control Networx Portal. No other application software packages are required though, if the Government chooses the Excel format option for reporting, the Government must have Microsoft Excel to view such downloaded records. The Government must also have browser software to access the Portal.

3.10.4.13 Output Files

As applicable, Qwest will provide a billing Data Dictionary package for any file we send GSA. Qwest will deliver any and all subsequent Data Dictionary package updates and changes to 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.

3.10.4.14 CLINS Associated with UBI (comp_req_id 10686)

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

3.10.4.15 Detail Billing file (comp_req_id 10679; comp_req_id 10680)

Qwest will provide CDRs in the Detail Billing files for Switched Voice Services. Qwest also will provide CDR level (i.e., the lowest level available, such as circuit level, permanent virtual circuit, and SED) records for all other services in the Detail Billing file.

3.10.5 Information Exchange (L.34.2.3.10.2; M.3.1(b), comp_req_id 10747)

Qwest's unique single billing system has the capability to provide standard formats for all types of domestic and non-domestic services. Our flexible billing management system can provide billing data for all individual services offered in any combination of media types, transport methods, and formats the Agency requests, whether through the Qwest Control Networx Portal or from our Agency-specific billing analysts. The Qwest Control Networx Portal allows Agencies to keep track of all of their documents and specify the media types, transport methods, and formats for receiving them. Our Portal also enables our Agency-specific billing analysts 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 including those specified in the RFP for the following documents and files:

- Invoice data (L.34.2.3.10.2(a))
- Detail 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))

These formats will be broken out on service-by-service basis for all services included in Qwest’s proposal.

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, Detail Billing File, and Adjustment File.*

Direct Agency Invoice Data, Detail 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 • Adobe .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 contractor 	

Direct Agency Invoice Data, Detail Billing File, and Adjustment File		
Media	Transport	Format
Email Server	<ul style="list-style-type: none"> Internet Email – Simple Mail Transfer Protocol Attachment to Internet Email Encrypted Internet Email Other secured or unsecured transport methods as mutually agreed between Agency and contractor 	<ul style="list-style-type: none"> MS Word 97 through 2003 MS Excel 97 through 2003 Adobe .pdf ASCII Text Email 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, Detail Billing file, and Adjustment file.

Centralized Agency Invoice Data, Detail 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 Adobe .pdf ASCII Text HTML CSV ASCII Text Tab Delimited ASCII Text pipe-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 contractor 	
Email Server	<ul style="list-style-type: none"> Internet Email – Simple Mail Transfer Protocol Attachment to Internet Email Encrypted Internet Email Other secured or unsecured transport methods as mutually agreed between Agency and contractor 	<ul style="list-style-type: none"> MS Word 97 through 2003 MS Excel 97 through 2003 Adobe .pdf ASCII Text Email 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 contractor 	<ul style="list-style-type: none"> MS Word 97 through 2003 MS Excel 97 through 2003 Adobe .pdf ASCII Text Email Text Message CSV ASCII Text Tab delimited ASCII Text Fixed Record XML Other formats as mutually agreed between Agency and Qwest
Email Server	<ul style="list-style-type: none"> Internet Email – Simple Mail Transfer Protocol Attachment to Internet Email Encrypted Internet Email Other secured or unsecured transport methods as mutually agreed between Agency and contractor 	<ul style="list-style-type: none"> MS Word 97 through 2003 MS Excel 97 through 2003 Adobe .pdf ASCII Text Email Text Message CSV ASCII Text Tab delimited ASCII Text Fixed Record XML Other formats as mutually agreed between Agency and Qwest

Figure 3.10.5-4. 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 Adobe .pdf ASCII Text HTML CSV
DVD ROM	<ul style="list-style-type: none"> Courier Postal 	
Magnetic Tape	<ul style="list-style-type: none"> Courier Postal Service 	

Agency Dispute Receipt Acknowledgement		
Media	Transport	Format
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 contractor 	<ul style="list-style-type: none"> ASCII Text Tab delimited ASCII Text Fixed Record XML Other formats as mutually agreed between Agency and Qwest
Email Server	<ul style="list-style-type: none"> Internet Email - Simple Mail Transfer Protocol (SMTP) Attachment to Internet Email Encrypted Internet Email Other secured or unsecured transport methods as mutually agreed between Agency and contractor 	<ul style="list-style-type: none"> MS Word 97 through 2003 MS Excel 97 through 2003 Adobe .pdf ASCII Text Email 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 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 Agency and Qwest
DVD ROM	<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 contractor 	<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
Email Server	<ul style="list-style-type: none"> Internet email – Simple Mail Transfer Protocol (SMTP) Attachment to Internet email Encrypted Internet email Other secured or unsecured transport methods as mutually agreed between Agency and contractor 	

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 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 recurrence.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

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[REDACTED]	[REDACTED]	[REDACTED]