3.5 CUSTOMER SUPPORT (L.34.2.3.5), (M.3.8)

The Qwest Team provides GSA a Networx partner with high quality, world-wide customer support capabilities. The cornerstone of our business model is customer satisfaction. Our Spirit of Service™ incorporates a partnership with our customers to ensure high performance, on-time results, and a high degree of satisfaction for GSA and Agencies.

3.5.1 Understanding of the Requirement

GSA requires sound, effective program management, technical support, and professional operational capabilities. Qwest's established customer-focused support model, including policies, processes, and highly-effective tools and systems, provides outstanding customer support and ensures our ability to meet or exceed all requirements. This model has been successfully implemented on programs for Agencies [redacted]

Our Spirit of Service™ drives a corporate commitment to deliver and maintain high levels of customer satisfaction and quality. To accomplish this, Qwest has incorporated a Customer Support

Customers can contact the CSO using a toll-free hotline, 1-866-GSA-NETWorx (1-866-472-6389), Universal International Freephone Number (UIFN) or Qwest's International Toll-Free Service fax (800-879-2804), e-mail (Federal@qwest.com), or Web Portal (www.gsanetworx.com).

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Office (CSO) that is focused on addressing a variety of inquiries relating to Agency assistance, training requests, service orders, general and billing inquiries, disputes, reports, inventory access, network trouble issues, and complaints [redacted].

The CSO will form a strong partnership with GSA and Agencies to establish and ensure global support to diverse user communities.

The CSO is staffed with trained, professional personnel who focus on customer support and have a track record of providing outstanding service.

[redacted]

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[redacted]

[redacted]

3.5.1.1 Responses to Customer Support Narrative Requirements

Figure 3.5.1-3 identifies RFP requirements and associated proposal response locations.

Figure 3.5.1-3. RFP Requirements and Associated Proposal Response Locations

comp req_id	RFP Section	[redacted]
10325	C.3.4.1.2.1	[redacted]
10329	C.3.4.1.2.1	[redacted]
10330	C.3.4.1.2.1	[redacted]

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comp req_id	RFP Section	[redacted]
10339	C.3.4.1.2.1	[redacted]

3.5.2 Customer Interface Management (L.34.2.3.5 (a), (M.3.8 (a))

The Qwest Team[redacted] is prepared to provide the wide range of services and support required under the Networx program. The Qwest Team has established an integrated support model and is providing support systems that are adaptable, proven, and effective to meet or exceed the needs of Agencies.

Under the oversight of the Contractor Program Organization (CPO), the CSO will serve as the focal point to the Government for daily operations, including service and implementation activities. The CSO is readily available through a number of access methods, such as:

- Qwest Networx Website (www.gsanetworx.com)
- Toll-free national number, 1-866-GSA-NETWorx (1-866-472-6389)
- International numbers including a Universal International Freephone Number (UIFN)
- Fax, 1-800-879-2804
- E-mail, Federal@qwest.com
- TTY
- USPS

Throughout the Networx program, the CSO will leverage our partnership with the Government to ensure that the Agency interface is managed and that all requirements are met.

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3.5.2.1 Providing Global Support (L.34.2.3.5 (a), comp_req_id 10329, 10330, 10339)

The Qwest Team has an established international presence through Qwest-owned facilities and assets, Qwest subsidiaries, and alliances. The Qwest Team is prepared to respond to the global requirements of the Networx program. This presence assures GSA that Networx services support is available globally to its diverse user community, offering robust, global telecommunications solutions.

The Qwest Team currently provides a number of international services to the Federal Government. [redacted]

Qwest's global Internet backbone circumnavigates the globe and delivers a portfolio of applications which benefit Agencies through our ability to deliver speed and reliability. Qwest will continue to leverage the latest optical network and transmission technologies to provide services required under the Networx contract.

The CSO is established to partner effectively with the Government on a global basis, using common means of communications. As noted in Section 3.5.4.1.5, Qwest Customer Service personnel are located in areas where they can effectively respond to Agency needs. [redacted] This provides geographically diverse redundancy for operational backup for service continuity during emergencies. Our CSO is available 24x7x365 to handle calls, emails, facsimile, and U.S. Mail from the GSA Program Management Office and the subscribing Agencies, including the GSA Regions and GSA international activities in Germany and elsewhere.

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The CSO will be reachable 24x7x365 from any international location. ITFS (International Toll-Free Service) arrangements will be available in other countries that allow a user to call an in-country toll-free access number that will allow dialing to a domestic toll-free number. For any non-domestic users without access to UIFN (Universal International Freephone Number) or ITFS, Qwest will offer other options including operator assisted calls, pre- or post-paid calling cards, and collect calls. This means that non-domestic users can contact the CSO without incurring international charges.

Domestic callers have the ability to call toll-free using our domestic hotline (1-866-GSA-NETWorx, 1-866-472-6389). As previously noted, both domestic and non-domestic users also have the ability to reach the CSO through our Portal or by fax, e-mail, TTY, or USPS.

Qwest has international [redacted] give Qwest in-country presence for Sales, Customer Service, Network Operations, and Planning. Qwest's in-country resources will provide additional Networx support to the non-domestic located Agencies.

3.5.2.2 Customer Satisfaction (L.34.2.3.5 (b))

Qwest's Spirit of Service™ is a constant and overarching guide as we conduct our business with GSA and Agencies. Qwest demonstrates the value we place in our relationships with customers by listening to their needs, considering their requests as opportunities, and striving to deliver precisely what our customers want and need. Qwest measures our success against how well we meet or exceed customer expectations and our ability to win customers' loyalty and business.

Qwest's business model is designed to operate around a single easy-to-reach CSO to ensure customer support and satisfaction throughout the program. Our CSO enables GSA and Agencies to quickly obtain assistance,

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gather information, make immediate, informed decisions, and to receive support from a professionally trained staff.

The Qwest Team is committed to customer satisfaction and constantly improving the quality of our performance. Qwest uses quality control processes and customer feedback to ensure that we maintain a high level of customer satisfaction, performance, and quality. Our quality control process incorporates quality audits [redacted] Results are used to evaluate performance against [redacted] goals and to develop action plans to chart improvements.

To the Qwest Team, customer satisfaction means allocating the appropriate resources to make sure we deliver on our promises. Qwest will meet or exceed the Government's requirements [redacted]. The Qwest Team is focused on performance management, and Qwest will continually strive to improve on our processes and staff to deliver the Spirit of Service™ to each Agency.

3.5.2.3 Standards and Practices (L.34.2.3.5 (c))

The Qwest customer support approach is based on industry standards and practices. Where applicable, Qwest relies on recommendations developed by the International Telecommunications Union – Telecommunications Standardization Sector (ITU-T) and International Telecommunications Union – Radio communications (ITU-R). In U.S. applications and networks, Qwest relies on standards developed by the Institute of Electrical and Electronics Engineers (IEEE), T1 Committee of the Alliance for Telecommunications Industry Solutions (ATIS), and

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Telecommunications Industry Association (TIA), among others, and approved by the American National Standards Institute (ANSI). Where national standards are incomplete, Qwest relies on technical references and generic requirements developed by Telcordia.

Qwest is committed to a level of service and satisfaction that meets or exceeds GSA's most stringent contract deliverables and Service Level Agreements (SLAs), through a variety of tested support organization functions. Qwest has developed a best practices and policies infrastructure based on industry standards and technical publications to deliver superior service. This is a business of exacting performance requirements, on-time delivery, and critical measurements.

Qwest will ensure that Agency support capabilities are maintained and improved throughout the life of the contract. Qwest is the carrier of choice for more than 50 Government Agencies and system integrators serving the Federal Government. [redacted]

[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

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[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

Qwest is able to provide such high levels of service by ensuring that our processes, standards, and systems are part of a continuous improvement cycle. Qwest maintains and grows our customer base because we listen to our customers, take care of our customers' needs, carefully manage our network, and follow sound management practices.

3.5.3 Reserved

3.5.4 Management Capabilities

3.5.4.1 Organization and Management (C.3.4.1.1; L.34.2.3.5; M3.8 (c))

Qwest has a time-tested and proven infrastructure, with the tools, people, and industry know-how to get the job done. Qwest has technically skilled employees, who are qualified and have accountability for the value

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and services Qwest provides. Qwest's [redacted] structure enables everyone within the organization to be available for assistance.

Qwest is a team of confident and talented professionals who are ready, capable, and willing to meet, manage, and positively impact the customer experience. Qwest works with our Government, commercial, and residential customers in delivering world-class service today. Our Qwest Government team provides many services, including:

- Network Management
- Network Surveillance
- Disaster Recovery and Contingency Operations
- Telecommunications Services Priority (TSP) Services
- Security
- Fraud Prevention and Detection
- Reporting
- OSS support
- Web Portal support
- Sales/pricing
- Ordering
- Provisioning & Implementation
- Maintenance and repair
- Tiered technical support
- Billing
- Inventory Management

3.5.4.1.1 CSO Organization (comp_req_id 10325)

The Qwest CSO is chartered to ensure smooth implementation, delivery, provisioning, and ongoing support of Networx services to address all of the needs of the Agencies. The CSO's structure [redacted] brings

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together the customer support, technical support, billing, and service ordering resources [redacted]

- Customer Support: This component of the organization responds to general support needs, such as training inquiries and class registration.
- Technical Support: Customer service representatives and technicians provide Help Desk services, as well as troubleshooting and assistance with applications.
- Billing: Agency-specific billing analysts handle a variety of billing administration and support tasks, from creation of billing reports to resolution of billing disputes.
- Service Ordering: Account consultants provide Agency-specific planning and technical support, assisted by service coordinators who handle order entry and coordination of the order implementation process.

Through our CSO and operational capabilities, Qwest will administer and manage general inquiries relating to user forums, escalations, and points of contact quickly and effectively through to resolution. Qwest will to continue

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to meet the same level of effectiveness and cooperation we have set as a standard for our organization in both service and customer delivery. The Qwest CSO will respond rapidly to billing and dispute inquiries. Qwest will also provide direction, information and guidance on training, including and registration for available programs in the Networx and Agency arena. Qwest's technical support has already forged strong partnerships and quick response times [redacted] "We find a way" is Qwest's motto. [redacted] This example reflects the same kind of customer-focused commitment built into our customer support approach for Networx.

For our CSO structure, Qwest has selected the best candidates from our pool of top performers to manage key elements of the Networx Program. Each function is managed by an individual who has deep subject matter expertise in the functional area, years of experience supporting similar programs or operations, excellent customer relationship skills, and demonstrated passion for serving customers. The organization is managed by [redacted]. [redacted] is currently a manager of the Qwest Government Services Customer Care Center and is responsible for all customers across a broad range of Government projects. As the Networx Customer Service Manager, [redacted] is responsible for:

- Managing the daily operations of the CSO
- Developing, updating, maintaining, and executing CSO processes, policies, and procedures for service ordering, billing inquiry and disputes, training registration, and trouble and complaint handling

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- Communicating internal performance targets, auditing daily transactions, monitoring outputs, and tracking performance results and trends
- Recruiting, hiring, retaining adequate staff in the CSO
- Documenting specific CSO interface requirements for Qwest's team members
- Training personnel on Networx processes, policies, and procedures
- Updating and maintaining Networx CSO policies and procedures
- Capturing and defining customer requirements for OSS enhancements
- Serving as the first point of contact for Agency escalations and complaint handling

The duties and responsibilities of the Networx Customer Service Manager align extremely well with [redacted] background and experience in the telecommunications industry. [redacted] brings a wealth of experience and knowledge in working with and understanding the needs of Federal Agencies. His qualifications include 26 years in the telecommunications industry, mostly in technical support and management positions. [redacted] is also a member of Qwest's Emergency Response Team. His wide range of experience makes him the ideal person to manage the CSO.

3.5.4.1.2 Resources (L.34.2.3.5)

The Qwest Team's [redacted] employees will be made available to support GSA and Agencies, as requirements arise. The Qwest Government Services Inc. (QGSI) group, under the direction [redacted] is dedicated to the Government. The Qwest Networx CPO, under the direction of [redacted], is fully dedicated to GSA and Agencies and will serve as the primary coordination point and control for the Networx program. The CPO will manage resource availability across the Corporation.

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[redacted], serving as Qwest's Program Director, will provide centralized control of the Networx contract and will manage the contract on a daily basis. He will be responsible and accountable for all aspects of the Networx program, including:

- Managing all elements of the Networx program (scope, schedule, and cost constraints)
- Serving as the primary POC for the GSA Networx PMO
- Overseeing the performance of the CSO and all organizational elements
- Managing network management functions (program design engineering, usage, optimization, and maintenance)
- Ensuring and enabling the program culture
- Managing risks and overseeing escalation and resolution of issues
- Communicating and partnering with GSA and Agencies
- Delivering status reports and results to GSA and Agencies
- Ensuring that Qwest represents and performs in GSA and Agencies' best interests

[redacted] has responsibility and accountability within Qwest to ensure superior service on the Networx contract. He is empowered on behalf of Qwest to be the central POC to the Federal Government for Networx program-wide issues.

[redacted]

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[redacted]

Qwest uses a staffing model specifically designed with flexibility in mind, giving us the ability to use Force-To-Load (FTL) concepts and to integrate staff from across the company and the team as needed. The model provides immediate responses for day-to-day changes in call volumes.

As shown in [redacted] Qwest employees [redacted] perform customer service functions today and are available to assist immediately to respond to urgent, unplanned, and surge demand. Because Qwest has a single integrated platform for service ordering, billing, and repair, Qwest is able to share workload between centers if needed. Through the expertise of our Qwest Training team, we are equipped with the tools to quickly train additional personnel as demand dictates.

[redacted]

The CSO encompasses not only Qwest customer care, network and field operations, and technical support, [redacted]

3.5.4.1.3 Strategies (L.34.2.3.5)

The Qwest CSO strategy is centered on providing outstanding customer service to GSA, and Agencies. Qwest will communicate effectively

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to ensure a clear understanding of our customer's needs and respond accordingly. Qwest will plan well, and will provide appropriate control and oversight using leading-edge tools and systems to provide superior levels of service.

To implement this strategy, Qwest's CSO is empowered to [redacted] provide outstanding levels of service to GSA and Agencies. Qwest will take advantage of our global experience and highly skilled workforce and the technology available to them to rapidly provide service, responses to inquiries and service requests, trouble and complaint reporting, product assistance, or billing questions effectively and efficiently. Qwest will work diligently to ensure GSA and Agencies' needs are met.

At the heart of our CSO strategy is [redacted] This commitment is supported by:

- Complete follow-through: [redacted]
- Personnel skills and experience: [redacted]

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[redacted]

- Tools and technologies: [redacted]

It is this customer support model that is the basis of the "Spirit of Service" we offer all of our customers.

Our strategy is to forge a partnership that reflects GSA's objectives. Implementation of this strategy involves close coordination and partnership with each customer (GSA and Agencies) to ensure that Networx objectives are met. [redacted]

[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

[redacted] Every aspect of

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our partnership strategy, from participation in Agency transition planning, to the continuous focus on achieving performance objectives, is geared toward fostering and maintaining the highest level of customer satisfaction within the Agencies.

The primary CSO is located in [redacted], and it will be staffed [redacted] that currently support Federal customers. In the event of an emergency that disrupts business operations, a business Continuity of Operations Plan (COOP) goes into effect. [redacted]. This center uses the same Networx staff training program and has access to all Networx tools and applications to effectively provide customer support in the event the primary center is unavailable or requires assistance. This plan is already in place and continuity of operations drills are conducted in compliance with our [redacted] disaster recovery drills. [redacted]

3.5.4.1.4 Practices, Policies, Processes, and Procedures (L.34.2.3.6)

Qwest creates, maintains, improves and follows documented practices, policies, processes, and procedures in every aspect of our business. Employees are held accountable for following these processes. CSO policies and procedures are in place and have served us for many years in our relationship with the Government. Qwest will continue to build on this set of capabilities as we serve the Government under the Networx program.

Qwest CSO practices have been refined as the result [redacted] of transactions with customers every year. Qwest's use of continuous

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improvement processes improves our service quality levels and customer satisfaction results.

[redacted]

[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

3.5.4.1.5 Staffing Levels and Skills (M.3.8 (c))

The Networx CSO is at the core of our customer service strategy. Qwest is providing a CSO staffed with the best customer service representatives, technicians, and engineers, all supported by an integrated suite of operations and management systems. Qwest offers GSA both depth and breadth in skills, training, and ability in our customer service centers. Through [redacted] Qwest customer service centers are designed to respond to the needs of dynamic business environments. [redacted]

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The Qwest Networx CSO, which includes a team of [redacted] service ordering, billing, and customer service personnel, is the primary customer service office for GSA and Agencies. The Networx CSO is only one of many customer service offices around the country. Because Qwest customers have a nationwide presence, Qwest customer service personnel are located in areas where they can effectively respond to customer needs. [redacted]. As described in Section 3.5.4.1.2, Qwest can draw upon 3,300+ trained personnel in other customer service centers who can be quickly reassigned to augment the Networx CSO.

[redacted] For initial levels of staffing to support transition requirements, the Qwest CSO, Transition Manager and Account Team will work closely with the GSA and Agencies to prepare activity forecasts based on sales opportunities, planned transitions, and feedback from the Agency. Our FTL models will use [redacted]

Qwest's [redacted] customer service model is based on years of experience in support of both highly complex and relatively simple high volume telecom services. Through continual analysis of [redacted] Qwest has developed support models that are continually refined as the service enters more mature phases of the product life cycle. These

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models include [redacted]

The center will be staffed accordingly with enough skilled personnel to handle peak call conditions within the AQLs outlined in Networx. Close monitoring of performance and trend analysis will allow Qwest to staff ahead of volume surges. In addition, the CSO will work closely with the Transition team to ensure that center operations are adequately staffed, and that training adequately prepares staff for Agency transitions.

[redacted]

[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

3.5.4.1.6 Tools, Systems and Reports – Technical Capabilities (M.3.8 (d))

Qwest has the tools, systems, and reporting processes, and procedures in place to effectively and efficiently provide Agency information, respond to billing inquiries, track service orders, and manage trouble tickets. [redacted] The Qwest Networx CSO will be equipped with these same toolsets to respond rapidly and accurately to customer service, repair, billing, and general information requests. Qwest will employ these proven tools for managing the CSO, ensuring seamless continuity of service for Agencies.

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[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]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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

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[redacted]

Qwest's OSS features tightly integrated systems that support commercial and Government customers today. Qwest's embedded systems use a component-based architecture that facilitates building interfaces to subcontractor and other vendor systems. The Qwest Control Networx Portal provides access to the back-end OSS. All Networx products and services can be ordered via the Portal through a series of Web forms and flow-through interfaces. Qwest continues to design process flows that will generate efficiencies for the Agency and Qwest.

Qwest has deployed a complete set of controls, including:

- Access controls that manage users' access to specific systems based on identification and authorization
- Managed OSS security services, which protect systems from outside attacks

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- Software configuration and patch management that ensures system applications are protected
- A robust monitoring system for managing the infrastructure.

The Ad Hoc Reporting tool is a user-friendly, flexible feature available to Agencies in the Portal. [redacted] Using the Portal, Agencies are able to select, sort, and filter data. (Appendix 14 contains an example of user documentation for this feature).

[redacted]

Qwest uses the same approach to meet customer support

[redacted]

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[redacted]

requirements for optional services as we use for meeting mandatory customer service requirements.

3.5.5 Summary

Qwest understands the requirements to provide sound, effective management and technical support, along with operational capabilities that meet or exceed GSA customer support requirements. Qwest has proven resources, policies, and processes within our current CSO model, which is supported by effective tools and systems to provide outstanding customer support.

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Qwest's CSO will work in conjunction and cooperation with GSA and Agencies as a single point of contact for answers and assistance. Qwest will address a variety of inquiries relating to training requests, service orders, billing, network trouble issues, and complaints.

The Qwest approach to interface management provides multiple convenient ways for Agencies to contact the CSO, 24x7x365, from anywhere in the world. With customer support, technical support, billing, and service ordering resources [redacted] Qwest can rapidly resolve any issue. This is the foundation of our [redacted] strategy.

Qwest's best practices and processes are based on the recommendations of national and international standards-making bodies, refined by our experience on major Government contracts, including FTS2001. Largely as a result of a partnership strategy that includes common objectives, project alignment, and multiple channels of communication, Qwest has an outstanding record of customer satisfaction.

As a strong partner with the Government, Qwest will ensure global support to large and diverse user communities. As embodied in our Spirit of Service™, Qwest understands the importance of customer service, and we will maintain and strengthen our support capabilities to meet all relevant standards and practices.

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