

### **3.9 SERVICE ORDERING (L.34.2.3.9; M.3.5)**

*Qwest is dedicated to providing GSA and Agencies with a secure and flexible service ordering system that ensures on-time performance and provisioning accuracy. The Qwest Control Network Portal is designed to support ordering, tracking, and price quotes with direct and immediate access to reports and acknowledgments. The features of this Portal are in place and operational, ensuring that GSA will have a secure, Web-enabled interface that is easy to use and ready for immediate contract performance.*

#### **3.9.1 Understanding of the Requirements**

Qwest has a proven record of exceeding customer expectations across the many facets of service ordering. Qwest has focused and will continue to focus on the important quality characteristics of service ordering, namely, effective and timely service delivery coupled with regular status updates. GSA and Agencies will benefit from our outstanding customer service and service ordering expertise under the Network contract. Qwest provides an automated, easy-to-use system that is operational and ready to meet GSA Network needs.

Qwest's core systems and applications that provide service delivery and assurance functions are in place and are actively used in support of our customers. Portions of these core systems are being customized to meet specific Network Operational Support Systems (OSS) requirements. Qwest has already had a first release to production of the system enhancements supporting Network and we are underway on a second release that will fulfill all requirements by receipt of Notice To Proceed (NTP). [REDACTED]

[REDACTED]

[REDACTED]

Qwest understands the Government's service ordering requirements, including the need for an automated service ordering system that supports the tracking of service ordering data.

[REDACTED] the Qwest Control Networx Portal, accessible via our public Website ([www.gsannetworx.com](http://www.gsannetworx.com)), is a secure, Web-enabled system that will provide Agency users with the capability to initiate service orders, receive simple price quotes, and access, manage, and track network services and service ordering data and processes 24x7x365. The Portal integrates [REDACTED] which maximizes order accuracy by minimizing manual data entry. [REDACTED]

[REDACTED]

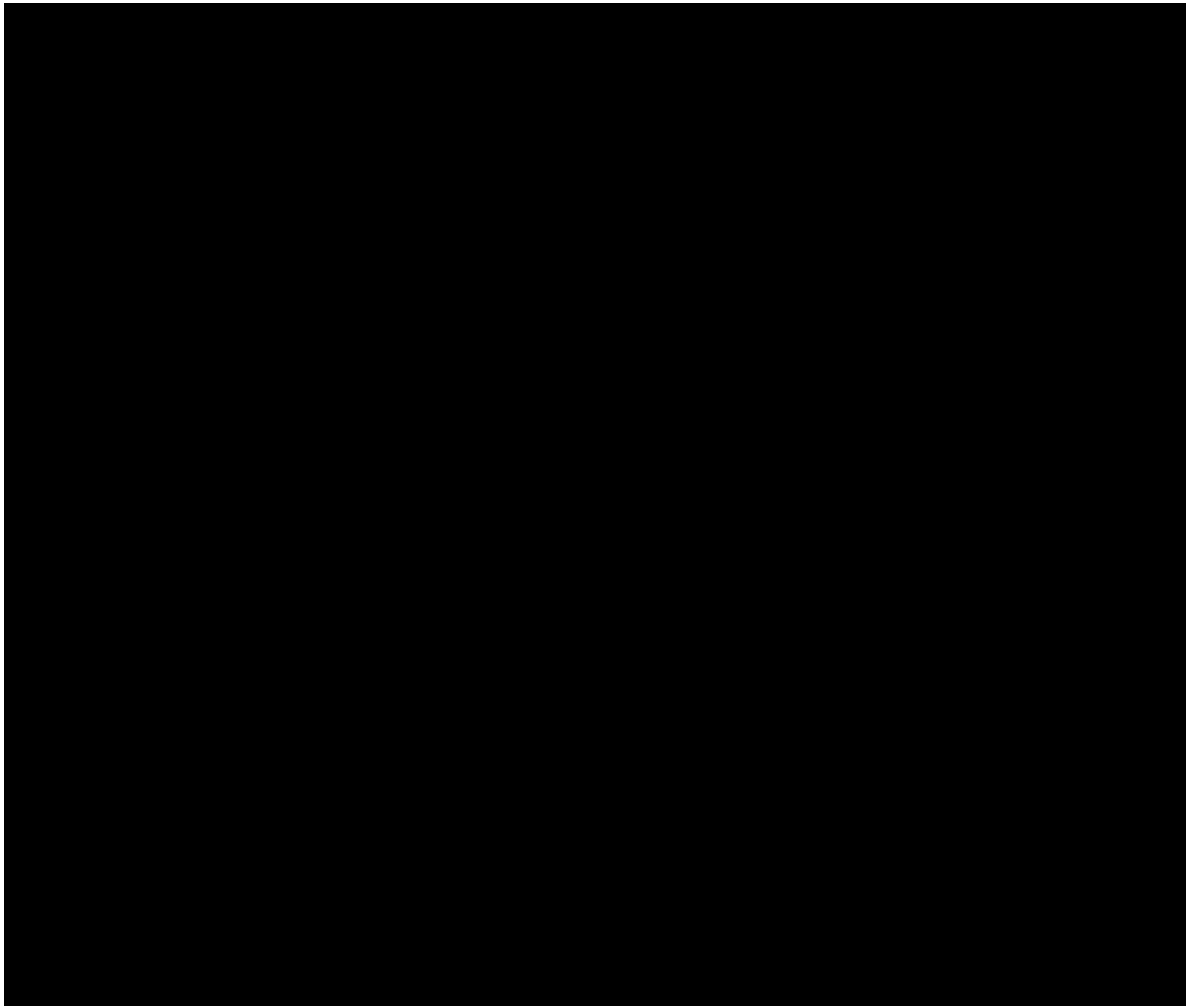
[REDACTED]

The Qwest Control Network Portal supports Agency order submissions and contractor acknowledgement receipts to Agencies at appropriate points along the ordering and provisioning processes.

In conjunction with Portal capabilities, Qwest has a Federal service ordering team of knowledgeable, skilled professionals experienced in meeting contractual service order delivery timeframes. They serve as the Single Point Of Contact (SPOC) for: obtaining price quotes; validating order and billing data; assisting in trouble and complaint resolution; and initiating the provisioning of service installs, modifications, and terminations.

Qwest's success is, in part, attributed to our service ordering approach and capabilities. Qwest's approach focuses on improving processes and gaining results as we practice outstanding integrity and strive for unparalleled quality. The benefits and features of Qwest's approach [REDACTED]

[REDACTED]



**3.9.1.1 Responses to Narrative Requirements**

*Figure 3.9.1-3* identifies RFP requirements and associated proposal response locations.

**Figure 3.9.1-3. RFP Requirements and Associated Proposal Response Locations**

comp_req_id	RFP Reference	[Redacted]
10446	C.3.5.1.2.1	[Redacted]
10448	C.3.5.1.2.1.1	[Redacted]
10449	C.3.5.1.2.1.1	[Redacted]
10450	C.3.5.1.2.1.1	[Redacted]
10452	C.3.5.1.2.1.1	[Redacted]
10453	C.3.5.1.2.1.1	[Redacted]
10454	C.3.5.1.2.1.1	[Redacted]
10455	C.3.5.1.2.1.1	[Redacted]
10456	C.3.5.1.2.1.1	[Redacted]

comp_req_id	RFP Reference	[REDACTED]
10457	C.3.5.1.2.1.1	[REDACTED]
10458	C.3.5.1.2.1.1	[REDACTED]
10469	C.3.5.1.2.1.3	[REDACTED]
10473	C.3.5.1.2.1.3	[REDACTED]
10476	C.3.5.1.2.1.3	[REDACTED]
10482	C.3.5.1.2.1.3	[REDACTED]
10486	C.3.5.1.2.1.3	[REDACTED]
10487	C.3.5.1.2.1.3	[REDACTED]
10489	C.3.5.1.2.1.3	[REDACTED]
10490	C.3.5.1.2.1.3	[REDACTED]
10491	C.3.5.1.2.1.3	[REDACTED]
10492	C.3.5.1.2.1.3	[REDACTED]
10493	C.3.5.1.2.1.3	[REDACTED]
10494	C.3.5.1.2.1.3	[REDACTED]
10495	C.3.5.1.2.1.3	[REDACTED]
10497	C.3.5.1.2.2	[REDACTED]
10499	C.3.5.1.2.2	[REDACTED]
10500	C.3.5.1.2.2	[REDACTED]
10503	C.3.5.1.2.2	[REDACTED]
10511	C.3.5.1.2.2.1	[REDACTED]
10531	C.3.5.1.2.2.5	[REDACTED]
10532	C.3.5.1.2.2.5	[REDACTED]
10539	C.3.5.1.2.2.6	[REDACTED]
10548	C.3.5.1.2.2.6	[REDACTED]

### 3.9.2 Service Ordering Approach (comp\_req\_id 10494)

Qwest’s Customer Support Organization (CSO) will manage the special service ordering requirements of the Networkx contract from beginning to end. The CSO team will be accountable for the issuance of complete, accurate, and timely service orders for the provisioning of Networkx services. Additionally, our CSO team will be responsible for order management and toll-free access to customer support, while maintaining the accuracy of the customer profile for new and existing Agencies.

The toll-free service ordering hotline allows the team to interface with Agencies on inbound transactions to initiate orders, make real-time account changes, and track, manage, and communicate status of service ordering activities. Our CSO team will support new and existing customers through the execution of all service orders for provisioned and non-provisioned services.

**Agencies can contact the Qwest Federal Service Ordering Team through the CSO, using a toll-free hotline (1-866-GSA-NETWorx or 1-866-472-6389), via fax (800-879-2804), e-mail (Federal@qwest.com), or our public Web site ([www.gsanetworx.com](http://www.gsanetworx.com)).**

Qwest's CSO is well versed in delivering a wide range of services to Agencies. Our team is supported by Service Order Managers, Service Delivery Coordinators, and Account Consultants, all of whom are dedicated personnel with defined responsibilities.

#### **3.9.2.1 Service Ordering Manager**

The Qwest Networx Service Ordering Manager [REDACTED] is responsible for the Service Delivery Coordinators and Account Consultants who interface directly with the Agency on service order activity. The CSO is an integral part of service delivery and delivers value to Agency representatives by assisting them with order fulfillment and successful service installation.

#### **3.9.2.2 Account Consultants**

Our account consultants are accomplished telecommunications specialists who provide dedicated and customized support to specific Agencies. Account Consultants work directly with Agency representatives to develop the scope of work, timelines, and communication plans.

Qwest's Account Consultants are knowledgeable of Government contracts, product/service descriptions, and technical requirements. They apply the required parameters to initiate service order processing and implementation. They work with internal groups to advise them of project deliverables, ensuring that Agency commitments and expectations are met or exceeded.

### **3.9.2.3 Service Delivery Coordinators**

Qwest's Service Delivery Coordinators perform order entry and act as internal subject matter experts governing the overall management of the order entry process and implementation of the service for routine, critical, and complex orders. They are accountable for meeting the highest levels of customer satisfaction during the delivery of contract services to ensure that the order is coordinated from the initial request, through provisioning, and delivery of the invoice.

Regardless of whether an order comes through the Portal, email, fax, U.S. mail, or telephone, the Service Delivery Coordinator will ensure that the order was properly completed. The status of all orders will be visible through the Qwest Control Networx Portal. Qwest will provide a system that stores all ordering data elements for the length of the Networx contract.

### **3.9.3 Service Ordering Capabilities (comp\_req\_id 10446; comp\_req\_id 10476; comp\_req\_id 10482)**

Qwest has a variety of methods of exchanging order-related information with Agencies, both automated and manual. Our Web-based automated electronic ordering capability is described in detail below. It complies with all of the required components of the Networx RFP and that defines privileges at the individual level. Additionally, Qwest will provide a key personnel Point Of Contact (POC), the Service Ordering Manager, in accordance with Section H.12 of the Networx RFP. An Agency may elect to order a site survey in the event the Agency needs additional data on a site to prepare an order. We will meet all of the site survey requirements specified in the RFP Section C.3.5.1.2.1 Step 1.

Qwest has designed a solution that will support all of GSA's needs in initiating service orders and exchanging customer acknowledgments and

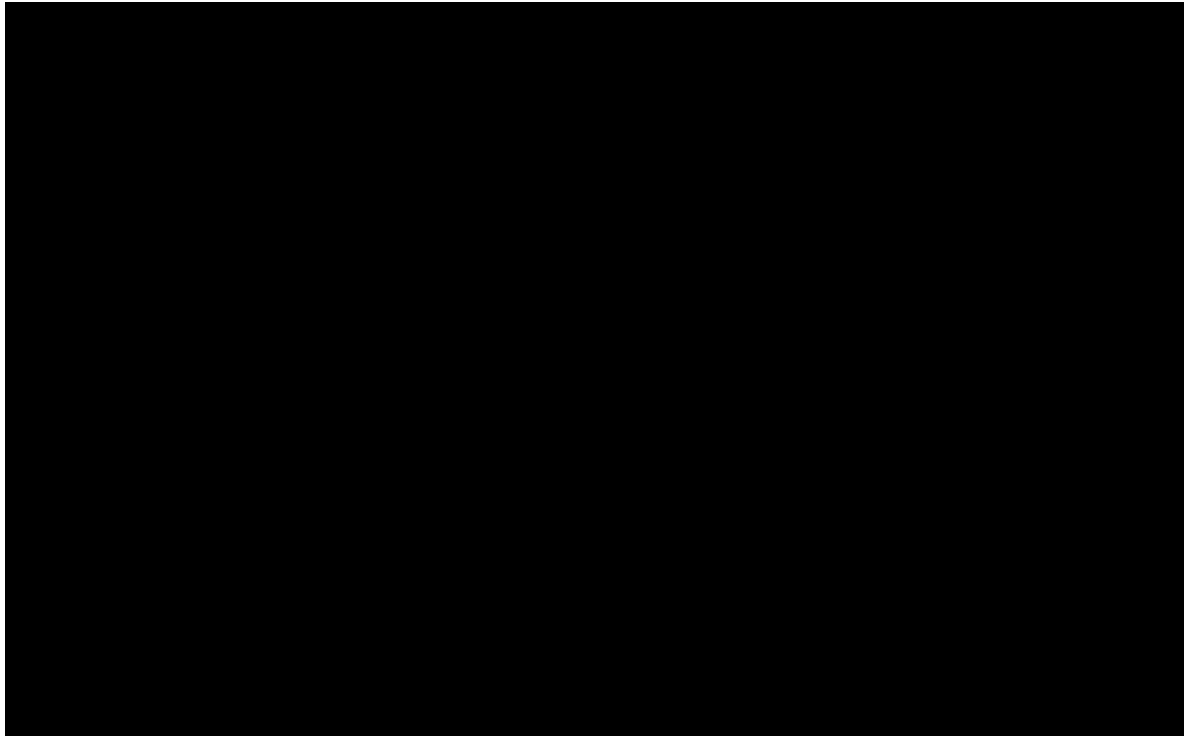
notifications. Our CSO will enter orders manually on behalf of users who are unable to, or choose not to, order online. This solution encompasses the technology of our Portal with the power of our team to deliver high value to the Government.

In accordance with Section C.3.5.1.2.1.3, the Qwest Control Networx Portal provides GSA and Agencies access to all aspects of their service ordering and account management needs, [REDACTED]. Agencies have the means to initiate multiple service ordering capabilities through our Portal. Specifically, the Portal allows users to perform the following functions:

- Produce price quotes
- Place new orders and change orders
- Correct orders
- Cancel orders
- Expedite order processing
- Initiate Telecommunications Service Priority (TSP) orders
- Place bulk orders and multiple orders simultaneously
- Place disconnect orders and track against weekly inventory and installations
- Track order status at the project level

The Qwest Control Networx Portal can be used to derive price quotes for Qwest provided services. The price quotes provided by Qwest will be historically archived for the length of the Networx contract to allow users to verify charges on an invoice. Price quotes will accurately reflect contract price schedules and can be used by Agencies as a decision tool during the Fair Opportunity process.





**3.9.4 Ordering Systems Description (comp\_req\_id 10473;  
comp\_req\_id 10486; comp\_req\_id 10487; comp\_req\_id 10469)**

Qwest will provide users access to a secure, online, Internet-accessible electronic ordering system that meets the performance requirements of Section C.3.9, Operational Support Systems and C.3.3.2, Security Management. This system will provide order entry, viewing, printing, tracking, and downloading capabilities. The Qwest Control Network Portal provides GSA and Agencies access to all aspects of their network deployment and operations.

The Qwest Control Network Portal, accessible via our public Website, is a Web-based, self-service client-server based solution that is an expandable management tool. The state-of-the-art Portal provides users with the capability to obtain price quotes in a real-time environment, and it will provide an Agency the means to view current and historical pricing

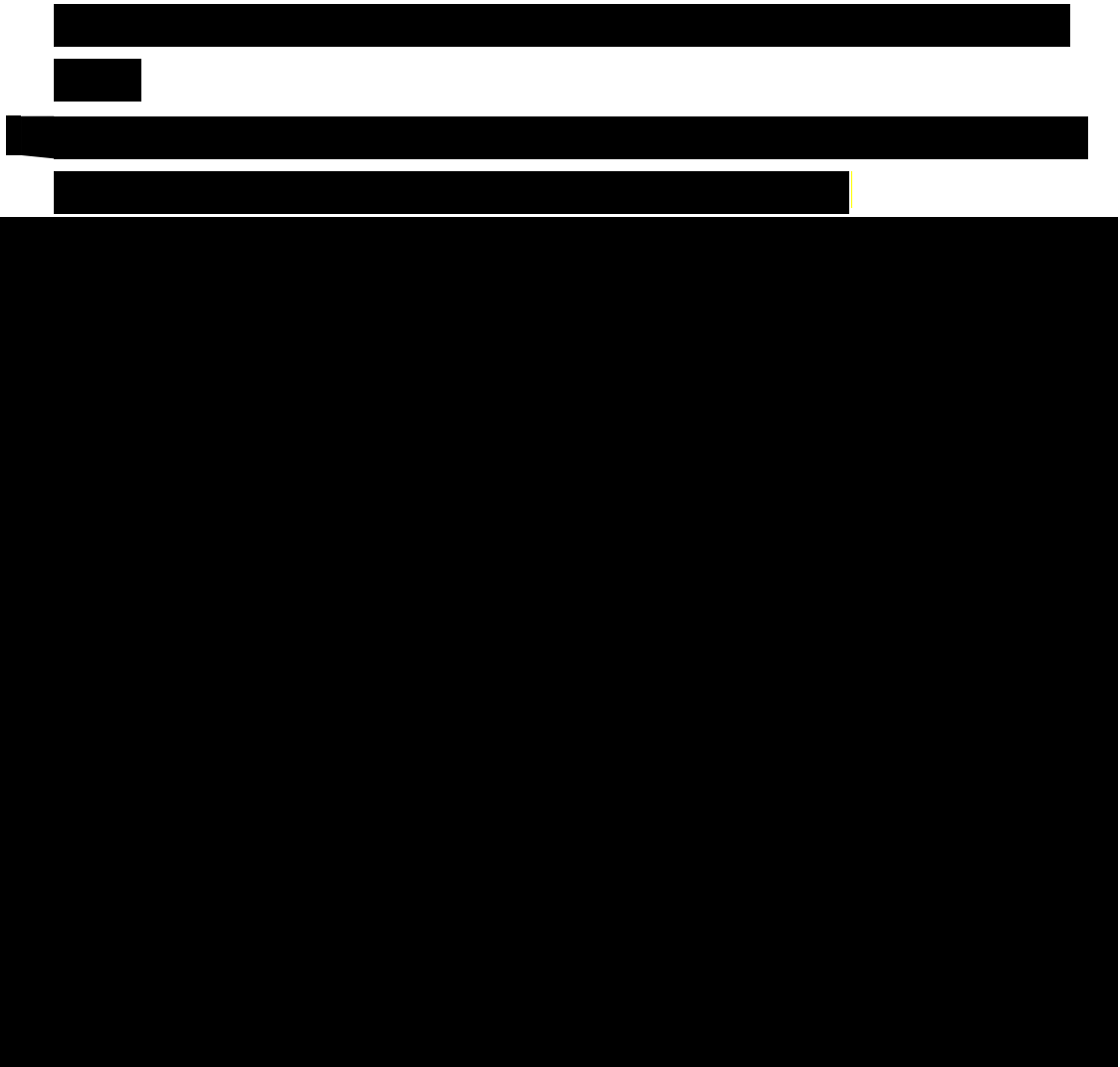
information. Qwest uses our service delivery platform functionality to generate user-friendly, real-time quoting and order creation. Simple price quotes can be obtained immediately using the Portal. Qwest will provide all complex price quotes within a time period acceptable to GSA and Agencies.

The Qwest Control Network Portal provides an online ordering template for individual and bulk orders with instructions for completion and submission. These Web-based forms provide immediate validation and can be quickly altered to meet changing Government needs. For users that have difficulty during the online order process or choose not to order online, our CSO can assist as necessary.

The Qwest Control Network Portal provides security measures that meet or exceed all OSS and security management requirements. The Portal will accept authorized user registrations. [REDACTED]

Security controls, particularly in user authentication, authorization, and data integrity, ensure that only authorized users are able to access the system. Once authorized, users only be able to access areas of the Portal that they are approved to access.

Qwest will ensure that all orders accepted, whether through the Portal or by other means, come only from an authorized DAR or contracting officer. The Qwest Control Network Portal contains access controls to prohibit access to the system by any unauthorized users [REDACTED]



All products available to the Government under the Networkx contract can be ordered and status can be checked through the Qwest Control Networkx Portal. An Agency will be able to accept or reject SOCNs. They also will be able to view the inventory. In addition to the ordering functionality, the Qwest Control Networkx Portal also provides additional functionality to include billing, reports, trouble tickets (repair and complaints), inventory, and Portal administration. With this capability, users need to go to only one place and

login only one time to perform all their ordering and operational needs. [REDACTED]

[REDACTED]

Qwest has recently integrated major enhancements to the Portal that will provide Agency users with greater flexibility and convenience in managing their Qwest services. These new features include the capability to download records from the Portal screens into spreadsheet files, [REDACTED]

[REDACTED]

[REDACTED]

In addition, an Inventory Maintenance/Audit tool enables users to perform an audit of orders by Agency Service Request Number (ASRN). This is especially useful for tracking the accuracy of orders entered manually.

**3.9.4.1 Qwest Operational Systems (comp\_req\_id 10491)**

Qwest's service ordering system architecture has built-in redundancy and backup to ensure high availability. Qwest employs a number of proven, reliable back-office applications and systems that provide automated workflow data feeds into the Qwest Control Network Portal. Qwest back-office applications and systems serve as a primary source of raw data for the Portal. These systems allow Qwest to provide service ordering for GSA and Agencies, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

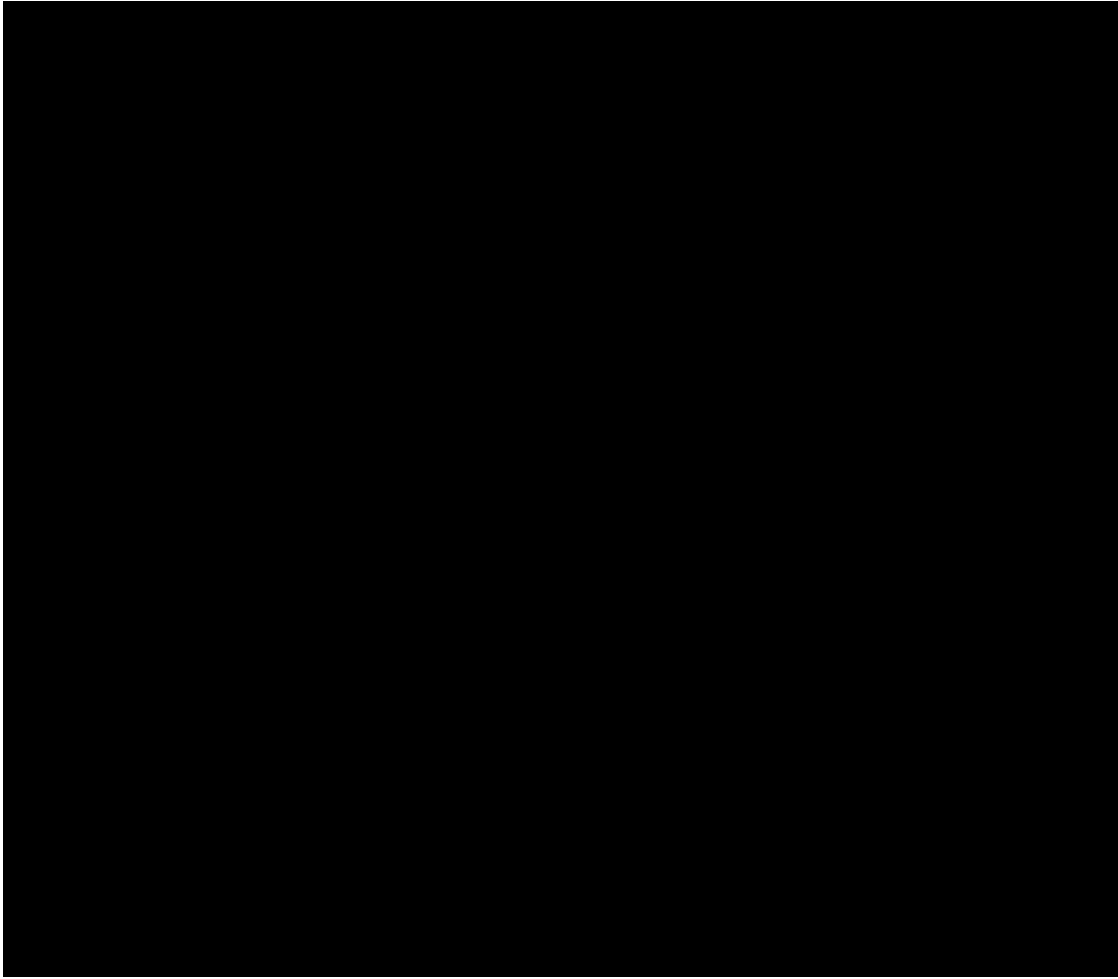
[Redacted]

### **3.9.4.2 OSS Architecture and Integration**

Full integration of the Networkx OSS is the foundation for the development and delivery of all Networkx related data; ordering, provisioning, inventory, billing, reporting, etc. When an order is placed in the Qwest Control Networkx Portal, the order flows [Redacted]

[Redacted]

[Redacted]



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[REDACTED]

**3.9.5 Service Ordering and Tracking Data (comp\_req\_id 10489, comp\_req\_id 10446, comp\_req\_id 10450; comp\_req\_id 10490; comp\_req\_id 10491; comp\_req\_id 10492; comp\_req\_id 10446)**

Qwest will provide GSA with full visibility of service ordering and data tracking. We provide an ordering and tracking environment that will help GSA fulfill its Networx program goal for Operations Support through Qwest, [REDACTED]

[REDACTED]

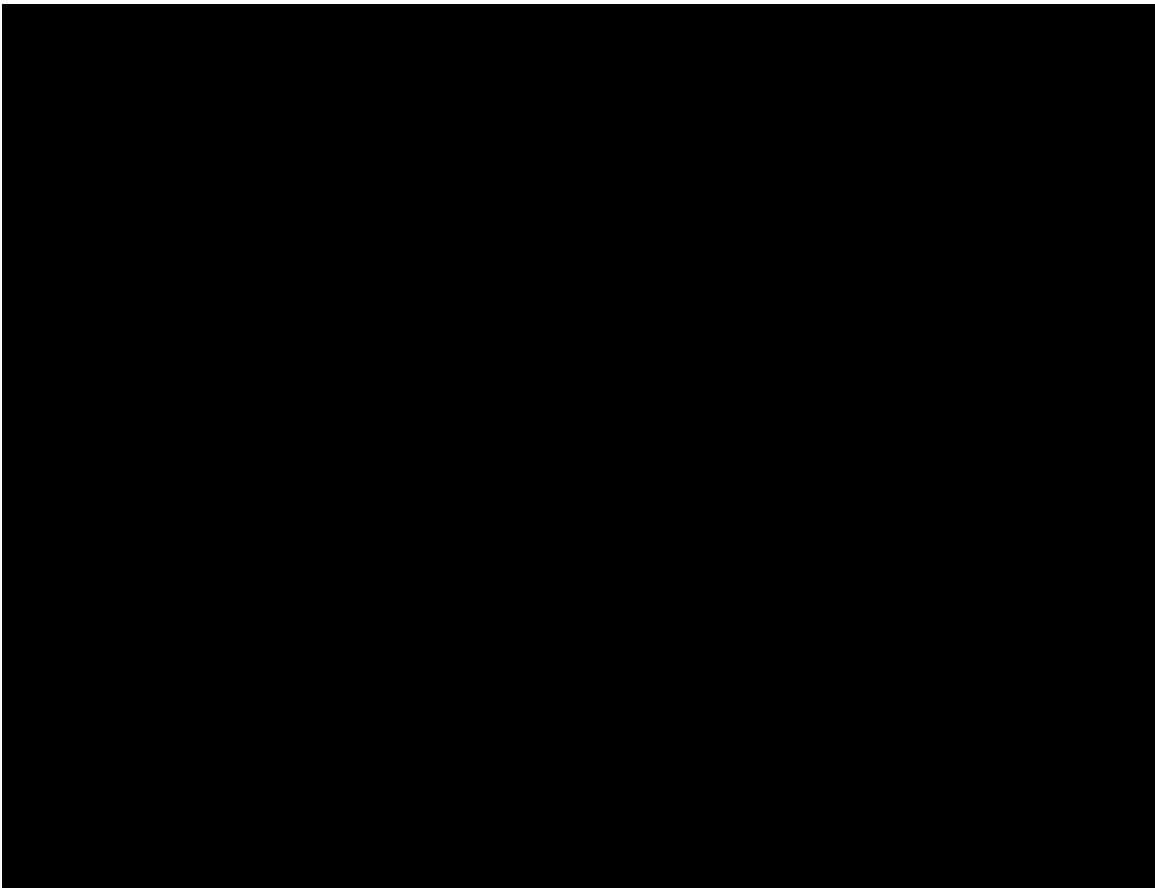
[REDACTED]

The Qwest Control Networx Portal provides users with direct and immediate access to ordering information provided by the system. The Portal will provide users with a reliable means of tracking ordering data, and a

search menu that allows them to easily locate and retrieve all current and historical information.

The Qwest [REDACTED] Service Ordering Team uses various databases and applications to process service orders, detects and solves problems, and provides notification and escalation as needed. Our team will ensure that data is available to GSA and Agencies based on Networx requirements.

The Qwest Control Networx Portal is the vehicle for quoting, creating, tracking, and processing service orders. The Portal provides GSA and DARs with the capability to view and assess the status of their orders through the displayed status indicators [REDACTED]





When Qwest receives an order, an order receipt acknowledgement is generated and sent to the Agency user via email or the Agency-specified media for acknowledgement. The Qwest CSO will validate the service order and, unless there is an error with the order, Qwest will deliver the Service Order Confirmation (SOC) to the Agency. Agency users can track the progress of the order at any time. The SOC will contain the order request number used to track the service as it is being provisioned. As this order continues through the process, the Qwest Control Networx Portal will automatically generate customer notifications at various stages within the service delivery process, including the Firm Order Commitment Notices (FOCN) and the Service Order Completion Notices (SOCN).

[REDACTED]

Qwest will maintain and retain all data types, including electronic mail and adjustment data, hard copy, letters, memorandums, ordering data, and other data pertaining to the ordering of contract services during the life of the contract and for 10 years from contract termination or expiration, as specified in RFP Sections C.3.5.1.2.1.3 and G.4, Ordering. In addition, Qwest will provide reports and data fulfilling requests for archived information and data within 5 business days after receiving the request, for 10 years from contract termination or expiration.

[REDACTED]

[Redacted text block]

[Redacted text block]

In addition to showing a summary of all orders, the Qwest Control Network Portal allows users to examine the order detail. The order detail level displays supplementary information, such as the UBI. Qwest will include the same UBI in both the SOCN and the detail billing files. This will enable the Government to track the invoice back to the SOCN. The sample data provided will be for all services, and will be consistent across the Ordering and Billing Data Dictionaries. The UBI data between the ordering files and the billing files will be the same. Appendix 13, Data Dictionaries, also reflects this.

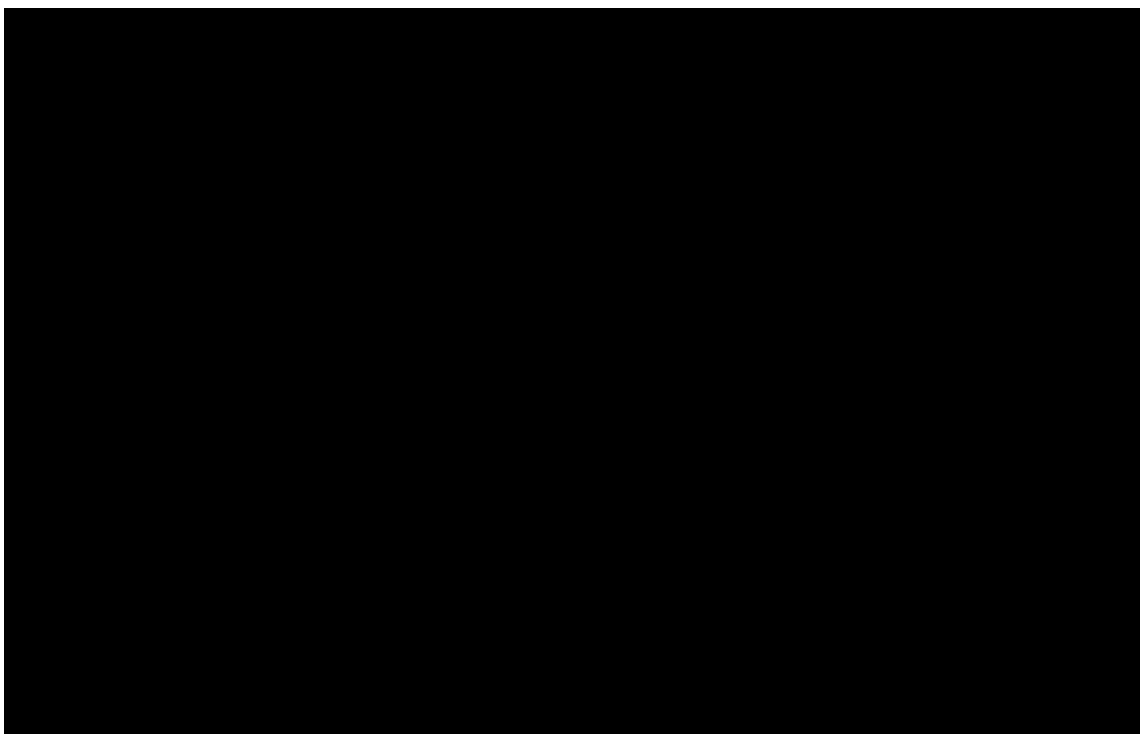
The Qwest Control Network Portal allows authorized users to download and receive reports of orders and acknowledgement data elements. [REDACTED]

Ordering reports and acknowledgement data are available for download online and can be received by email, CD - ROM, DVD - ROM or, can be placed on a secure file server as requested. Each report opens natively [REDACTED] reports software, which is HTML compatible. By selecting the download link, the report can be converted automatically to PDF or to MS Excel. Additional supported file formats are available by selecting a report delivery mechanism. Available within each function-specific "Reports" section of the Qwest Control Network Portal is the ability to specify a report delivery mechanism and media type. By electing this option, [REDACTED]

[REDACTED] Throughout the life cycle of the order, an Agency may contact the CSO to request additional status or escalation.

### **3.9.6 Processes**

Proven processes allow Qwest to consistently meet or exceed our Service Level Agreements (SLAs), maintain application and system availability, and quickly resolve problems using established standard procedures. We continually review our processes for improvement and conduct ongoing training for our staff on process changes. Qwest processes follow a logical path to ensure timely service delivery, [REDACTED]



Frequent communications occur among the CSO team members responsible for the day-to-day operation and management of Qwest services. Our dedicated, Agency-specific account consultants ensure personal, customized attention, and our service delivery coordinators ensure that Agencies have a full understanding of actions taken to resolve their issues. Qwest will advise Agencies of the timeframe to resolve an issue or the timeframe committed to call the Agency back with a status update.

Agencies can resolve questions regarding price quotes and specific features using the service price quote procedure within the Qwest Control Network Portal. In addition, Qwest's sales and engineering account team will define, validate, and submit a technical solution to Agencies for more complex service inquiries. After reviewing the proposed solution, the Agency will issue its request for service via the Qwest Control Network Portal, telephone, fax, or email, granting Qwest the authority to proceed.

Agency representatives must submit their specific Agency's service order as authority to Qwest to proceed with implementation. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The service ordering and provisioning process also applies to sensitive but unclassified, classified, domestic, and non-domestic data transport services. Classified orders are processed within Qwest's controlled area by service delivery coordinators and account consultants having the appropriate Government clearance to perform these functions.

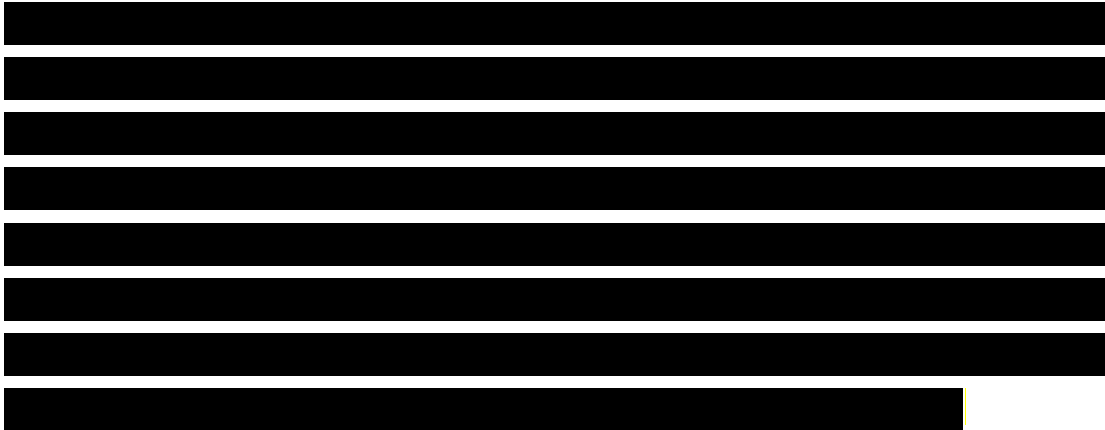
**3.9.7 Data Dictionary Package for Ordering (L.34.2.3.9.1; M.3.5 (a); comp\_req\_id 10448; comp\_req\_id 10449; comp\_req\_id 10453; comp\_req\_id 10454; comp\_req\_id 10548)**

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

[REDACTED]

[REDACTED]

[REDACTED]



Qwest assumes full responsibility for all changes made to standardized Data Dictionary files following the instructions documented in Appendix 13. This simplifies the process for making changes to the Data Dictionary within the Government's defined five day interval as changes occur due to revisions in standards, introduction of new services, or to meet expanded or refined requirements identified by the Government. Specifically, Qwest will provide this Data Dictionary Package for Ordering, including any changes required by the Government, and update thereafter as changes occur.

Qwest's Data Dictionary Packages for Ordering describe each of the following required files and associated data elements. Attributes include data elements for field name, field length, field type, field characteristics, and a description of the data that could be populated in the field. These attributes are sufficient to map the Government's data elements to the data elements in Qwest's required files, including:

- Order (L.34.2.3.9.1(a))
- Order Receipt Acknowledgement (L.34.2.3.9.1(b))
- Order Rejection Notice (L.34.2.3.9.1(c))
- Service Order Confirmation (L.34.2.3.9.1(d))
- Firm Order Commitment Notice (L.34.2.3.9.1(e))

- Service Order Completion Notice (L.34.2.3.9.1(f))

The Data Dictionary Packages for Ordering for these files include data dictionary files, detailed instructions, sample data for all services offered, mapping rules, code value translations (if applicable), change history, and any additional descriptive information required. Also included are all ordering code values as they apply to this contract's coding of service-ordering data elements. The Data Dictionary packages also provide guidance as to the handling of potential null values and multiple values in the various ordering files.

Data Dictionary Packages are contained in Appendix 13 (General Instructions) and its attachments. There are three types of Data Dictionary Package attachments. The first is a Microsoft Excel file containing the Data Dictionary (DD) which describes the data files including instructions, data element definitions, mapping rules, and code value definitions. The second is a cross reference file that identifies CLINs with unique data requirements in one or more of the logical ordering data files. The third is a comma-delimited text file containing samples of the data file themselves. Each data dictionary file contains a column labeled "code value" that will be populated in the event that further translation is needed. If a field in the "code value" column is blank, then the field does not have a code or the Government will be provided with the translated value.

[REDACTED]

[Redacted content]



[REDACTED]

Qwest will create an instance of the UBI during the order process. We will be creating the instance against the service identifier as defined previously (the Data Dictionary package will include a definition, per product, of a service instance). The UBI will map across all systems, notifications, and output files. This eliminates discrepancies between these items, including the order file and the SOCN. The flexibility in Qwest's product builds allows Qwest to modify the definition for a particular service instance within a product. [REDACTED]

[REDACTED]

Data Dictionaries detailing the UBIs are located in Appendix 13 of Qwest's proposal.

**3.9.7.1 Mapping Specification (comp\_req\_id 10452)**

As noted above, Qwest's Data Dictionary Packages include the specific data dictionary files, detailed instructions, sample data, mapping rules, and additional descriptive information required. [REDACTED]

[REDACTED]

Many of the fields are populated only for selected services, selected CLINs within a service, or under certain conditions. The mapping file includes an element-by-element description of the factors affecting data element population. References to the CLIN cross reference file allow for more detailed explanations when needed.

**3.9.7.2 Data Dictionary Updates (comp\_req\_id 10455; comp\_req\_id 10448)**

As changes are required, Qwest will provide updates to the Data Dictionary Package for Ordering, including Networkx data elements, sample data, and file layouts to both GSA and Agencies. As defined in the Appendix 13 General Instructions, we will indicate any changes in detail in the form of a change log that will be part of the instructions at the beginning of each data dictionary. Data Dictionaries, including the sample data, mapping rules, and instructions, are located in Appendix 13 of this proposal.

### **3.9.7.3 Details and Importance of Changes (comp\_req\_id 10456)**

As noted above, Qwest will provide instructions with the Data Dictionary Package for Ordering that present the details of each change and indicate the importance of each of the changes so that they may easily be identified. As services are enhanced and modified, Qwest will indicate all changes in detail at the beginning of the data dictionary to identify changes within the body thereof. Data Dictionaries and the corresponding instructions are located in Appendix 13 of this proposal.

### **3.9.7.4 Sample Data (comp\_req\_id 10457)**

In Appendix 13, Qwest has provided sample data for each file submitted by Qwest that includes all services, enabling the Government to both develop and test internal systems to process the data. For each service ordering element, we have provided an example of what the data looks like in the data dictionary, including, as applicable, the coded information for the field and the counterpart information. [REDACTED]

### **3.9.7.5 Interpreting Contents (comp\_req\_id 10458)**

In a separate General Instructions document in Appendix 13, as well as in instructions that are part of each Data Dictionary Package, additional descriptive information is provided to enable the Government to easily interpret the contents of the packages, as well as to use each package to assist in the testing of Government systems. Instructions are also included for managing changes to these Packages.

### **3.9.8 Provisioning Intervals (L.34.2.3.9.2; M.3.5(c))**

As part of Qwest's service ordering and provisioning intervals, Qwest will accept and provide two classes of expedited service implementation,

referred to as Class A and Class B, for all Networkx services ordered by Agencies under this contract.

### 3.9.8.1 Order Provisioning Intervals

For routine and Class B expedited orders, Qwest will complete the order within the provisioning intervals defined in **Figure 3.9.8-1**. The provisioning interval for routine and Class B expedited orders will be measured in calendar days.

**Figure 3.9.8-1. Service Order Provisioning Matrix.** *Qwest already meets or exceeds GSA Networkx provisioning requirements for nearly every Networkx service.*

Qwest Services	Performance Objective: Routine Orders (Calendar Days)	Performance Objective: Class B Expedited Orders (Calendar Days)	[REDACTED]	[REDACTED]
Disconnect (all Services)	30	30	[REDACTED]	[REDACTED]
Voice Services (VS)	45	23	[REDACTED]	[REDACTED]
Circuit Switched Data Service (CSDS)	45	23	[REDACTED]	[REDACTED]
Toll Free Service (TFS)	45	23	[REDACTED]	[REDACTED]
Private Line Service (PLS)				
≤DS1	45	23	[REDACTED]	[REDACTED]
DS1 < PLS ≤ DS3	85	43	[REDACTED]	[REDACTED]
> DS3	Firm Order Commitment Date	Firm Order Commitment Date	[REDACTED]	[REDACTED]
Frame Relay Service (FRS)	65	33	[REDACTED]	[REDACTED]
Asynchronous Transfer Mode Service (ATMS)	65	33	[REDACTED]	[REDACTED]
Ethernet Service (ES)	60	30	[REDACTED]	[REDACTED]
Internet Protocol Service (IPS)	45	23	[REDACTED]	[REDACTED]
Premises-based IP-VPN Services (PBIP-VPNS)	60	30	[REDACTED]	[REDACTED]
Network Based Internet Protocol (IP) VPN Services (NBIP-VPNS)	45	23	[REDACTED]	[REDACTED]
Voice over IP Transport (VOIPTS)	45	23	[REDACTED]	[REDACTED]
IP Telephony Services (IPTelS)	60	30	[REDACTED]	[REDACTED]

Qwest Services	Performance Objective: Routine Orders (Calendar Days)	Performance Objective: Class B Expedited Orders (Calendar Days)	[REDACTED]	[REDACTED]
Synchronous Optical Network Services (SONETS)	Firm Order Commitment Date	Firm Order Commitment Date	[REDACTED]	[REDACTED]
Optical Wavelength Services (OWS)	Firm Order Commitment Date	Firm Order Commitment Date	[REDACTED]	[REDACTED]
Dedicated Hosting Services (DHS)	45	23	[REDACTED]	[REDACTED]

Qwest will initiate service order delivery upon receipt of a valid service order and all technical information required from the Agency.

**3.9.8.2 Provisioning Terms and Conditions – Routine**

The provisioning intervals for routine services are based on the interval between the Service Order Confirmation and the Service Order Completion Notice. [REDACTED]

[REDACTED]

[REDACTED]

### **3.9.8.3 Telecommunications Service Priority and National Security Emergency Preparedness (Class A)**

Qwest will process requests for Class A via expedited service implementation procedures when the ordering Agencies require priority provisioning for National Security/Emergency Preparedness circumstances or other circumstances in which a Telecommunications Service Priority (TSP) is invoked.

Qwest currently provides TSP services in response to service orders received directly from the service user or from another service provider, such as a long-haul carrier. Under the rules of the TSP system, Qwest is authorized and required to provision and/or restore services with emergency and essential TSP assignments prior to services without such assignments.

Qwest complies with all the elements of TSP, including:

- 24-Hour POC – Qwest is required to provide a 24-hour POC [REDACTED] [REDACTED] to receive emergency provisioning requests and reports of TSP service outages.
- Reconciliation – Qwest is required to participate in reconciliation, which involves comparing the Qwest TSP information with the Office of Priority Telecommunications (OPT) program office database and resolving discrepancies. In addition, Qwest is required to reconcile our TSP information on any circuits where we serve as a subcontractor.
- Cooperation – TSP requires cooperation among telecommunications providers. As a prime or subcontract vendor, Qwest is required to convey and honor the TSP assignment provided by the user or the prime contractor.

#### **3.9.8.4 Expedites (Class B)**

Qwest will provide Class B expedited service implementation when the ordering Agencies require priority provisioning due to circumstances not covered by TSP.

Expedited orders will be completed on an accelerated schedule in accordance with the service-specific provisioning intervals prescribed by J.12.3. Qwest has agreements in place with the LECs to accomplish expedited service provisioning.

#### **3.9.9 Subcontractor Management Approach**

Qwest has a proven and effective approach to defining the subcontractor's role, measuring and reporting on the subcontractor's performance, and integrating various subcontractor services into a complete service package for the Government.

[REDACTED]

[REDACTED]

Qwest's management of the subcontractor is critical to the quality of work performed. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Qwest and selected subcontractors will be present at any formally scheduled Government testing and inspection, so that deficiencies can be identified and corrected immediately. Deficiencies identified by the Government during normal system operations will be reported to the CSO for repair. Qwest will promptly dispatch field operations and/or the subcontractor to perform necessary repairs and/or replace defective equipment or services.





[REDACTED]

**3.9.10 Information Exchange (L.34.2.3.9.3; M 3.5(b); comp\_req\_id 10497; comp\_req\_id 10499; comp\_req\_id 10500; comp\_req\_id 10503; comp\_req\_id 10511)**

The service order process provides an exchange of information, detailed service requests, and service order data and status between GSA and Qwest. Qwest will accept orders from Agencies, and process the order

with the data elements specified in Attachment J.12.1, Ordering Data Elements, as identified in the Data Dictionary. Qwest will provide acknowledgements that will contain the applicable data elements specified in Attachment J.12.2 Acknowledgement Data Elements and in accordance with Section C.3.5.1.3.4.2, Acknowledgements, to the proper Agency personnel, as mutually agreed upon between Qwest and the ordering Agency. Qwest will provide an external title or subject line for all acknowledgements that includes the type of acknowledgement, an identifier (e.g., ASRN, contractor order number), and a date and time stamp. Data Dictionaries and sample acknowledgement data elements are located in Appendix 13 of the Qwest proposal.

**3.9.10.1 Media, Transport Methods, and Formats (comp\_req\_id 10490)**

All Agency notifications will be delivered on a service-by-service basis via the preferred media types listed in **Figure 3.9.10-1**. If an Agency fails to specify a media type, Qwest will provide this information via email.

**Figure 3.9.10-1. Media Preferences for Service Ordering.** Qwest provides the required service ordering data via these media types if specified by the Agency DAR.

Media Type	
Standardized Template Service Ordering Capabilities	[Redacted]
Email Service Order Capabilities	[Redacted]
Facsimile Service Order Capabilities	[Redacted]
Website Service Ordering Capabilities	[Redacted]
Telephone Service Order Capabilities	[Redacted]

Qwest will support and provide all of the media types and corresponding transport methods and formats the Government requests, (see **Figures 3.9.10-2 and 3.9.10-3**) as specified in the Networkx RFP for the following documents and files:

- Order Data L.34.2.3.9 (a)
- Order Receipt Acknowledgement Data L.34.2.3.9 (b)
- Service Order Confirmation Notice Data L.34.2.3.9 (c)
- Order Rejection Notice Data L.34.2.3.9 (d)
- Firm Order Commitment Notice Data L.34.2.3.9 (e)
- Service Order Completion Notice Data L.34.2.3.9 (f)

**Figure 3.9.10-2. 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 Ordering Data Dictionary Package sent to GSA.*

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

Data		
Media	Transport	Format
	<ul style="list-style-type: none"> <li>In person</li> </ul>	

**Figure 3.9.10-3. Qwest Media Types, Transport Methods, and Formats.** Qwest will support all of the media types, transport methods, and formats the Government requests for Acknowledgments data, including Order Receipt Acknowledgment, Service Order Confirmation, Order Rejection Notice, Firm Order Commitment Notice, and Service Order Completion Notice.

Acknowledgements Data		
Media	Transport	Format
Paper	<ul style="list-style-type: none"> <li>Facsimile</li> <li>Courier</li> <li>Postal Service</li> </ul>	<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>
File Server	<ul style="list-style-type: none"> <li>Secure Internet File Transfer Protocol</li> <li>Internet Secure Socket Layer</li> <li>Other secured or unsecured transport methods as mutually agreed between Agency and Qwest</li> </ul>	<ul style="list-style-type: none"> <li>MS Word 97 through 2003</li> <li>MS Excel 97 through 2003</li> <li>PDF</li> <li>ASCII Text</li> <li>HTML</li> <li>CSV</li> <li>ASCII Text Tab Delimited</li> <li>ASCII Text Fixed Record</li> <li>XML</li> <li>Other formats as mutually agreed between Agency and Qwest</li> </ul>
Email Server	<ul style="list-style-type: none"> <li>Internet email – Simple Mail Transfer Protocol</li> <li>Attachment to Internet email</li> <li>Encrypted Internet email</li> <li>Other secured or unsecured transport methods as mutually agreed between Agency and Qwest</li> </ul>	<ul style="list-style-type: none"> <li>MS Word 97 through 2003</li> <li>MS Excel 97 through 2003</li> <li>PDF</li> <li>ASCII Text</li> <li>Email Text Message</li> <li>CSV</li> <li>ASCII Text Tab delimited</li> <li>ASCII Text Fixed Record</li> <li>XML</li> <li>Other formats as mutually agreed between Agency and Qwest</li> </ul>

Qwest’s flexible ordering system has the capability to provide any combination of media types, transport methods, and formats an Agency requests, whether through the Qwest Control Networkx Portal or directly through our account consultants.

The Qwest Control Networkx Portal allows authorized users to download and receive reports of order and acknowledgement data elements.

Qwest will store all ordering data elements according to the requirements defined in the Networx contract.

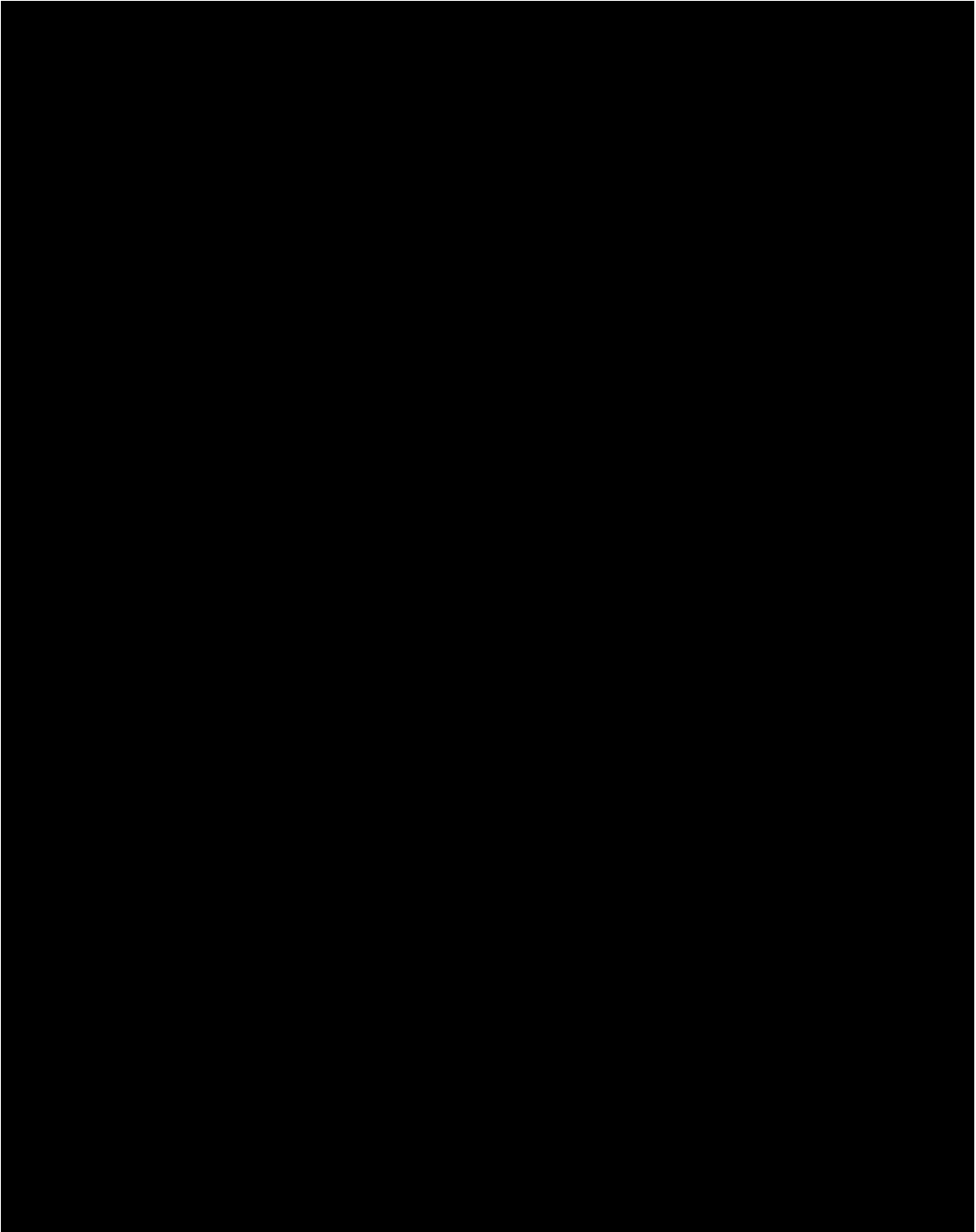
The Qwest Control Networx Portal allows Agencies to keep track of all their documents and specify the media types, transport methods, and formats for receiving them. The Portal also enables our Agency-specific account consultants to respond quickly and easily to Agency changes in formats for sending and receiving documents and files.

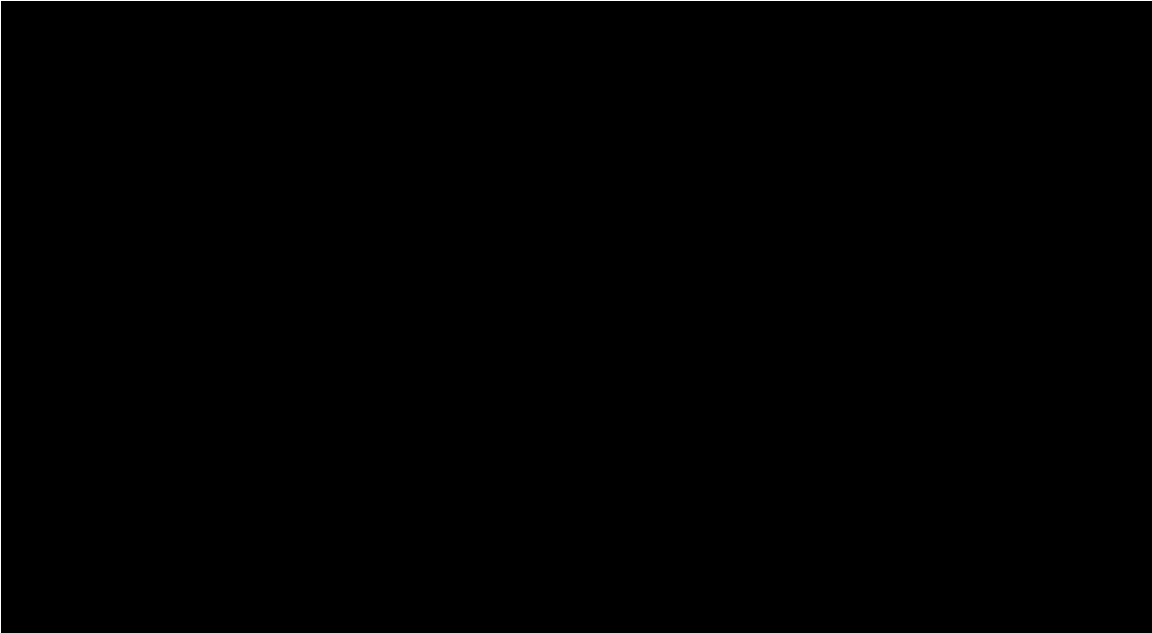
**3.9.10.2 Ordering Data (comp\_req\_id 10493; comp\_req\_id 10494; comp\_req\_id 10495)**

[REDACTED]  
[REDACTED] We will fulfill the request for archived information and current data to the Government in a format acceptable to the Government within 5 business days of the Government's initial request during the life of the contract and for 10 years after contract termination or expiration. The Government may request retained data via the Qwest Control Networx Portal, email, fax, or telephone.


**3.9.10.3 Order Receipt Acknowledgment**

Qwest will provide all Agencies with an order receipt acknowledgement within one business day of receiving an order. Qwest will provide an order receipt acknowledgement through our Qwest Control Networx Portal in the format and media specified by the DAR for each order we receive. Qwest will deliver the order receipt acknowledgement to the Agency, direct-billed Agency, or Networx PMO, depending on the specific acknowledgement. An order receipt acknowledgement will be generated [REDACTED]  
[REDACTED]



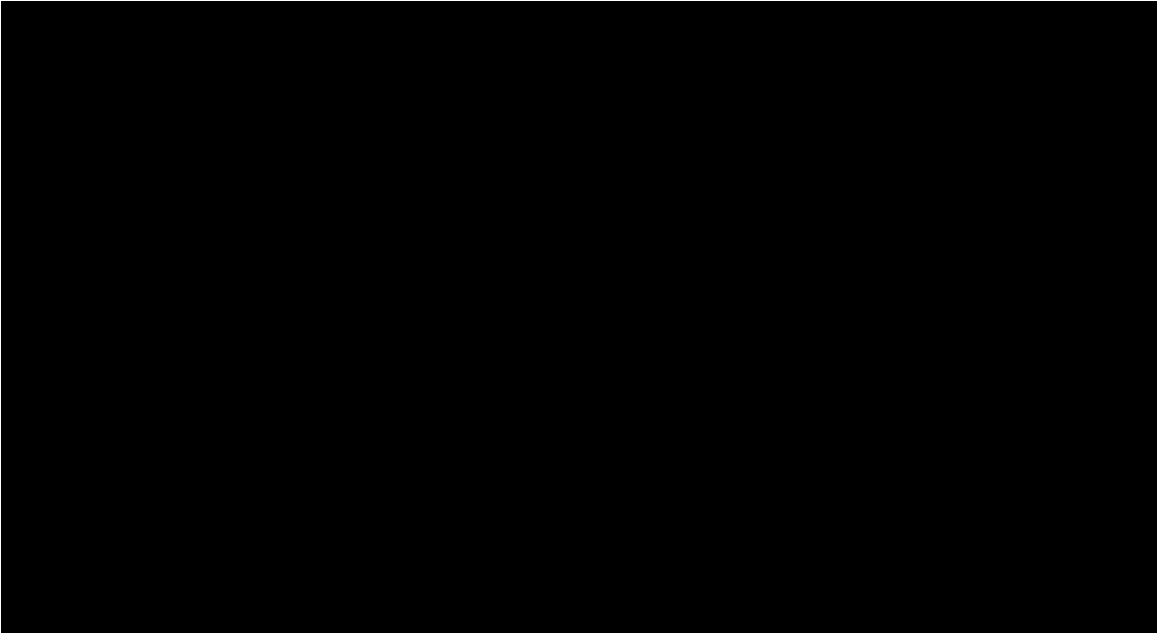


#### **3.9.10.4 Order Rejection Notice**

Qwest will provide an order rejection notice containing the required data elements for Agency validation. Qwest will contact the Agency no later than one business day after determining the order is invalid. If the Agency does not respond within five business days, Qwest will provide the Agency with an order rejection notice and deliver it to the centralized Agency, direct-billed Agency, and/or GSA PMO, depending on the specific order rejection notice. An order rejection notice will be generated 



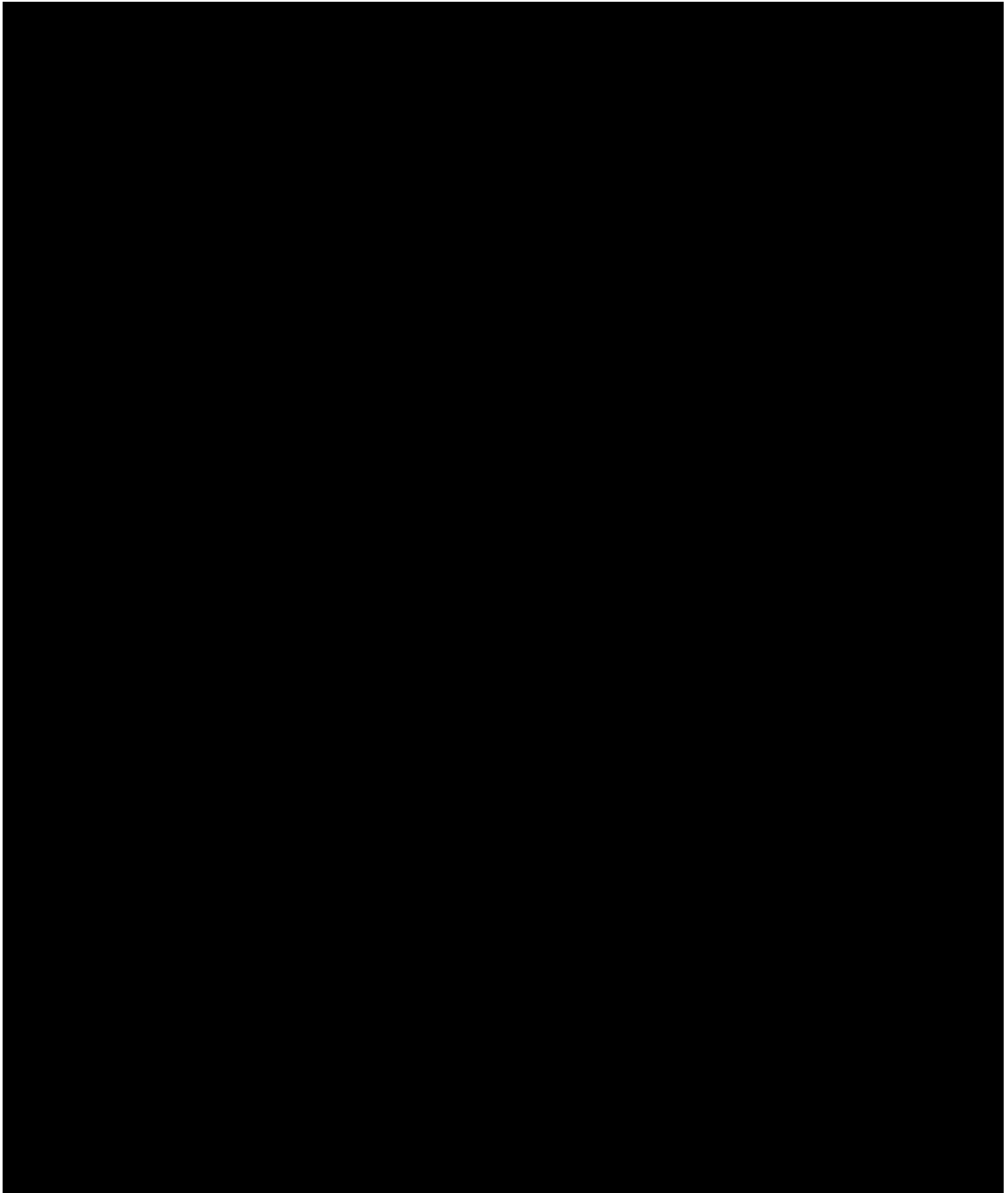




**3.9.10.5 Service Order Confirmation**

Qwest will provide a SOC containing the required data elements for order validation and tracking. Qwest will issue the SOC no later than five business days after determining the order is valid. Qwest will accept a corrected order if the Agency determines it is necessary to correct the order or to change the customer want date for service delivery. Qwest will deliver the SOC to the centralized Agency, direct-billed Agency, and/or GSA PMO, depending on the specific SOC. A SOC will be generated automatically ■





**3.9.10.6 Firm Order Commitment Notice (comp\_req\_id 10531;  
comp\_req\_id 10532)**

Qwest will provide a FOCN to the ordering Agency that makes a best attempt to meet the customer want date for service delivery. The FOCN will contain all the required data elements including a FOC date. This FOC date will comply with the implementation interval for a particular service. The FOCN will contain the data elements specified in Attachment J.12.2 Acknowledgement Data Elements and in accordance with Section C.3.5.1.3.4.2 Acknowledgements. Data Dictionaries, including the sample files for FOCN, are located in Appendix 13 of the Qwest proposal. Qwest will provide a firm order commitment date in the Firm Order Commitment Notice that either complies with the implementation interval specified in Attachment J.12.3, Service provisioning Intervals, or is negotiated with the DAR prior to issuance of the Firm Order Commitment Notice. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

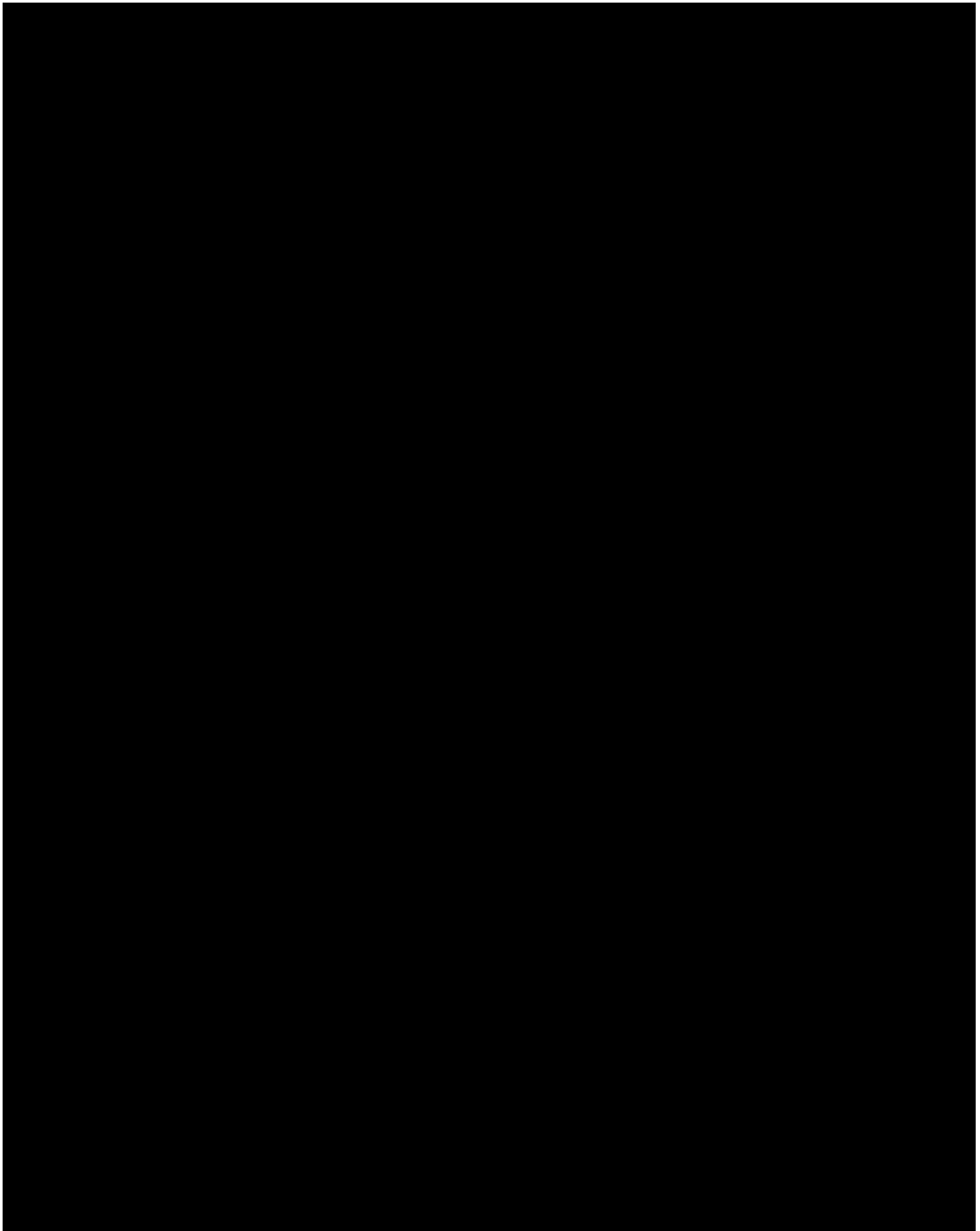
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

The FOCN will be delivered to the centralized Agency, direct-billed Agency, and/or GSA PMO, depending on the specific FOCN. A FOCN will be generated automatically [REDACTED]



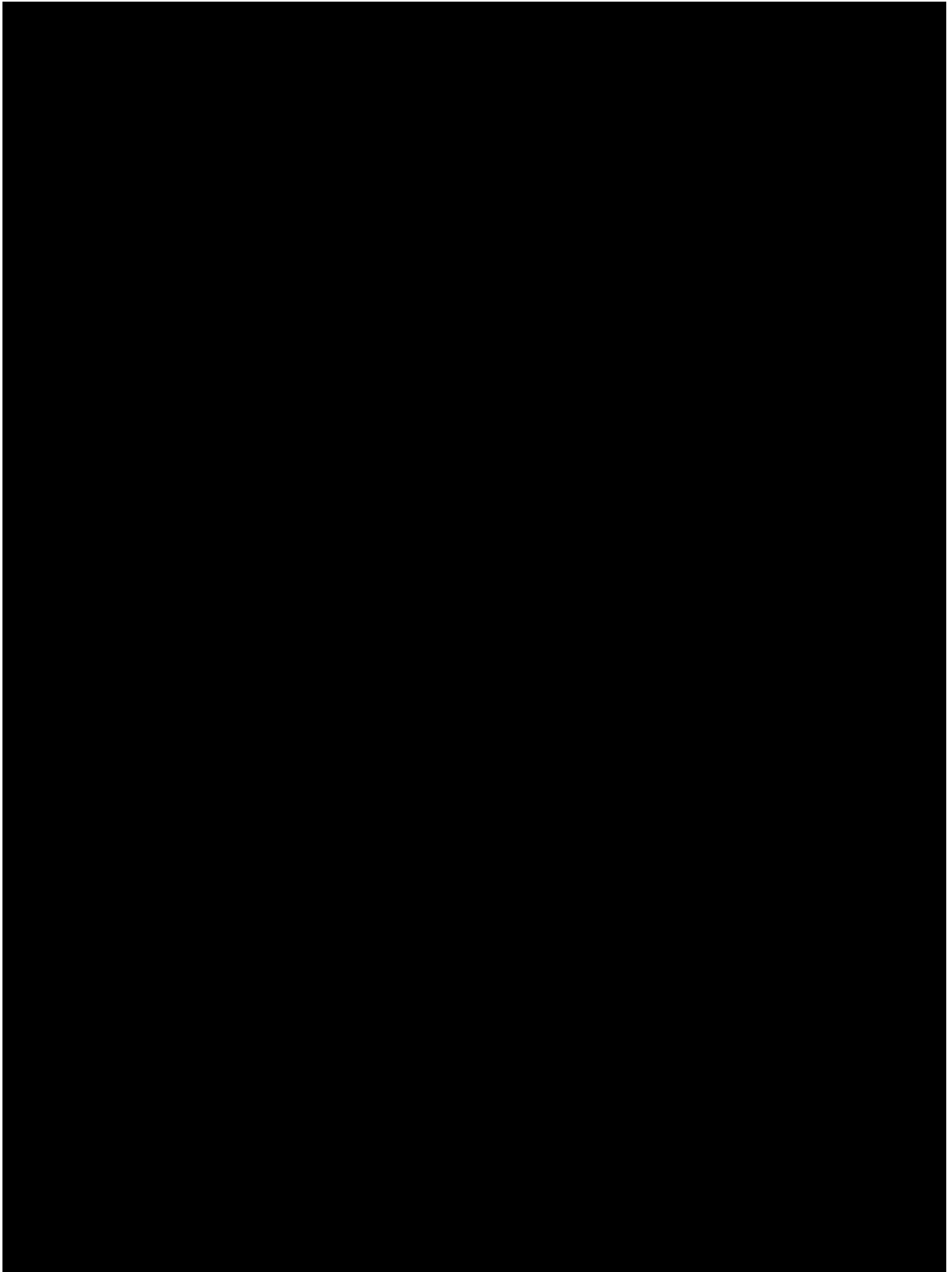
**3.9.10.7 Service Order Completion Notice (comp\_req\_id 10539;  
comp\_req\_id 10548)**

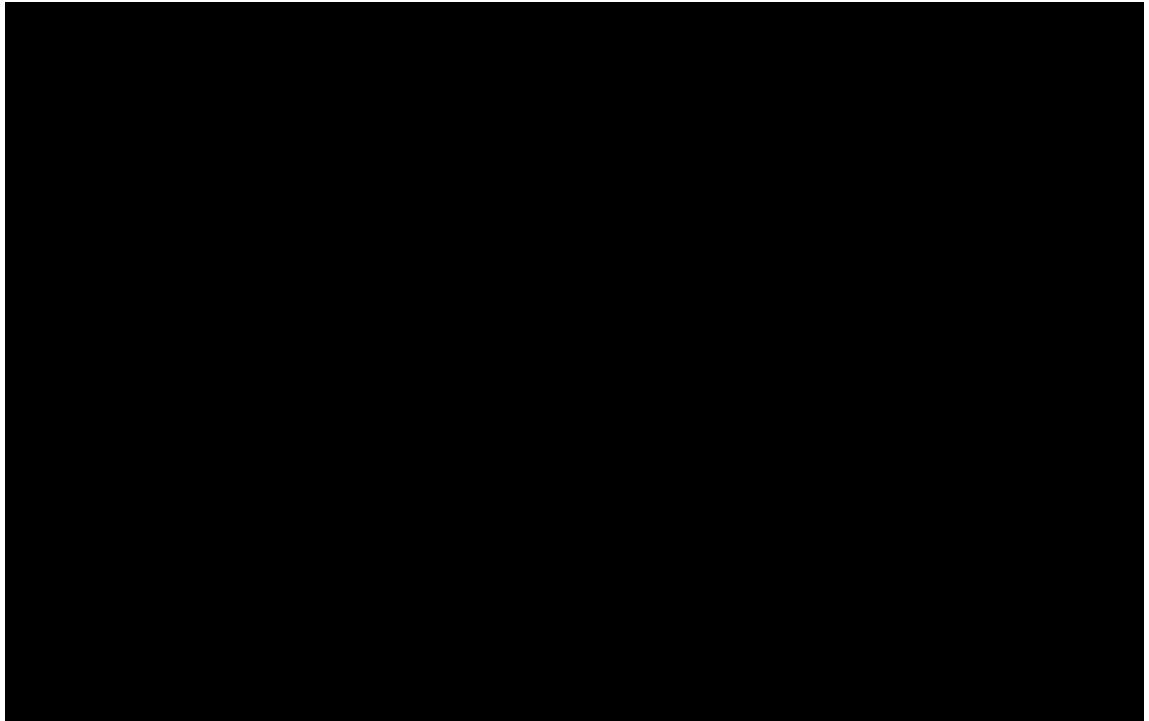
Qwest will provide the ordering Agency and GSA with a SOCN containing the required data elements for each service order we fulfill under this contract. This will enable the Agency and GSA to effectively verify the order and price of the service. Qwest will provide in the SOCN, for each CLIN, all the data elements that are required by Section B Pricing to accurately verify the price of the service. Qwest will provide a SOCN that contains all of the required data elements specified in Attachment J.12.2, Acknowledgement Data Elements and in accordance with Section C.3.5.1.3.4.2, Acknowledgements. The Data Dictionaries showing these data elements, their mapping, sample data and instructions are located in Appendix 13 of the Qwest proposal. In addition, we have added elements to the SOCN that map to functions of Qwest's ordering system, such as Qwest internal circuit IDs.

The sample data provided in Appendix 13 have been audited and revised to include all required service-by-service output required by J.12.4.2.

Qwest will implement the order within the implementation interval established in Attachment J.12.3 Service Provisioning Intervals and defined as the number of calendar days from the SOC date to the SOCN date.

Qwest will deliver the SOCN within one business day after all of the components of the service are fully implemented, testing is completed, and service is ready for use. If an Agency reports a problem, then tests and accepts the repaired service, Qwest will update the SOCN within one business day and deliver it to the GSA PMO. A SOCN will be generated automatically [REDACTED]





### **3.9.11 Summary**

Qwest's service ordering systems are available 24x7x365, with total visibility through our Qwest Control Network Portal. The Portal offers an integrated suite of applications that the DAR can utilize to place and track service orders. Agencies may also order services using alternative methods, such as fax, email, and telephone.