

Qwest® TeleWorking Services

Network Service Overview

Extend your virtual reach—cost effectively

Qwest's TeleWorking Services (TWS) enable Agency users to work remotely. Qwest's TWS are "bandwidth-neutral" solutions that allow remote workers to connect back to their secured Local Area Networks (LANs) and/or Internet via any available bandwidth option (dial-up, wireless fidelity (WiFi), broadband, etc.) from a single client interface. Qwest's TWS include options to obtain a full range of telecommunication and security services necessary to support full teleworker productivity.

Geographic Availability

Qwest's TWS are available both domestically and internationally.

Features

Qwest's TWS provide a comprehensive listing of features, including but not limited to the following:

- Tier 1 Basic Subscriber Capabilities - With a single click on the "Download Client" button, the Qwest Control Network Portal enables the Agency mobile workforce and teleworkers to download and automatically install the Qwest Mobility client software.
- Tier 2 Enhanced Custom Service – Qwest's TWS provide Agencies the flexibility to have Qwest build a Qwest Mobility client that is custom-tailored to fit any Agency's security and end-user requirements.
- Authentication and Encryption Capabilities – Qwest's TWS enable Agency mobile or remote employees to utilize a single account at thousands of dial-up and wireless broadband Internet access locations via Agency user Internet access accounts, hosted either by Qwest RADIUS servers or Agency-owned RADIUS servers.
- Training for Connection Maintenance - Qwest will provide a Qwest Mobility user guide and training for Agency teleworkers on how to establish and maintain TWS connections. This training will be Web-based or conducted at the Agency's location.
- Compatibility with Agency Teleworker Applications and Client Software - The Qwest Team will work with each Agency to ensure that Qwest's TWS will support the Agency's teleworker applications and client software. Qwest Mobility is an IP-centric service that enables transmission of any IP-based communication application data and application protocol, such as MS Outlook/Exchange and IBM Lotus Notes, typically used in IP-based corporate Intranets or the Internet. Qwest will work with each Agency to ensure that firewall settings are correct to allow TWS remote access.

Benefits

- Facilitates continuity of operations: enables Agencies to have an in-place Continuity of Operations Plan (COOP). Recent events such as the anthrax and terrorism incidents have made the teleworker a critical component of Agency COOPs.
- Teleworkers have remote access to Agency network applications at any time from any location. Qwest's Teleworking service is a proven, standards-based, secure VPN support on utilizing a highly-available platform has been operational for several years.
- Increased employee satisfaction: enables Agency teleworkers to work in an environment that reduces costs and commuting aggravation. Qwest's TWS provide skilled resources, networking, and security services to make Agency teleworkers highly productive from home or other remote locations.

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How it works

Qwest uses a Mobility client/server application to deliver Teleworking Services to its Agency customers. Qwest's remote access service provides a flexible suite of business-class, global remote Internet access and Virtual Private Network (VPN) solutions to mobile professionals and teleworkers with encrypted VPN access to the Agency's LAN using a variety of transport methods (wireless broadband, home broadband, dial-up, etc.).

Why buy from Qwest?

- Qwest has been in the business of providing remote access VPN services for six years in the form of Qwest Business Dial and Secure Remote Access products.
- Qwest's pre-sale engineering will assist an Agency's teleworkers in developing an optimal solution to ensure a cost effective and secure TWS capability using underlying security and communications services such as, network-based IP VPN services, ISDN, Broadband, or Private Line services. Qwest's provisioning and operations groups will ensure that the solution is installed and maintained to meet the Agency's requirements.
- Qwest's TWS help desk and supporting Network Operations Centers (NOCs) are staffed with engineers who have industry-recognized certifications.

Other mobility products available from Qwest

In addition to TeleWorking Services, Qwest has an array of Services to meet your Agency's mobility needs, including Multimode Wireless LAN Services and Cellular/Personal Communications Service.

Contract Vehicle**Network Contracts**

An overview of Qwest's contract is available on the Qwest Network Website at <http://www.gsanetwork.com>

Contact Information

Contact the Qwest Customer Support Office at 1-866-GSA-NETWorx (1-866-472-6389) or at: federal@qwest.com

A list of Qwest Account Managers is available on the Qwest Network Website, <http://www.gsanetwork.com>

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