

VOLUME 2, SECTION 2.10 (continued):

BILLING



1.1.1 2.10.4 Network Program Information Exchange

As a technology company, Level 3 understands the importance of the Network Program's goal of increasing efficiency through the use of automated systems.

Our commitment to customer care includes providing multiple media and formats so a customer can receive the requested data—an electronic invoice, a report, a billing file or a payment confirmation receipt—in the most useful format.

The Level 3 preferred methods for providing customers information are to push the desired information directly to the customer's site through a web service or FTP location or to grant the customer access to the appropriate Level 3 system for direct download. Upon request, Level 3 will email information or create a CD. Level 3 supports the Network Program requirements to provide FTP security extensions, HTTP, and secure HTTP.

[REDACTED]

The billing and dispute applications use a common file format, report display and process across all services provided by Level 3. The services supported are:

- Internet Protocol Service (IPS)
- Network-Based IP VPN Services (NBIP-VPNS)
- Voice Over Internet Protocol Transport Services (VOIPTS)

[REDACTED]

- Ethernet Services (EthS)
- Premises-Based IP-VPN Services (PBIP-VPNS)
- Synchronous Optical Network Services (SONETS)

[REDACTED]

- Optical Wavelength Services (OWS)
- Content Delivery Network Services (CDNS)
- Managed Network Services (MNS)
- Co-Located Hosting Services (CHS)
- Customer-Specific Design and Engineering Services (CSDDES)

[REDACTED]

- Web Conferencing Services (WCS)
- Storage Services (SS)
- Managed Tiered Security Services (MTSS)
- Managed Firewall Services (MFS)
- Intrusion Detection and Prevention Services (IDPS)
- Anti-Virus Management Service (AVVMS)

[REDACTED]

- Incident Response Service (INRS)
- Secure Managed Email Service (SMEMS)
- Broadband Access Service (BBAS)

[REDACTED]

The Level 3 billing and disputes user interfaces will all be housed in the billing link from the (3)Enterprise Portal. [REDACTED]

[REDACTED]. If the customer has any problem with the (3)Enterprise Portal they can contact Level 3 Customer Support for assistance.

1.1.1.2 2.10.4.2 Networx Program Information Exchange Reports And Files – Direct Billing

The Table 2.10-1 lists the direct billing files and reports Level 3 will provide to the agency and GSA. A common file or report format is used for all Level 3 supported services. Listed are the following items:

- First reference to the artifact
- Data exchange type, report or file
- Name of file or report
- Brief description
- Services supported with these files and reports are:
 - Internet Protocol Service (IPS)
 - Network-Based IP VPN Services (NBIP-VPN)
 - Voice Over Internet Protocol Transport Services (VOIPTS)
 - [REDACTED]
 - Ethernet Services (EthS)
 - Premises-Based IP-VPN Services (PBIP-VPN)
- Frequency
- Level 3's preferred Media(s)
- Level 3's preferred Format
- Recipient(s)
- Synchronous Optical Network Services (SONETS)
- [REDACTED]
- Optical Wavelength Services (OWS)
- Managed Network Services (MNS)
- Co-Located Hosting Services (CHS)
- Customer-Specific Design and Engineering Services (CSDS)

- Managed Tiered Security Services (MTSS)
- Managed Firewall Services (MFS)
- Intrusion Detection and Prevention Services (IDPS)
- Anti-Virus Management Service (AVMS)
- Content Delivery Network Services (CDNS)
- Web Conferencing Services (WCS)
- [REDACTED]
- [REDACTED]
- Incident Response Service (INRS)
- Secure Managed Email Service (SMEMS)
- Broadband Access Service (BBAS)
- [REDACTED]
- Storage Services (SS)

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.1.2.2	File	Data Dictionary Package for Billing	Dictionary must have service type, location and agency service belongs	After notice to proceed and within 5 business days of Agency request.	[REDACTED]	[REDACTED]	AGENCY
				As changes occur at least 60 days lead time.	[REDACTED]	[REDACTED]	AGENCY
				Revise, within 5 business days of GSA comment.	[REDACTED]	[REDACTED]	AGENCY
C.3.6.1.2.3	File	Direct-billed Invoice	Invoice files	15 business days after close of first month where there are billable charges for a Direct Billed customer. Thereafter 15 business days after preceding calendar month.	[REDACTED]	[REDACTED]	AGENCY GSA PMO

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.1.2.3	File	Detail Billing – Direct Billing	Detailed billing file	15 business days after close of first month where there are billable charges for a Direct Billed customer. Thereafter 15 business days after preceding calendar month.	[REDACTED]	[REDACTED]	AGENCY GSA PMO
C.3.6.1.2.3	File	Adjustments – Direct Billing	Adjustments file for services provided	15 business days after close of first month where there are billable charges for a Direct Billed customer. Thereafter 15 business days after preceding calendar month.	[REDACTED]	[REDACTED]	AGENCY GSA PMO

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.1.2.3 C.3.6.1.4.1	File	Monthly Billing Informational Memo	Includes detailed info. To the current billing data files that affect contract customers	15 business days after close of first month where there are billable charges for a Direct Billed customer. Thereafter 15 business days after preceding calendar month.	[REDACTED]	[REDACTED]	AGENCY GSA PMO
C.6.1.2.3	File	Notification of receipt to Invoices, Detail Billing and Adjustment Files	Files that data has been received	Concurrent with file transfer and file receipt	[REDACTED]	[REDACTED]	AGENCY GSA PMO
C.3.6.1.2.7	Reports	Requests for archived information	Archived info. From the past 10 years	Within 5 days of request from Agency.	[REDACTED]	[REDACTED]	AGENCY

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.1.2.4	File	Direct-Billed Agency List	Current list of agencies with direct-billed charges	5 business days after close of first month where there are orders for a Direct Billed customer. Thereafter 5 business days after preceding calendar month.	[REDACTED]	[REDACTED]	GSA PMO
C.3.6.1.2.5	Reports	Direct-Billed A/R Delinquency Aging Report	Reflects balances > 60,90,120 days	Within 15 business days after close of billing period in which the account becomes delinquent and then monthly with notification if there are no delinquent agencies.	[REDACTED]	[REDACTED]	GSA PMO
C.3.6.1.2.5	Reports	Contractor GMS Fee Reconciliation Report	Fee reconciliations	Within 60 days of the first month in which there was billable charges and updated by the 15th day of each calendar month.	[REDACTED]	[REDACTED]	GSA PMO

Table 2.10-1: Direct billing files and reports provided to agency and GSA

1.1.1.3 2.10.4.3 GSA Information Exchange Reports And Files – Centralized Billing

The Table 2.10-2 lists the files and reports Level 3 will provide to the agency and/or GSA. A common file or report format is used for all Level 3 supported services. Listed are the following items:

- First reference to the artifact
- Data exchange type, report or file
- Name of file or report
- Brief description
- Services supported with these files and reports are:
- Internet Protocol Service (IPS)
- Network-Based IP VPN Services (NBIP-VPN)
- Voice Over Internet Protocol Transport Services (VOIPTS)
- [REDACTED]
- Ethernet Services (EthS)
- Premises-Based IP-VPN Services (PBIP-VPNS)
- Frequency
- Level 3's preferred Media(s)
- Level 3's preferred Format
- Recipient(s)
- [REDACTED]
- Synchronous Optical Network Services (SONETS)
- [REDACTED]
- Optical Wavelength Services (OWS)
- Managed Network Services (MNS)
- Co-Located Hosting Services (CHS)
- Customer-Specific Design and Engineering Services (CSDS)

- Managed Tiered Security Services (MTSS)
- Managed Firewall Services (MFS)
- Intrusion Detection and Prevention Services (IDPS)
- Anti-Virus Management Service (AVMS)
- Content Delivery Network Services (CDNS)
- Web Conferencing Services (WCS)
- [REDACTED]
- [REDACTED]
- Incident Response Service (INRS)
- Secure Managed Email Service (SMEMS)
- Broadband Access Service (BBAS)
- [REDACTED]
- Storage Services (SS)

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.2.2.2	File	Data Dictionary Package for Billing	Dictionary must have service type, location and agency service belongs	Included at award.	[REDACTED]	[REDACTED]	GSA
				As changes occur at least 60 days lead time.	[REDACTED]	[REDACTED]	GSA
				Revise, within 5 business days of GSA comment.	[REDACTED]	[REDACTED]	GSA

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.2.2.3	File	Centralized Direct-billed Invoice	Invoice files	15 business days after close of first month where there are billable charges for a Centralized Billed customer. Thereafter 15 business days after preceding calendar month.	[REDACTED]	[REDACTED]	GSA PMO Agency
C.3.6.2.2.3	File	Centralized Detail Billing	Detailed billing file	15 business days after close of first month where there are billable charges for a Centralized Billed customer. Thereafter 15 business days after preceding calendar month.	[REDACTED]	[REDACTED]	GSA PMO Agency
C.3.6.2.2.3	File	Centralized Adjustments	Adjustments file for services provided	15 business days after close of first month where there are billable charges for a Centralized Billed customer. Thereafter 15 business days after preceding calendar month.	[REDACTED]	[REDACTED]	GSA PMO Agency

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.2.2.3	File	Monthly Billing Informational Memo	Includes detailed info. To the current billing data files that affect contract customers	15 business days after close of first month where there are billable charges for a Direct Billed customer. Thereafter 15 business days after preceding calendar month.	[REDACTED]	[REDACTED]	GSA PMO Agency

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.2.2.3	File	Notification of Receipt of Invoice, Detail Billing and Adjustment Files	Notification that data files have been received	Concurrent with file transfer and file receipt	[REDACTED]	[REDACTED]	GSA

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.2.2.3	File	Notification of Data File Loading Problems	Notification of data files that can't be loaded or are not complete	As needed	[REDACTED]	[REDACTED]	Level 3 TCAM
C.3.6.2.2.4	Report	GMS Fee Reconciliation Report	Report with GMS fees for direct and centralized billing	Within 60 days of the first month in which there was billable charges and updated by the 15th day of each calendar month.	[REDACTED]	[REDACTED]	GSA PMO
C.3.6.2.2.5	Report	GSA an Invoice Billing Data Files Out-of-Balance Report	Report showing data that doesn't match the detail data	Monthly by 7 calendar days after GSA receives the file	[REDACTED]	[REDACTED]	GSA PMO
C.3.6.2.2.5	File	Receipt of Acceptable Balanced Centralized Billing Data Files	File acknowledge ment verifying files are readable and loadable	An email to Billing Operations of receipt should come back from the recipient.	[REDACTED]	[REDACTED]	Billing Operations

Table 2.10-2: Centralized billing files and reports provided to agency and GSA

1.1.1.4 2.10.4.4 GSA Information Exchange Reports and Files – Shared Tenant Billing

The Table 2.10-3 lists the files and reports Level 3 will provide to the agency and/or GSA. A common file or report format is used for all Level 3 supported services. Listed are the following items:

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| <ul style="list-style-type: none"> • First reference to the artifact • Data exchange type, report or file • Name of file or report • Brief description • Services supported with these files and reports are: • Internet Protocol Service (IPS) • Network-Based IP VPN Services (NBIP-VPN) • Voice Over Internet Protocol Transport Services (VOIPTS) • [REDACTED] • Ethernet Services (EthS) • Premises-Based IP-VPN Services (PBIP-VPN) • Managed Tiered Security Services (MTSS) • Managed Firewall Services (MFS) • Intrusion Detection and Prevention Services (IDPS) • Anti-Virus Management Service (AVMS) • Content Delivery Network Services (CDNS) • Web Conferencing Services (WCS) | <ul style="list-style-type: none"> • Frequency • Level 3's preferred Media(s) • Level 3's preferred Format • Recipient(s) • [REDACTED] • [REDACTED] • Optical Wavelength Services (OWS) • Managed Network Services (MNS) • Co-Located Hosting Services (CHS) • Customer-Specific Design and Engineering Services (CSEDES) • [REDACTED] • Incident Response Service (INRS) • Secure Managed Email Service (SMEMS) • Broadband Access Services (BBAS) • [REDACTED] • Storage Services (SS) |
|---|--|

- [Redacted]

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.4.2.2	File	GSA Shared Tenant Fixed Allocation Percentage File	Government provides the AHC and a percentage allocation value for each billable AHC	As needed	[Redacted]	[Redacted]	Level 3 VIP team
C.3.6.4.2.2	File	Agency Shared Tenant Fixed Allocation Percentage File	Agency provides the AHC and a percentage allocation value for each billable AHC	As needed	[Redacted]	[Redacted]	Level 3 VIP team

Table 2.10-3: Shared tenant billing files and reports provided to agency and GSA

1.1.1.5 2.10.4.5 GSA Information Exchange Reports and Files – Billing Disputes and Adjustments

The Table 2.10-4 lists the files and reports Level 3 will provide to the agency and/or GSA. Listed are the following items:

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- First reference to the artifact
- Data exchange type, report or file
- Name of file or report
- Brief description
- Frequency
- Level 3’s preferred Media(s)
- Level 3’s preferred Format
- Recipient(s)

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
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Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.1.2.6	File	Billing Inquiry	Billing Inquiry File	As needed, within 1 day of each new inquiry	[REDACTED]	[REDACTED]	Level 3 VIP Team. GSA owner.
C.3.6.3.2.2	File	Billing Dispute	Billing Dispute File	As needed within 1 day of each new dispute	[REDACTED]	[REDACTED]	GSA
C.3.6.3.2.2	File	Dispute Receipt Acknowledgement	Confirmation of receipt	As needed within 1 day of each new dispute	[REDACTED]	[REDACTED]	GSA
C.3.6.3.2.3	File	Monthly New GSA Disputes	Monthly billing disputes	As needed	[REDACTED]	[REDACTED]	GSA PMO Agency
C.3.6.3.2.3	File	Contractor Disputes File	Detailed info on each dispute opened, closed and outstanding	To GSA within 5 business days of an agency opening a dispute. To the agency within one day of that agency opening a dispute. Updated both GSA and agency within 5 business days from end of month.	[REDACTED]	[REDACTED]	GSA PMO Agency

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.6.3.2.3	Report	Contractor Open Disputes Report	Monthly disputes report for GSA listing the age of the dispute and values	To GSA within 5 business days of an agency opening a dispute. To the agency within one day of that agency opening a dispute. Updated both GSA and agency within 5 business days from end of month.	[REDACTED]	[REDACTED]	GSA PMO Agency
C.3.6.3.2.7	File	Dispute Resolution Confirmation	For agency initiated disputes a dispute resolution confirmation must be sent	Within 3 business days of resolving dispute	[REDACTED]	[REDACTED]	Direct-Billing Agency or Agency
C.3.6.3.2.8	File	Agency Adjustment File	Detailed info. On adjustments applied to agency invoices	Monthly with invoice file and detail billing file	[REDACTED]	[REDACTED]	Direct-Billing Agency or Agency

Reference	Type	Name	Description	Frequency	Media	Format	Recipient
C.3.6.3.2.8	File	GSA Adjustment File	Detailed info. On adjustments applied to GSA invoices	Monthly with invoice file and detail billing file	[REDACTED]	[REDACTED]	GSA PMO

Table 2.10-4: Billing disputes and adjustments files and reports provided to agency and GSA