3.6 TROUBLE AND COMPLAINT HANDLING

GSA and the Agencies expect proactive mitigation and timely resolution of all troubles and complaints. For Networx, Qwest will staff a 24x7x365 Customer Support Office (CSO) using experienced technicians dedicated to providing immediate assistance to Agencies. In keeping with the Spirit of Service™, Qwest understands the need for urgency, technical expertise, and clear, timely communication while handling troubles and complaints.

3.6.1 Understanding the Requirement (comp_req_id 269)

In order to maintain high customer satisfaction Qwest will expeditiously process reported troubles and complaints. Qwest has an established Customer Support Office (CSO) whose sole function is to support GSA and the Agencies and serves as the main point of contact for all trouble and complaint services.

Qwest will provide the Agencies with a streamlined and efficient one-call process for addressing troubles and complaints via our CSO. Our CSO will be staffed ███████ with experienced customer service representatives (CSRs) to provide immediate assistance and resolution to GSA or another Agency's issue. Qwest will provide comprehensive, round-the-clock availability to GSA and the Government Agencies via our Qwest Control Networx Portal, accessible through our Web site, www.gsanetworx.com, and via telephone at 1-866-GSA-NETWorx (1-866-472-6389). Non-domestic Networx subscribing Agencies may call via Qwest's international toll-free service. This all-encompassing availability will allow the Agencies 24x7x365 accessibility for domestic and non-domestic subscribing Agencies, thereby ensuring service continuity.

The Qwest Team will work with GSA to provide superior trouble and complaint handling service and support, with proven tools, processes, and procedures that GSA and the Agencies expect and deserve from their Networx provider.

3.6.1.1 Trouble Handling

Qwest's objective for trouble handling is to bring to closure any trouble or complaint during the initial customer call. ████████████████████ ████████ is initiated with the detailed description of the problem while completing the report by recording:

- unique reporting number
- pertinent information including a narrative relating to the description of the trouble and complaint
- points of contact
- access requirements
- service type
- other required data fields

Most troubles will be proactively identified, documented in the trouble reporting system, and resolved prior to any impact to the Agencies through our network management System's advanced surveillance system. Alarm thresholds will be established to trigger troubleshooting activities prior to customer-apparent services degradation. Qwest will take all necessary corrective action to ensure continued service quality.

For other troubles, promptly contacting the Qwest CSO will enable our CSRs and technicians to quickly respond, engage, and commence the troubleshooting process, as depicted in ████████████ Agencies will receive timely status on the progress and corrective action taken to resolve a trouble. For complex issues, Qwest's established process will engage the required

technical expertise for prompt trouble resolution, up to and including Tier 3 industry subject matter experts.
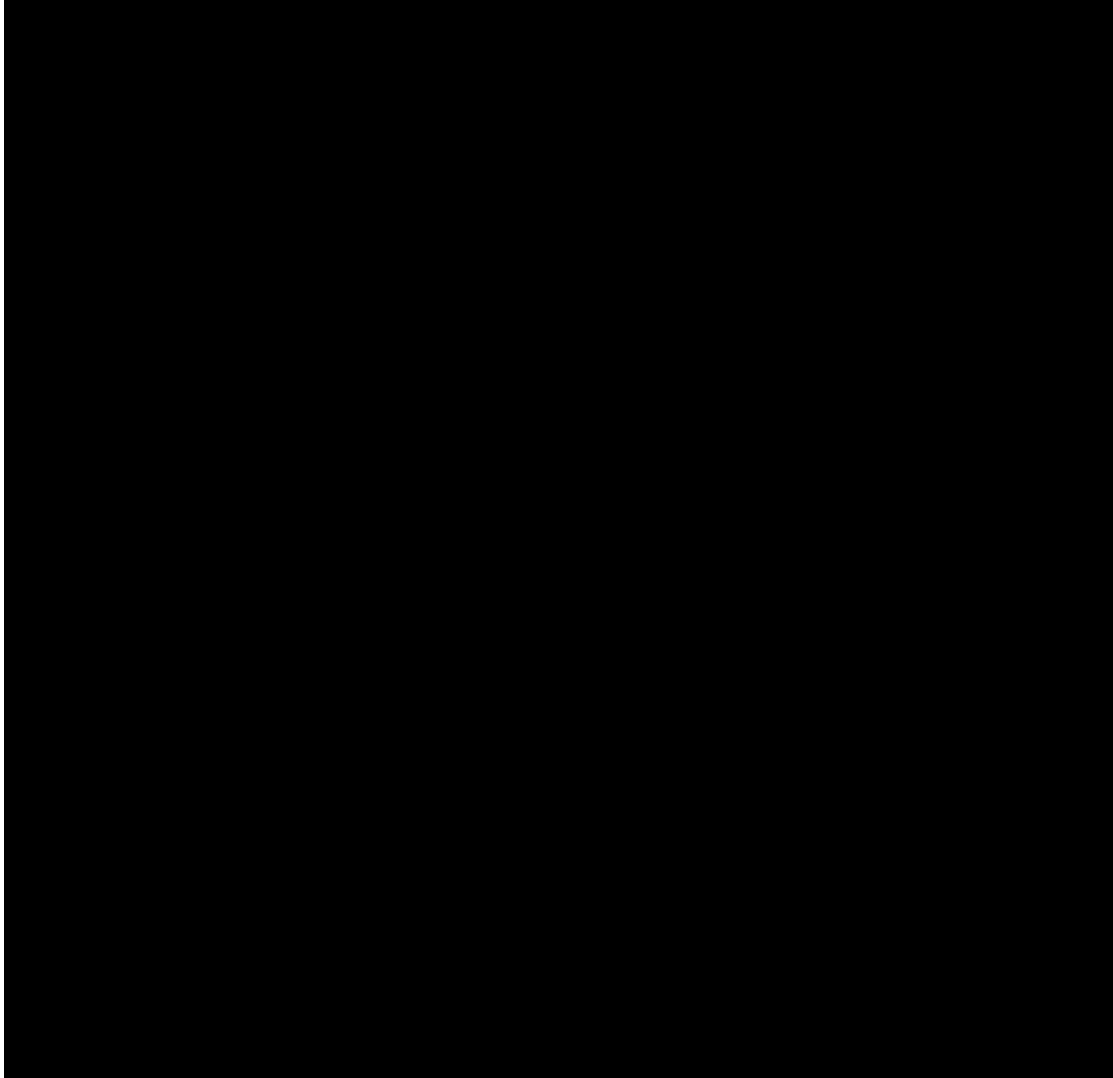

3.6.1.2 Complaint Handling (comp_req_id 738)

The Qwest complaint handling process will begin with the CSO, either via customer-driven or internally driven reporting. ████████████████████ ██████ complaints will be logged and resolved within seven business days of receipt. ██

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███ As part of Qwest's Spirit of Service™ and continuous improvement process, reported troubles and complaints will be analyzed for opportunities to optimize operations or eliminate the trouble to prevent future occurrences. Qwest's complaint handling process is depicted in █████████

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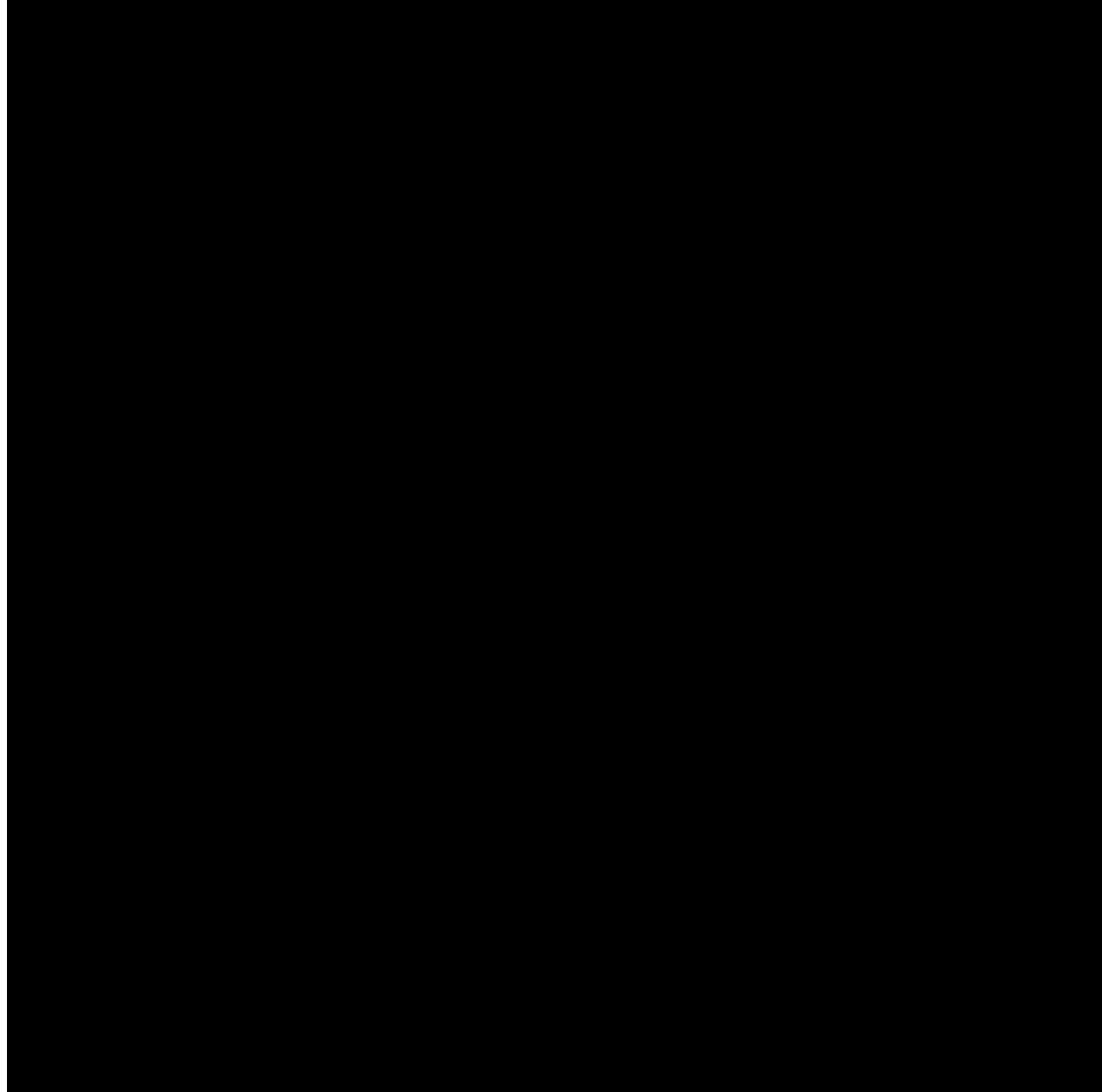
Regular communication is key to a successful trouble and complaint handling process. GSA and the Agencies will be able to open trouble tickets or log

complaints, obtain status, or generate reports 24x7x365 by contacting our CSO directly by:

- Telephone at 1-866-GSA-NETWorx (1-866-472-6389) for domestically located Agencies or by calling via Qwest's international toll-free service for non-domestically located Agencies

- Qwest Control Networx Portal accessible through our Web site, www.gsanetworx.com

- Fax at ▮▮▮▮▮▮▮▮▮

- E-mail at ▮▮▮▮▮▮▮▮▮▮

- Teletypewriter (TTY) for the deaf and hard-of-hearing communities

- United States Postal Service

Qwest will provide ongoing status to the customer using the same medium as the complaint was received, or other means as requested. The Qwest Team's strength and depth of experience with proven trouble and complaint handling management, technical, and operational capabilities will meet, if not exceed, the Government standards. Qwest is dedicated to resolving any Networx issues that may arise.

3.6.1.3 Response to Narrative Requirements

The following table identifies RFP requirements and associated proposal response locations.

comp_req_id	RFP Section	RFP Requirement	
269	C.3.4.2.2.1	(1) The contractor shall establish and implement procedures and systems for 24x7 trouble and complaint collection, entry, tracking, analysis, priority classification, and escalation for all services to ensure that problems are resolved within the time frames specified in Sections C.2, Technical Requirements and Attachment J.13, Service Level Requirements.	▮▮▮▮▮
262	C.3.4.2.2.1	(7) The trouble management system and the complaint handling system need not be integrated, but the contractor shall provide a single interface to the Government that does not require the Government to distinguish between systems.	▮▮▮▮
255	C.3.4.2.2.3	(2) The contractor shall provide secured Web-based real-time access to trouble and complaint reporting information for the Government to obtain ad hoc status updates.	▮▮▮▮
739	C.3.4.2.2.4	(1) The contractor shall implement an internal process for escalating	▮▮▮▮

comp_ req_id	RFP Section	RFP Requirement	████
		an issue to increasing levels of technical expertise when the current level is unable to resolve the problem within the required interval.	
738	C.3.4.2.2.4	(2) The contractor shall implement a process for customer-driven escalations as well as internally-driven escalations to succeeding levels of management when a trouble or complaint is not resolved within the required performance target or when the customer has indicated dissatisfaction with the way the contractor has handled the issue.	████

3.6.2 Customer Interface Management (L.34.2.3.6) (M.3.7(a)) (comp_req_id 262)

The Qwest CSO is the central point of contact and primary interface for all Networx trouble and complaints. In partnership with the Government to offer unparalleled Networx services and support, Qwest will provide to GSA and the Agencies a responsive, efficient interface for reporting trouble and complaints. We will continuously track the progress, status, and action taken to resolve an Agency's issue.

The Qwest CSO will generate a ticket with a unique reference number upon receipt of a trouble or complaint report. GSA and the Agencies will use this unique reference number to track the problem to resolution through our CSO or through the Qwest Control Networx Portal. Given Qwest's proven track record of expeditiously handling troubles and complaints, GSA and the Agencies will continue to receive prompt and dependable trouble and complaint responses.

Qwest classifies and codes trouble tickets as either Telecommunications Service Priority (TSP) or non-TSP. TSP codes prioritize service delivery and restoration actions. They will be documented in our databases and systems for priority implementation and restoration. TSP-coded services will take precedence for provisioning and restoration when service requests are generated.

The Qwest Control Networx Portal adds another level of responsiveness to our trouble and complaint management process. Streamlined access to Trouble and Complaint reporting through the Qwest Control Networx Portal will enhance reporting accuracy and efficiency. Customers will be able to initiate and retrieve status on their trouble or complaint record. The Qwest Control Networx Portal will provide:

• Trouble and complaint reports and associated resolutions. Reports will be maintained for six years and nine months after Networx contract expiration or termination. Archived data will be provided to the Agency within three business days of request

• Real-time access to status updates and customer alerts

• Enhanced GSA and Agency control in managing information

• Anywhere, any time ▮▮▮▮▮▮ access

Qwest's Trouble and Complaint Management team is composed of telecommunications personnel with significant experience and leadership in delivering responsive and rapid trouble and complaint resolution. This team will provide Agencies with ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ They will rapidly diagnose trouble reports, engage resources as necessary, and expedite any repair actions required. In addition, this highly trained, experienced staff will address and resolve complaints.

Qwest's Networx trouble handling system will expedite resolution by ▮▮▮ ▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

Trouble ticket response and call answer times will be closely managed. We will use ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ Qwest's high internal

service standards and repair objectives more than match GSA's requirement for:

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   We recognize that the Time to Repair (TTR) measurement applies to the Agency level. ████████████████████████████████████

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3.6.2.1 Expeditious Response (L.34.2.3.6 (a), comp_req_id 255, 269, 739, 738)

Qwest's Internal Escalation Process

While Qwest will meet the Networx contract guidelines for responding expeditiously to reported trouble and complaints, we realize that escalations are sometimes necessary. ██████████████████████████████

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Figure 3.6.2-1. Qwest's Internal Escalation Process. *Our CSO will provide entry, tracking, analysis, priority classification, and escalation for all troubles and complaints using established escalation procedures for timely action and response.*

[table content redacted]

Qwest's Customer-Driven Escalation Process

In support of the Qwest Spirit of Service™, Qwest places a high priority on the timeliness and quality of our repair process. We understand the importance of this metric and we are committed to achieving the GSA repair SLAs of 4 hours for non-dispatched and 8 hours for dispatched. An integration of our processes, systems, reporting, tracking, and end-to-end management of trouble management centers and field operations has produced consistent success in this area. [redacted]

[redacted]

[redacted]

[redacted]
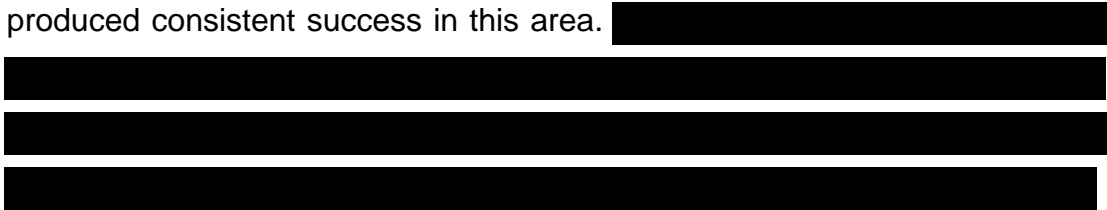
Should unexpected events occur, our staff will collaborate with the Government customer to resolve issues in a timely manner. During our trouble and complaint resolution process, every effort will be made to resolve the issue with one call. However, the Agency can always choose to escalate the trouble ticket or complaint to a higher level manager on the Qwest Team. This escalation can easily be initiated through a link provided on the Portal or via a call to the CSO. The escalation process will allow the Agency to access Qwest upper management in support of timely resolution to their issue at hand. Qwest has a customer-driven escalation policy to resolve those issues as quickly as possible.

To facilitate the customer-driven escalation process ███████████ Qwest will provide our Government customers with contact names of all account team members as well as escalations point of contact lists. GSA and the Agencies will use this process for all external customer initiated escalations.

Figure 3.6.2-2. Customer-Driven Escalation Process. *Qwest is open to customer escalations at all management levels when the customer needs a more rapid resolution of an issue.*

3.6.2.2 Customer Satisfaction (L.34.2.3.6 (b))

Qwest places the customer first. We listen, we deliver, and we follow through. By carefully listening to our Agencies, we will ensure that we clearly understand the problem. We will use time-tested approaches to resolve an issue.

Qwest's Spirit of Service™ coupled with our advanced technology distinguishes Qwest within the telecommunications industry. Our best practices policies and procedures entail ongoing performance management tools, such as customer transaction surveys and customer interviews. These tools provide quantitative and qualitative data that will be used to measure, monitor, and track customer satisfaction. The results of our assessment will

assist us, in partnership with GSA, to improve our service delivery and support of Networx services to the Government.

3.6.2.3 Maintaining Standards and Practices (L.34.2.3.6(c))

Qwest maintains exceptional standards and practices to ensure that systems, people, and processes continue to improve. Qwest will adhere to the following general guidelines and approach for maintaining standards and practices for the Networx program:

Human engineering is part of maintaining exceptional standards and practices. Qwest values our employees and strives to provide the training and tools needed to ensure continued professional growth and success. We work with our employees to provide ongoing training to enhance skills, and also afford opportunities to obtain training certifications.

Successful CSO operations require that we establish and maintain well-documented processes and procedures. To this end, we have a focused business practices approach for the Networx program:

- Policies and Procedures will be regularly reviewed and improved:

- Policies and Procedures will be readily available:

• Policies and Procedures will be followed: ███████████

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The Qwest Training organization provides initial and refresher training on Policies and Procedures to the CPO, CSO and other groups supporting the Networx program. Our training program is designed to reflect best practices in support of the deliverables, customer expectations, and service level agreements associated with the Networx program.

3.6.2.4 Progress and Status Reporting (L.34.2.3.6(d), comp_req_id 255)

Qwest will inform the Agencies on the progress, status, and actions taken to address and resolve troubles and complaints. The Qwest Control Networx Portal will provide Agencies with secure, real-time access to trouble and complaint reporting information, ad hoc status updates, and other performance data.

GSA and Agency customers may submit trouble and complaint issues through various means, including 1-866-GSA-NETWorx (1-866-472-6389), Qwest's Networx Web site (www.gsanetworx.com), e-mail, and fax. Specific reporting procedures were previously presented in Figure 3.6.1-1 and Figure 3.6.1-2. Qwest's CSO will respond to a trouble complaint in the same media in which it was received, unless instructed otherwise. The response will include the issue status, information on any known causes, the expected TTR, any pertinent contact information, and confirmation of TSP-coding or circuit priority status.
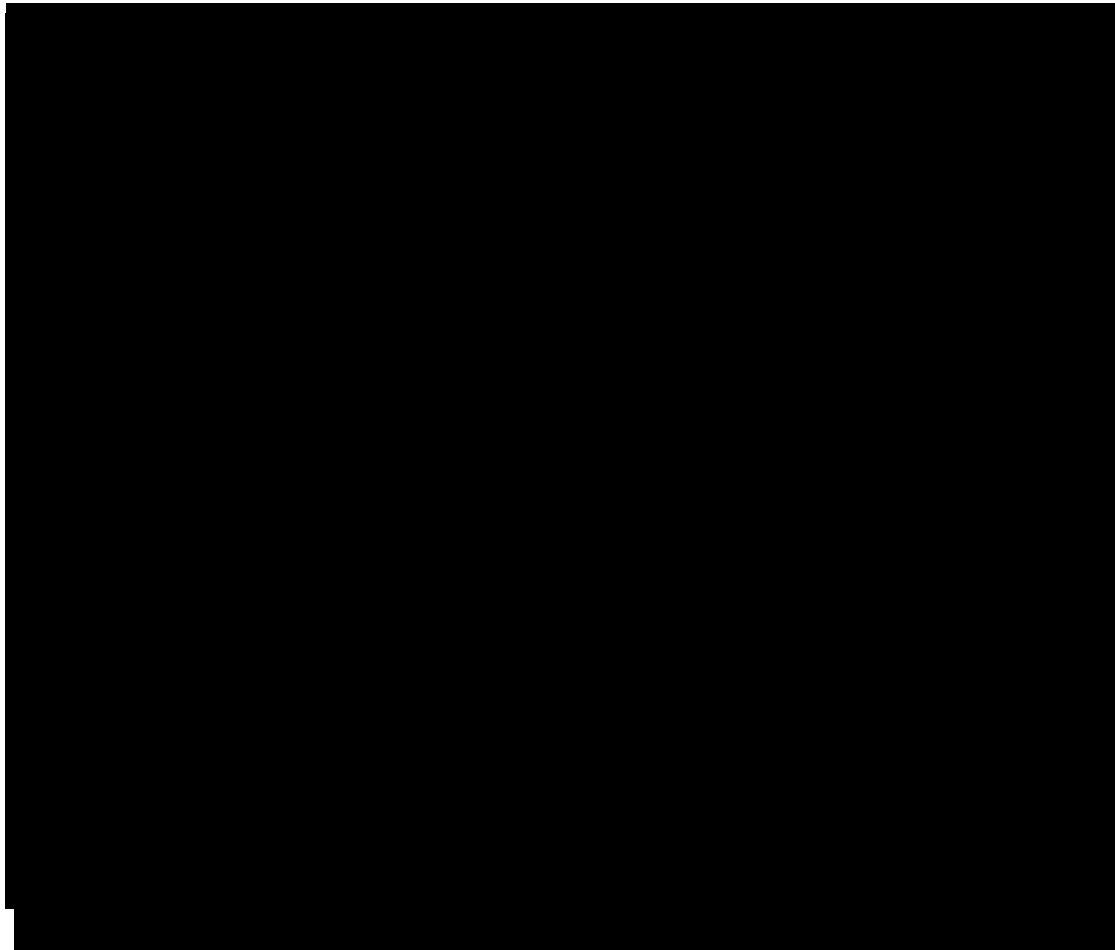
For an open TSP trouble report, our CSO will provide status updates every hour to the initiator or alternate contact, as authorized by the initiator. For non-TSP, our CSO will provide status updates every two hours. The Qwest Control Networx Portal's trouble ticket display will provide actions

taken to identify, isolate, and resolve customer problems. ▮▮▮▮▮▮ shows a trouble ticket summary screen.

The Qwest trouble and complaint management team will manage reports from the initial ticket opening through escalation (when needed) to final problem resolution. Throughout the entire process, this team will interact with Agencies, providing regular status and updates until resolution is confirmed satisfactorily with the customer. When the trouble report is resolved

Qwest will provide the initiator of the report with the date, time, reason for the trouble, and the steps taken to resolve the trouble. We will use priority-level handling, expeditious responses, established procedures, and progress tracking to ensure that this team is focused on timely problem resolution.
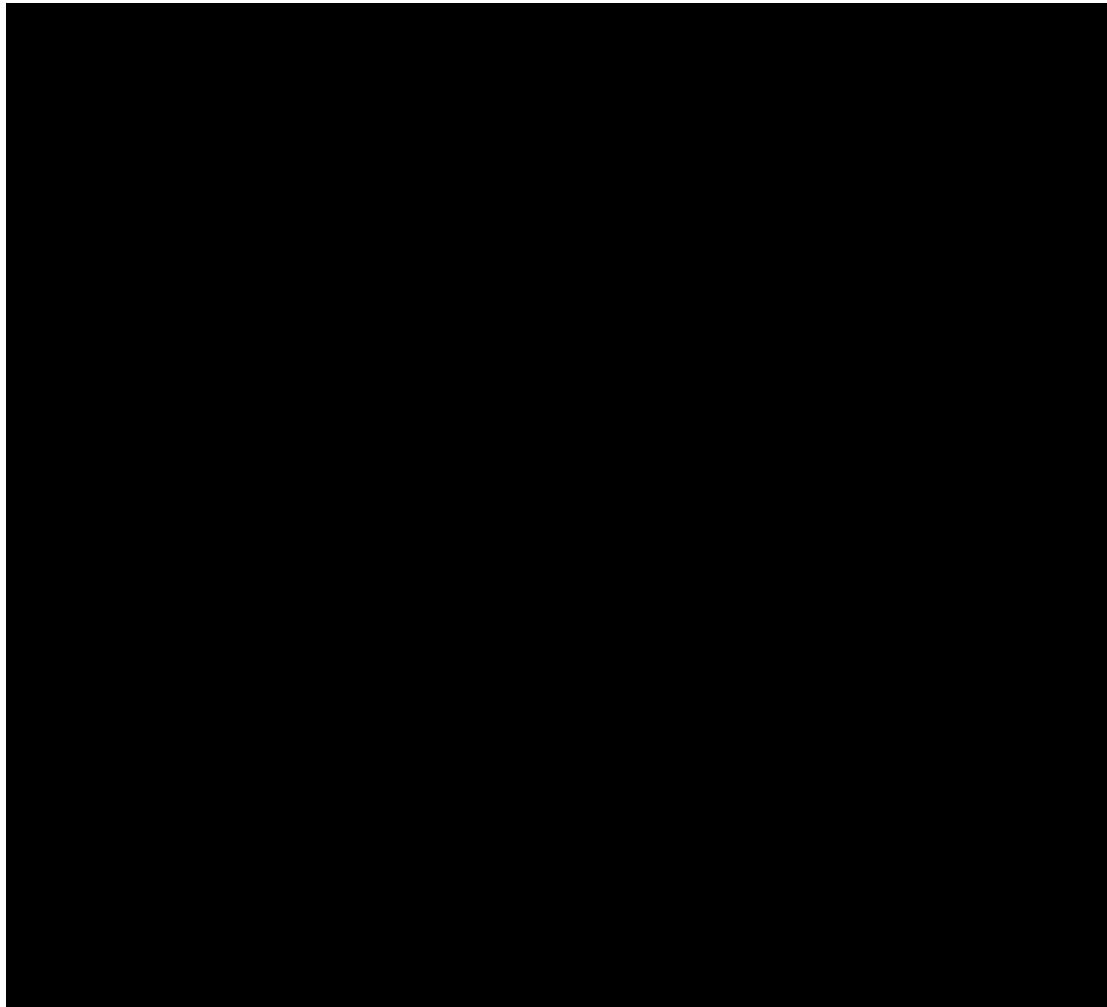
3.6.3 Organization and Management (L.34.2.3.6) (M.3.7 (b)) (comp_req_id 269)

Qwest has a proven, time-tested troubleshooting organization that will address troubles and complaints with the necessary tools and personnel. We will provide effective management, technical, and operational capabilities to

serve and support the Agencies. The Qwest CSO is a component of the Qwest Contractor Program Organization (CPO). Our CPO will provide focused management, monitoring, and oversight for all Networx functional areas, including our CSO. Qwest's resources, strategy, practices, policies, and procedures will help demonstrate our experienced leadership abilities to deliver competent and compliant trouble and complaint management to the Government. Our trouble and complaint management team, which is part of our CSO, is positioned to address and resolve questions and concerns relating to support areas to include:

- Program control

- Transition planning

- Reporting

- Security

- Information Technology (IT) operations

- OSS support

- Web portal support

- Networx reliability

- Surveillance

- Tiered technical support

- Repair

- Provisioning

- Customer premises equipment (CPE)

- Ordering, Billing, and Inventory

3.6.3.1 Management (L.34.2.3.6)

The Qwest CSO, under the umbrella of the Qwest CPO, will provide focused trouble and complaint handling management and resolution. Within the Qwest CSO, our trouble and complaint management team will support all aspects of

problem resolution for our Agencies. Our customer service model will facilitate resolution of trouble and complaints ████████████████

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Qwest has a strong heritage of telecommunications experience and service, with more than 40,000 employees worldwide supporting local and long-distance services domestically and non-domestically. Qwest has built and owns a state-of-the-art broadband nationwide network. We were the first to deploy Voice over Internet Protocol (VoIP) service to more than 200 cities

nationwide. All of our management, technology, and operations experience will enhance our trouble and complaint handling support on the Networx program.

3.6.3.2 Technical Capabilities (M.3.7(c), comp_req_id 262)

Qwest's demonstrated commitment to providing our Spirit of Service™ to the Networx program will result in enhanced technical capabilities that meet, if not exceed, the Government's trouble and complaint handling expectations. For example, Qwest has designed a customer-centric process that will enable GSA and the subscribing Agencies to generate a trouble ticket or register a complaint through either our Web-based Qwest Control Networx Portal (www.gsanetworx.com) or by telephone (1-866-GSA-NETWorx 1-866-472-6389) for domestic customers; our non-domestic subscribing Agencies may call via Qwest's international toll-free service; or by using email or fax. Each trouble ticket or complaint generated will have all of the pertinent information regarding the trouble or complaint, such as specific details on the trouble or complaint, contact information and accessibility, and circuit information, if applicable. This ▮▮▮▮▮▮ format will expedite prompt and accurate responses for GSA and the Agencies. Our quick-response capability will strengthen the interaction and partnership among GSA, Agencies, and Qwest.

Qwest will support the Networx program with a comprehensive and secure Operational Support System (OSS) that performs a wide range of integrated functions including billing, service ordering, customer support, network management, trouble management, inventory management, and program management. The full integration of all Networx OSS (see ▮▮▮▮ ▮▮▮▮ is the foundation for the development and delivery of all Networx related data; ordering, provisioning, inventory, billing, trouble and complaint

handling, repair, reporting, etc. which meets all Networx system requirements.

Qwest's OSS consists of ███████████ systems that support commercial and Government customers today. ████████████████████

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████████████████████████████████ 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 customer and Qwest.

Qwest has deployed a complete set of controls including access controls which manage users access to specific systems based on

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████████████████████████████████████ Qwest has the systems, tools, processes, and procedures in place to manage Networx trouble and complaint issues. Qwest strives for a fault-free operating system that actively guards against system and connectivity failures through use of redundant designs and and routing strategies. Qwest will guard against system threats from unauthorized access, virus attacks, and intrusion by implementing tight security measures ██████████████████████████████████████

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██████████████ identifies some of the tools, applications, processes, and technical capabilities we are using today to isolate, track, and resolve problems. We will employ these proven tools for managing troubles and complaints on the Networx program, ensuring seamless continuity of service for our Agencies.

Figure 3.6.3-2. Qwest's Network Management Tools. *Qwest uses industry leading network management tools to provide responsive and comprehensive trouble and complaint handling to GSA and the Agencies.*

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3.6.3.2.1 Trouble Ticket Tools (L.34.2.3.6 (b))

The Qwest CSO will use a trouble ticket platform that will serve as a database and historical record of each trouble call for our Agencies. This trouble management system ████████ assigns a tracking number, confirms the contact information of the initiator reporting the problem, stores the contact listed in the customer service profile, estimates the time to restore, logs expected intervals for status updates, describes any suspected or known causes related to other events, and confirms the TSP code or non-TSP designation.

Qwest trouble reporting tools will provide a trouble ticket narrative, an analysis log, priority (including TSP), escalations, circuit history, audit trail, trouble by category/type, duration and location, group tickets, performance reports, trends analysis, and summary reports. Once data is logged, the trouble ticket will follow a defined path through Qwest's technical support staff and repair center organizations until resolution. Similarly, once a complaint is reported with the requested information ████████████████ ████████████████████████████ Qwest will implement defined escalation processes to quickly engage the appropriate team members, and implement the defined escalation processes when necessary. This will ensure timely and comprehensive resolution of the reported issue.

Trouble ticket data will be captured and stored for customer status and reporting ██ ████████████████████████████████████ This information will be used by our experienced technicians to resolve the problem and automatically populate status reports accessible to the Agency through the Qwest Control Networx Portal.

Figure 3.6.3-3. Trouble Ticket Screen Shot. *Qwest's internal trouble ticket system provides the detailed status to the Qwest Control Networx Portal for formatting and report generation upon the Agency's request.*
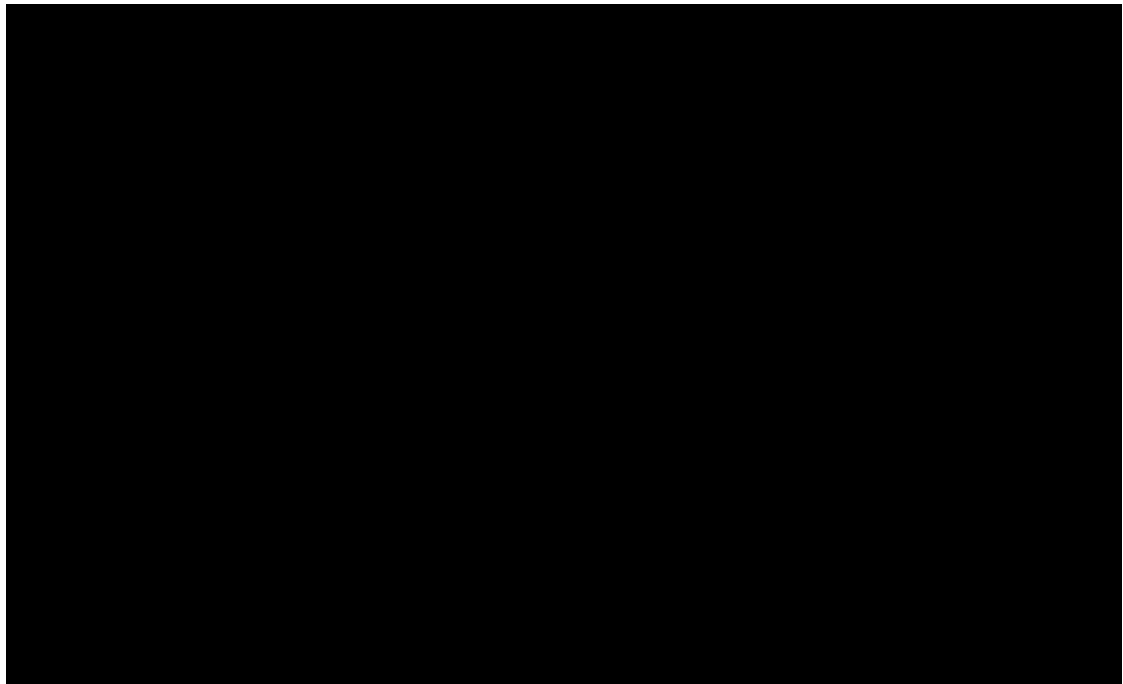
A Networx trouble ticket screen will identify the ticket tracking number, the circuit identifier code account number, the severity and priority of the trouble, and the problem description. The ticket will be time-stamped. The CSO will be notified if the circuit is TSP-coded. The Qwest Control Networx Portal will provide Agencies with the added advantage of having real-time access to information. Agencies will be restricted from accessing records other than

their own while authorized GSA users will have access to all records relative to Networx.

Qwest is fully capable of meeting the Government's expectations and intervals for trouble or complaint resolution ██████████████████████

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3.6.3.2.2 Trouble and Complaint Handling Systems (L.34.2.3.6 (a))

Qwest will use integrated tools to provide the Government with trouble and complaint handling systems that meet or exceed Agency expectations. Qwest has service specific Network Operations Centers (NOCs) staffed with experienced professionals focused on ensuring service availability and quality. By proactively monitoring, we are able to resolve problems before they become customer impacting, often avoiding the need for the customer to generate a trouble ticket or complaint report.

Qwest geographically diverse NOCs provide support for all Networx services. In the event of any Networx service affecting problem, our CSO will assign an experienced network technician to troubleshoot, isolate, and resolve the issue. In addition, automated trouble tickets will be generated for all Networx services within 15 minutes of identification by Qwest's trouble management systems. For severe switch and facility outages ████████████

██ impacting any Networx services, trouble alarms will be generated and restoration activities will commence immediately. ████████████████████████

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██████████████ Qwest's NOCs will be responsible for the trouble management of all Networx services.

Our stable and user-friendly system meets Networx requirements, and offers a time-tested, effective format for tracking and resolving all types of trouble or complaint reports. The Qwest Control Networx Portal will serve as a single focal point for both trouble and complaint reports and provides the capability to track progress, receive status, and obtain informational updates.

Troubles and complaints will be addressed following similar processes. Once the report is entered into the Portal, links to repair systems will initiate all downstream processes engaging center and field operations as appropriate. This common system and process will provide end-to-end tracking to ensure all handoffs are seamless. Qwest's ███████████████ ██ will also be connected to this trouble management system for trouble ticket status reporting and monitoring. Agencies can track status through completion by using the report update feature in the Portal. Our ███████████████ system will provide the Networx PMO and authorized Agencies secure access to information, along with database access to trouble and complaint reports. Qwest's Portal makes customer interaction on the trouble and complaint process easy to use by enhancing customer controls for opening, tracking, and resolving trouble and complaint issues.

Qwest's trouble and complaint systems and process meet all Networx requirements. The Qwest trouble and compliant handling and reporting system is geared toward problem resolution within committed timeframes. Our goal is to meet or exceed resolution commitments, keep the customer informed throughout the process, and track results regardless if the trouble is on Qwest's or the partner's network, domestic or non-domestic.

Qwest operates and manages a global network with customers and points of presence throughout the world. Qwest has integrated process, procedures, and systems for trouble management. These management tools are used for handling, reporting, and resolution, regardless of where the trouble is located. For non-domestic trouble and complaint reporting and handling, Qwest offers GSA and the Agencies:

- Access to the same expert Qwest technicians via Toll Free Arrangements or via the Portal 24x7x365

- Status updates via the Portal, telephone, or other customer preferred methods

- A standardized troubleshooting process which is the same for domestic and non-domestic troubles, ██

For trouble resolution in non-domestic countries:

- Qwest has the capability of dispatching a technician to any Qwest location anywhere in the world, 24x7x365

- Qwest's trouble isolation process is the same. The Qwest NOC works with international Qwest engineers & technicians, and local, last mile providers ████████████████████████████████████ to determine type of repair needed

- Qwest NOC dispatches non-domestic Qwest technicians, contractors or international service providers for repair within the SLA window

3.6.3.2.3 Reports

Qwest will report on all trouble and complaint data pertaining to performance measurements. Qwest will maintain a history of the reported time of a trouble or complaint, the Agency that reported the trouble or complaint, the service impacted, the services' unique billing identifier, the root cause of the problem, the resolution action, the time it was resolved, and the time the record was closed out. We will maintain an archive of these reports. Once a trouble report or complaint has been resolved, the Qwest CSO will contact the initiator and provide the date, time, and nature of the trouble or complaint, and the applicable resolution. The trouble ticket or complaint report will be closed once the service has been restored and the customer agrees that the issue has been satisfactorily resolved. Complaints will be resolved within seven days of receipt.

3.6.3.3 Operational Capabilities (L.34.2.3.6)

The Qwest CSO will include operations and engineering technical support staff who possess the expertise in specific technologies, as shown in ▮▮▮▮▮▮▮▮ Our mission is to provide prompt support and resolution to GSA and the Agencies.

The Qwest CSO will receive additional support from our technical field personnel ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ and subject matter experts (SMEs) from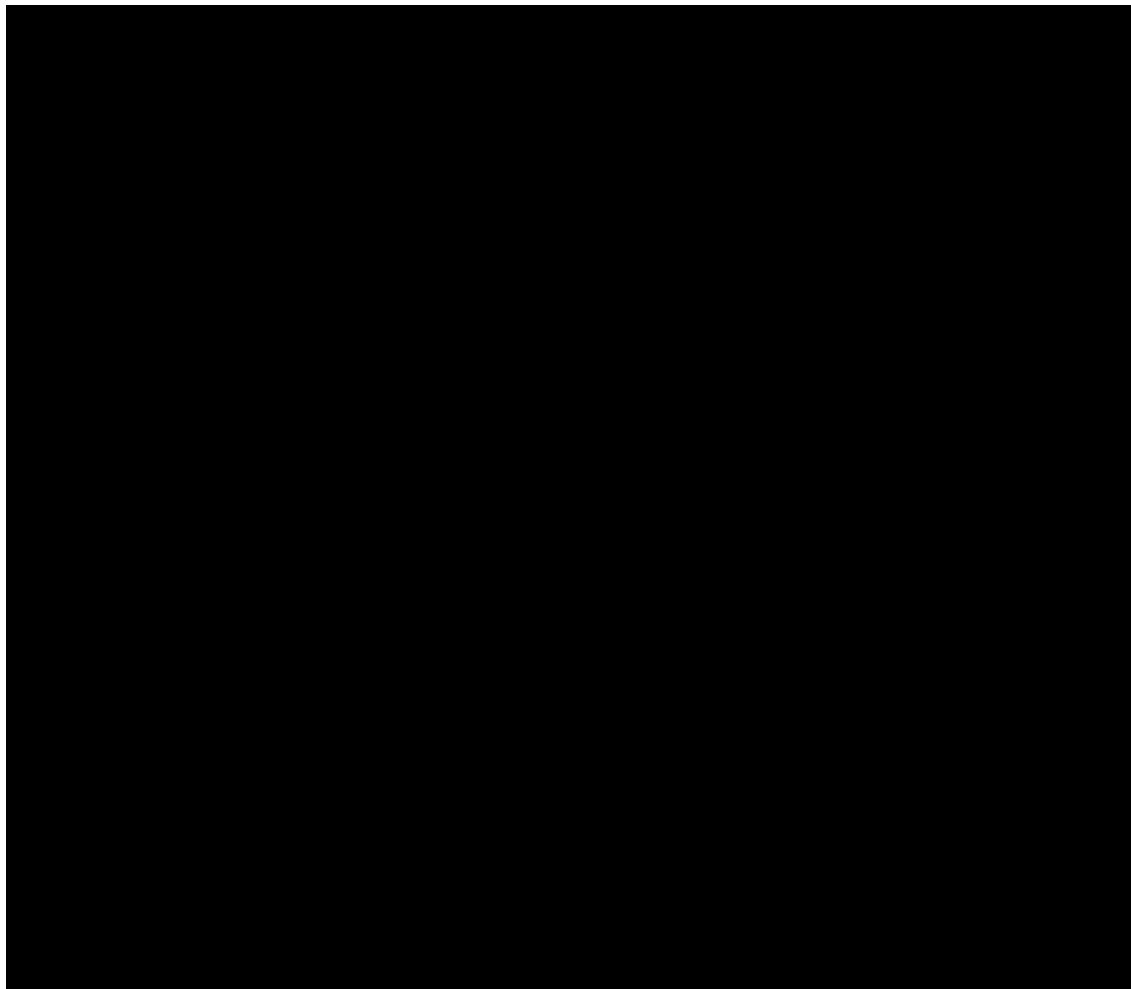 within Qwest and our team members. ▮▮▮▮▮▮▮▮▮▮▮▮▮ highlight some of the Qwest team members and the specific expertise they will bring to the Networx program for trouble and complaint handling.

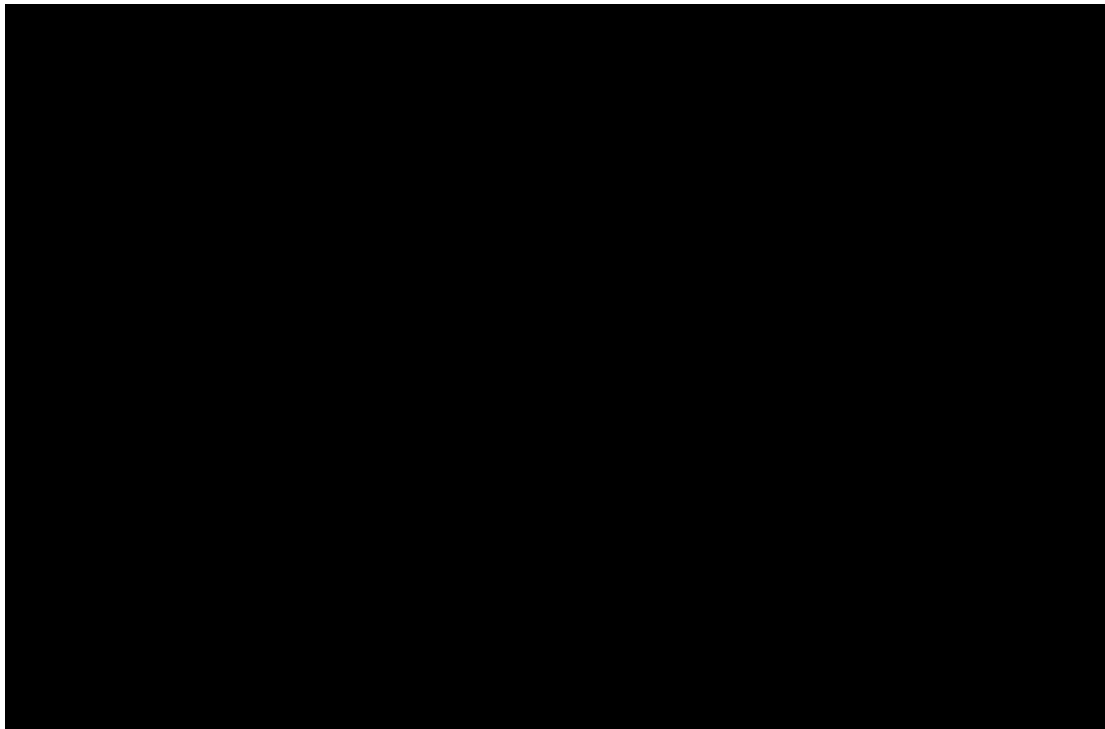**Figure 3.6.3-5. The Qwest Networx Team.**

Figure 3.6.3-5a. Qwest Networx Team Members. *Qwest's Team Members will supplement our own capabilities to provide seamless trouble and complaint handling support.*

Qwest's technology, operations, and management practices will consistently meet the Government's expectations, as we have done in the past on our Government contracts.

3.6.3.4 Strategies (L.34.2.3.6)

Qwest's trouble and complaint handling strategy is to identify, isolate, and resolve troubles and complaints as expeditiously as possible. Based upon lessons learned, we have developed proven processes that guide sound decision making, prompt repair, and customer satisfaction by deploying the best specialist, using the right tools, and adhering to sound policies and procedures. We will minimize as many events as possible by managing our network and operational resources. If an issue should occur, we will:

- Automatically generate a trouble ticket

- Proactively notify the appropriate Agency representative

- Begin restoration immediately

We will proactively monitor and repair issues, which is often transparent to a customer. ████████████████████████████ ██ ██████████ Qwest will take this proactive approach and attention to detail by analyzing, repairing, and resolving all trouble and complaint issues as soon as we detect a potential Networx problem.

Qwest will use our CSO as the first line of defense. However, we will draw upon the technical strengths, work experiences, and resources of the entire Qwest Team to meet, if not exceed, the performance parameters and requirements of the Networx contract.

Qwest provides a wide variety of services, from legacy dial services to cutting-edge packet-based and optical transport technologies. Each of these services has associated Operational Support Systems (OSS) that are

required to provide and support these services. ████████████████

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  As Qwest has done with other systems that make up our OSS, Qwest will continue to use a combination of industry leading off-the-shelf systems and internally-designed tools to deliver a best-in-class trouble and complaint management solution. ████████████████████████████

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Qwest Communications International, Inc. merged with US West Communications in 2000 and has already realized operational and customer benefits as a result of systems consolidation. ███████████████

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

Qwest maintains specific service processes and work procedures for trouble and complaint activities. We will apply repair and restoration processes, shown previously in Figure 3.6.1-1, to meet the Networx program's requirements for resolving problems expeditiously.

Qwest will follow defined procedures when a trouble ticket is opened or a complaint is logged. The following steps provide an overview of the procedures:

- Notify – Generate a tracking (reference) ticket or complaint log with all applicable information, with a time stamp for the event.

- Sectionalize – Identify the responsible network, impacted service, technology, or area of complaint.

- Isolate – Identify the exact point of the trouble or complaint with the applicable department, owner, or resolution manager.

- Restore – Resolve the trouble or complaint.

- Verify – Obtain the Agency's confirmation that the problem has been resolved satisfactorily.

- Prevent – Ensure that action has been take to prevent recurrence.

- Record – Record and archive the event for Agencies.

Once a trouble or complaint ticket is opened, the Agency will be asked to identify the services being used; provide the Qwest circuit identification, a telephone number, and a remote contact name and number for testing; and determine the problem's level of severity (TSP or non-TSP). In response, Qwest will provide to the Agencies:

- Trouble ticket tracking number or complaint record number
- Confirmation of the contact information for the person reporting the problem (including name, telephone number, and e-mail address), the contact listed in the customer profile for that service, or an alternate contact the reporter designates
- Explanation of the problem to the customer contact listed for that service, or an alternate contact, as requested
- Estimated time to resolve the problem
- Expected intervals for status updates
- Suspected or known causes or correlation to other events, as known at the time
- Confirmation of TSP code or non-TSP designation
- Identification of critical or routine service level
- Method of contact if the customer requires additional information

Qwest will work with Agencies to help guide and ensure the proper use and coding of TSP services, and to ensure that these codes remain with the services during its entire lifecycle. We will update Agencies every hour on TSP-designated service restoration process. We will apply our internal escalation policies and procedures. ▮▮▮▮▮▮▮ presents a prioritization list and procedural process for handling and escalating trouble and complaint reports.

3.6.4 Summary

Qwest is committed to working in partnership with GSA and the subscribing Agencies to provide Government-focused customer support. The Qwest Control Networx Portal and our toll-free hotline will provide customers access to real-time status reports to ensure successful Networx contract trouble and complaint handling performance.

Qwest will demonstrate quality through performance with our worldwide ▓▓▓▓▓ accessible Networx CSO. Our industry-recognized processes, procedures, and best practices software and hardware services will maintain consistent performance and ensure Agency satisfaction.

Qwest's best practices will enable us to respond quickly to evolving Agency needs by adapting and integrating proven methodologies and metrics. Our ▓▓▓▓▓▓▓▓▓▓ will provide customers with quick, user-friendly, real-time access to the necessary data and reporting tools for a

████████████████████████ which will be seamless to the Government. Qwest will provide GSA and the Agencies with a ████████████ to resolve problems quickly and accurately, no matter what the trouble or complaint may be. Qwest will be there when you need us.