

3.9 SERVICE ORDERING (L.34.23.9; M.3.5)

Qwest is dedicated to providing GSA and the Agencies with a secure, flexible service ordering system that ensures on-time performance and provisioning accuracy. The Qwest Control Networx 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 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 the Agencies will benefit from our outstanding customer service and service ordering expertise under the Networx contract. Qwest provides an automated, easy-to-use system that is operational, and ready to meet Networx needs.

Qwest’s core systems and applications that provide service delivery and assurance functions are in place and actively used in support of our customers. Portions of these core systems are being customized to meet specific Networx OSS requirements. [REDACTED]

[REDACTED] fulfill all requirements by receipt of Notice To Proceed (NTP). [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.

As depicted in [REDACTED] the Qwest Control Networx Portal, accessible via our public Web site (www.gsannetworx.com), is a secure, Web-enabled system that will provide Agency users with the capability to initiate service orders, receive initial price quotes, and access, manage, and track network services and service ordering data and processes 24x7x365. The

[REDACTED]

Portal integrates [REDACTED] which maximizes order accuracy by minimizing manual data entry. [REDACTED]

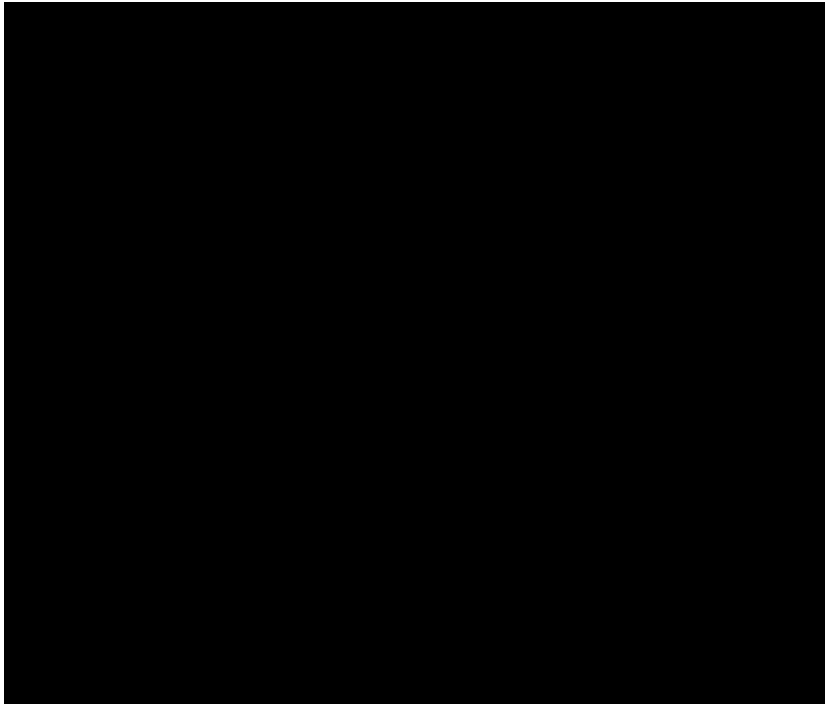
[REDACTED]

[REDACTED]

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

In conjunction with Portal capabilities, Qwest has a [REDACTED] service ordering team of knowledgeable, skilled professionals experienced in meeting contractual service order delivery timeframes. They serve as the single point of contact (SPOC) in 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; we welcome change and growth. Qwest's approach as a team 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 are described in [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 | RFP Requirement | Proposal Response |
|-------------|---------------|---|---------------------------------|
| 654 | C.3.5.1.2.1 | The contractor shall establish an automated ordering capability | Section 3.9.3 3.9.5 |
| 652 | C.3.5.1.2.1.1 | The contractor shall provide a Data Dictionary Package for Ordering, including any changes required by the Government, and update thereafter as changes occur. See Section C.3.5.1.3.2, Contractor Data Provided to Government. | Section 3.9.7 |
| 651 | C.3.5.1.2.1.1 | The contractor shall define a specific data element or data elements to create a UBI that uniquely identifies the combination of the following: [1] service type; [2] service location; and [3] Agency to which the service belongs. (Examples may include: circuit ID, phone number, contractor Service Account number, etc.). See additional guidance in the introduction to Section C.3.5, Service Ordering. | Section 3.9.7 and Appendix 13 |
| 650 | C.3.5.1.2.1.1 | The contractor shall include the same UBI in both the Service Order Completion Notice (SOCN) and the Detail Billing File(s). | Section 3.9.5 and Appendix 13 |
| 648 | C.3.5.1.2.1.1 | In the Data Dictionary Package for Ordering, the contractor shall provide a mapping specification that maps the Government's logical file names and the data elements contained in the logical files to the contractor's required file names and the data elements contained in the required files, including a service-by-service mapping of the UBI. | Section 3.9.7.1 and Appendix 13 |
| 647 | C.3.5.1.2.1.1 | The contractor shall provide a Data Dictionary Package for Ordering containing at a minimum for each logical file, a description of each of the contractor's required files and for each data element contained within the | Section 3.9.7 and Appendix 13 |

| comp_req_id | RFP Reference | RFP Requirement | Proposal Response |
|-------------|-------------------|---|---------------------------------|
| | | file, the data element field name, field length, field type, field characteristics, and a description of the data that could be populated in the field that is sufficient to map the Government's data elements to the data elements in the contractor's required files. | |
| 646 | C.3.5.1 .2.1.1 | The contractor shall include within the data dictionary a translation of all ordering codes used by the contractor's ordering system as they apply to the coding of the ordering data elements of this contract. | Section 3.9.7 and Appendix 13 |
| 644 | C.3.5.1 .2.1.1 | The contractor shall provide updates to the Data Dictionary Package for Ordering, including but not limited to data elements, sample data and file layouts to both GSA and Agencies; the contractor shall indicate all changes in detail at the beginning of the documents indicating changes in the body of the document. | Section 3.9.7.2 and Appendix 13 |
| 643 | C.3.5.1 .2.1.1 | The contractor shall provide instructions with the Data Dictionary Package for Ordering that presents the details of each change and indicates the importance of each of the changes so that they may easily be identified. | Section 3.9.7.3 and Appendix 13 |
| 642 | C.3.5.1 .2.1.1 | The contractor shall provide sample data for all of the contractor's required files by including in the Data Dictionary Package electronic files in the same structure as the contractor's required files and populated with representative data values that include all services on the contract. These files of sample data will enable the Government to develop and test internal systems that process the data. | Section 3.9.7.4 and Appendix 13 |
| 641 | C.3.5.1 .2.1.1 | The contractor shall provide additional descriptive information in the Data Dictionary Package for Ordering that will enable the Government to easily interpret the contents. | Section 3.9.7.5 and Appendix 13 |
| 629 | C.3.5.1 .2.1.3 | The contractor shall 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. This system will provide Order entering, viewing, printing, tracking, and downloading capabilities. | Section 3.9.4 |
| 625 | C.3.5.1 .2.1.3 | The contractor shall provide an ordering system that provides users with a Web based means of obtaining price quotes for simple price quotes. | Section 3.9.4 |
| 621 | C.3.5.1 .2.1.3 | The price quotes provided by the contractor shall allow users to rely on them when executing the Fair Opportunity process or when verifying an invoice. The price quotes shall have accurate current prices provided at the CLIN level. | Section 3.9.3 |
| 616 | C.3.5.1 .2.1.3 | The contractor shall provide an ordering system that allows Agencies to place change orders, correct orders, cancel orders, order expedited processing, place multiple orders simultaneously, place disconnect orders, and track orders. Detailed requirements for each of these situations follow throughout Section C.3.5.1.2, Direct Ordering Functional Requirements. | Section 3.9.3 |
| 611 | C.3.5.1 .2.1.3 | The contractor shall provide an ordering system that provides security requirements consistent with Sections C.3.9, Operational Support Systems, and C.3.3.2, Security Management and the following additional user access controls: 1. Access controls that prohibit access to the system by any unauthorized user. 2. Access controls that will allow individual users only to access portions of system functionality to which they are authorized and that relate to their specific ordering activities. 3. Access Controls that provide Agency "X" users with access only to portions of system functionality that relate to Agency "X's" activities. | Section 3.9.4 |
| 610 | C.3.5.1 .2.1.3 | The contractor shall provide specific users with access only to portions of system functionality that relate to their specific activities (e.g., ordering Voice Service), as determined by information in the user's profile. | Section 3.9.4 |
| 608 | C.3.5.1 .2.1.3 | The contractor shall provide a system that provides users with direct and immediate access to ordering information provided by the system that they are authorized to access. | Section 3.9.5 |
| 607 | C.3.5.1 | The contractor shall allow authorized users to query the system for data | Section 3.9.5 |

| comp_req_id | RFP Reference | RFP Requirement | Proposal Response |
|-------------|-------------------|---|--|
| | .2.1.3 | elements pertaining to orders and acknowledgements and download the query results. | |
| 606 | C.3.5.1 .2.1.3 | The contractor shall provide an ordering system that stores all acknowledgement information online and allows individual users to download acknowledgement information related to their ordering activities. | Section 3.9.5 |
| 605 | C.3.5.1 .2.1.3 | The contractor shall provide a system that stores all ordering data elements for the length of the contract. | Section 3.9.5 |
| 604 | C.3.5.1 .2.1.3 | The contractor shall make ordering data available to the Government within 5 business days after the contractor receives a formal request. | Section 3.9.10.2 |
| 603 | C.3.5.1 .2.1.3 | The contractor shall maintain and retain for ten years from contract termination or expiration copies of all data, letters, electronic mail, memorandums, adjustment data and other data pertaining to the ordering of contract services as specified in Section G.4, Ordering. | Section 3.9.5 |
| 602 | C.3.5.1 .2.1.3 | The contractor shall provide reports and data fulfilling requests for archived information and data to the Government in a format acceptable to the Government within 5 business days after receiving the Government's request for ten years from contract termination or expiration. | Section 3.9.10.2 |
| 598 | C.3.5.1 .2.2 | The contractor shall accept orders from Agencies containing the data elements specified in Attachment J.12.1, Ordering Data Elements. | Section 3.9.10 |
| 596 | C.3.5.1 .2.2 | The contractor shall provide acknowledgements that shall contain the applicable data elements specified in Attachment J.12.2, Acknowledgement Data Elements to the proper Agency personnel, as mutually agreed upon between the contractor and the ordering Agency. | Section 3.9.10 and Appendix 13 |
| 595 | C.3.5.1 .2.2 | The contractor shall provide acknowledgements to the Agency in accordance with Section C.3.5.1.3.4.2, Acknowledgements. | Section 3.9.10 |
| 592 | C.3.5.1 .2.2 | The contractor shall 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 date and time stamp. | Section 3.9.10 |
| 583 | C.3.5.1 .2.2.1 | The contractor shall provide Order Receipt Acknowledgements containing 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. | Section 3.9.10 |
| 561 | C.3.5.1 .2.2.5 | The Firm Order Commitment Notice shall 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. | Section 3.9.10.6 and Appendix 13 |
| 560 | C.3.5.1 .2.2.5 | The contractor shall 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. | Section 3.9.10.6 |
| 552 | C.3.5.1 .2.2.6 | The contractor shall 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 Service Order Confirmation date to the completion date of the SOCN. | Section 3.9.7 Section 3.9.10.7 and Appendix 13 |

3.9.2 Service Ordering Approach

Qwest's Customer Support Organization (CSO) will manage the special service ordering requirements of the Network 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 Network 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 Government customers on inbound transactions to initiate orders, make real-time account changes, and track, manage, and communicate status of service ordering activities to Agencies. Our CSO team will support new and existing customers through the execution of complex and noncomplex 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 [the Qwest Control Networx Portal](#).

Qwest's CSO is well versed in delivering a wide range of services to the Federal Government customer. 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] [REDACTED] is responsible for the service delivery coordinators and account consultants who interface directly with the customer 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 Government Agencies. Account consultants work directly with Agency representatives to develop the scope of work, timelines, and communication plans.

Our account consultants are knowledgeable of Government contracts, product/service descriptions, and network 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 customer commitments and expectations are met or exceeded.

3.9.2.3 Service Delivery Coordinators

Qwest 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 customer order is coordinated from the initial request through provisioning all the way to the invoice.

If a customer order comes through the Portal, the service delivery coordinator will ensure that the order was properly completed. Regardless of whether an order comes through the Portal, email, fax, U.S. mail or telephone, all order status will be visible through the Portal. Qwest will provide a system that stores all ordering data elements for the length of the Networx contract.

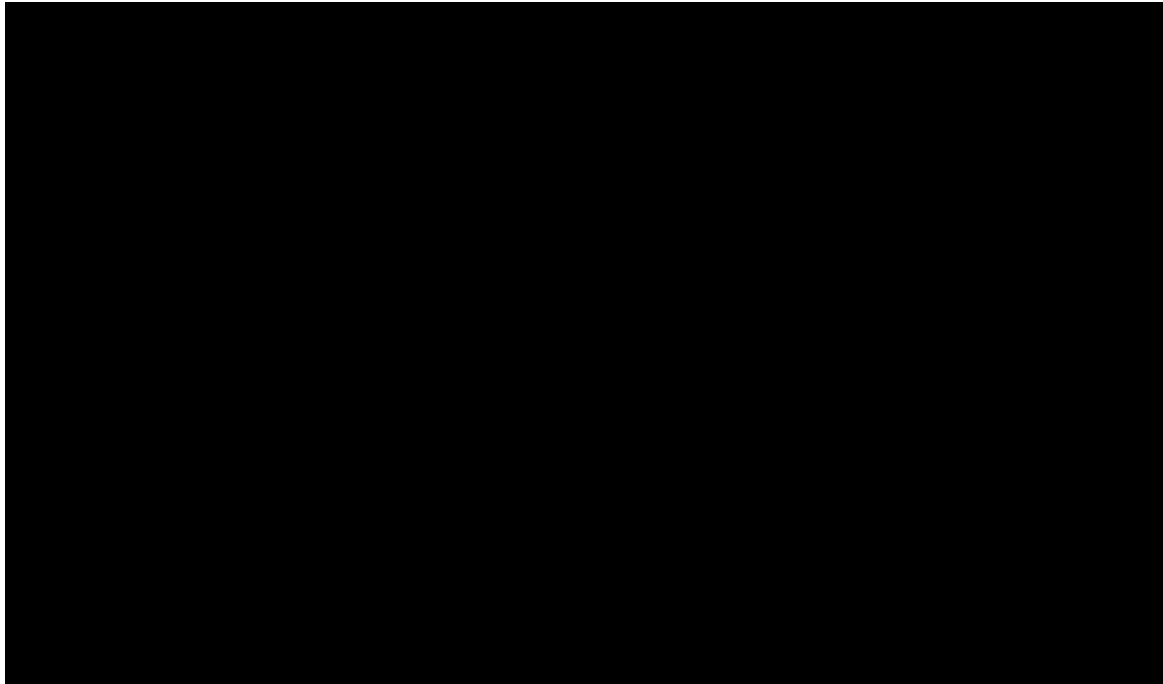
3.9.3 Service Ordering Capabilities (comp_req_id 654; comp_req_id 621; comp_req_id 616)

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 defines privileges at the individual level. Additionally, Qwest will provide a key personnel point of contact, the Service Ordering Manager, in accordance with Section H.12 of the Networx RFP. 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 Portal provides GSA and Agencies access to all aspects of their service ordering and account management needs, as indicated in [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 Portal can be used to derive price quotes for Qwest provided services. Price quotes will accurately reflect contract price schedules. The price quotes provided by Qwest will allow users to rely on them when verifying an invoice. The Portal will archive historical pricing for the length of the Networx contract.

3.9.4 Ordering Systems Description(comp_req_id 625; comp_req_id 611; comp_req_id 610)

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 Portal provides GSA and the Agencies access to all aspects of their network deployment and operations.

The Portal, accessible via our public Web site, is a Web-enabled, self-service client server 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 will provide the 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 the Agencies.

The 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 Portal provides security requirements that meet all operational support system and security management requirements. The Portal will accept authorized user registrations. [REDACTED]

[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 will be able to access only areas of Portal functionality related to their Agency and to the functions for which they are approved.

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 Portal contains access controls to prohibit access to the system by any unauthorized users, as shown in [REDACTED]

In addition, the Portal provides the following user access controls:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

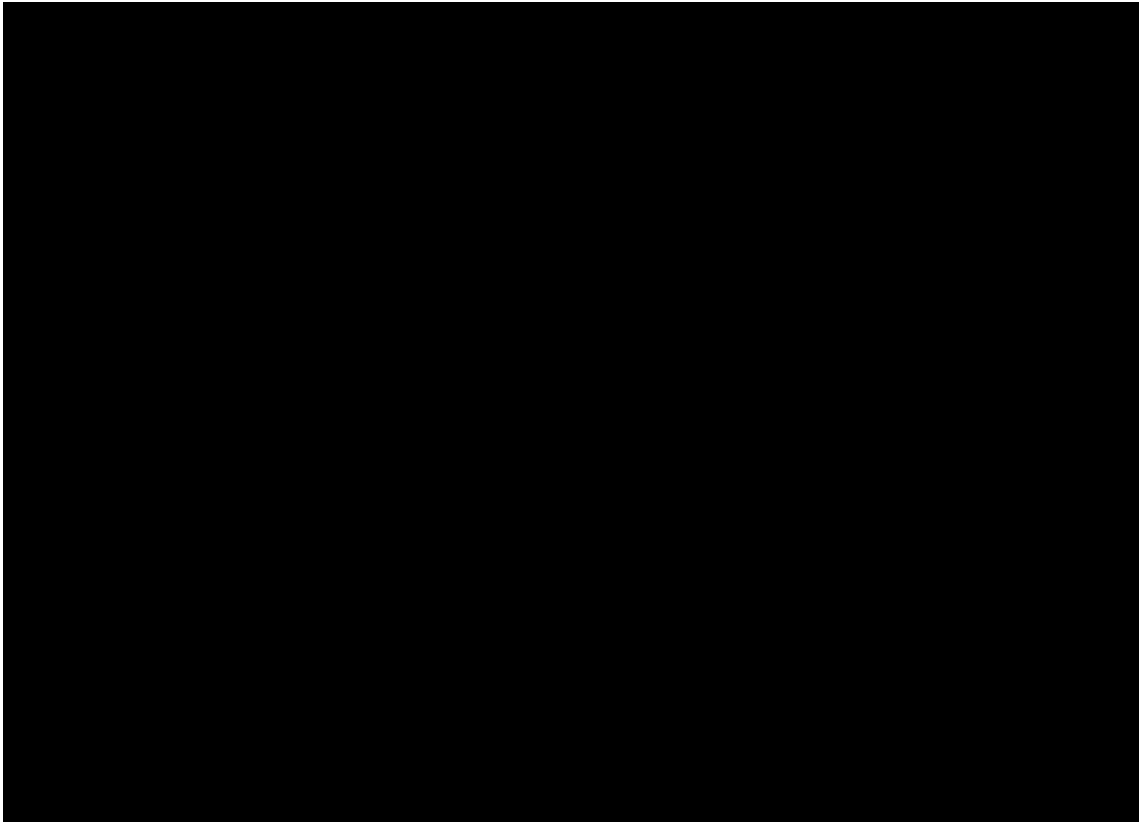
All products available to the Government under the Networx contract can be ordered and status can be checked through the Portal. An Agency customer will be able to accept or reject SOCNs; they also will be able to view the inventory. In addition to enabling service ordering, the Portal also provides 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. The Portal is uniquely designed to allow authorized users to:

[REDACTED]

Qwest has recently integrated major enhancements to the Portal that will provide the Agencies 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] This is especially useful for tracking the accuracy of orders entered manually.



3.9.4.1 Qwest Operational Systems

Qwest's service ordering system architecture has built-in redundancy and backup to ensure high reliability and maximum uptime performance. Qwest employs a number of proven, reliable back-office applications and systems that provide automated workflow processes into the Portal. Qwest back-office applications and systems serve as the catalyst for the Portal. This allows us to provide service ordering for GSA and Agencies, which includes the following:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted text block]

3.9.4.2 OSS Architecture and Integration

The full integration of all Networx Operational Support Systems is the foundation for the development and delivery of all Networx related data; ordering, provisioning, inventory, billing, reporting, etc. When an order is placed in the Qwest Control Networx Portal, the order flows [Redacted]

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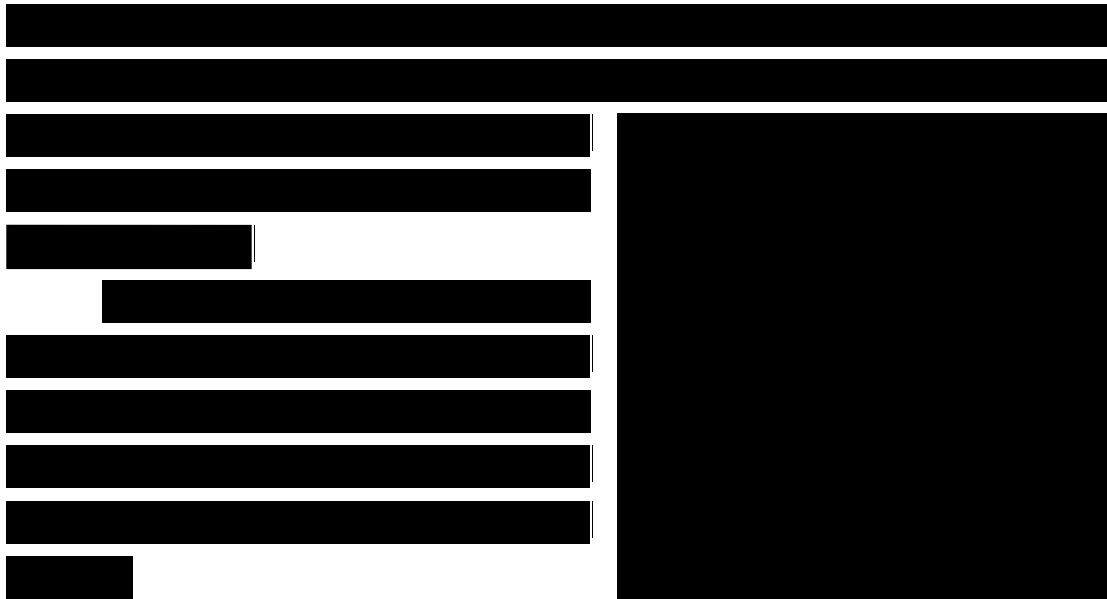
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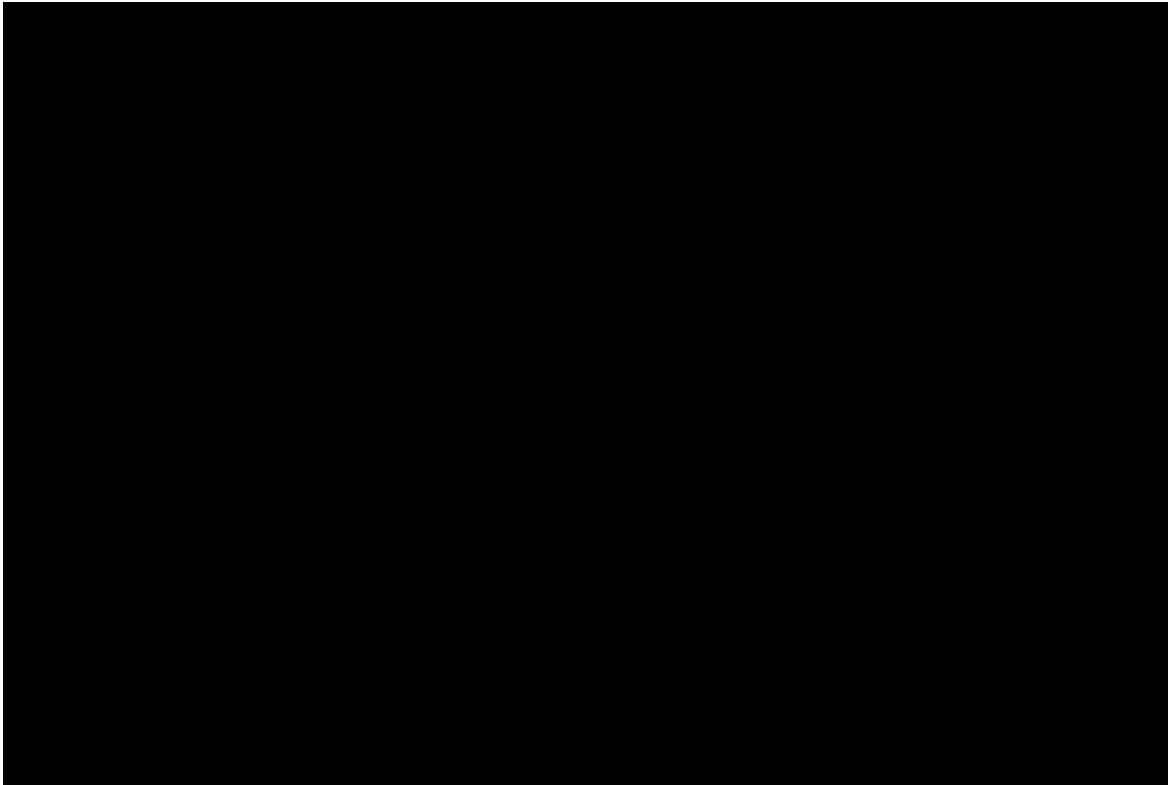


3.9.5 Service Ordering and Tracking Data (comp_req_id 608, comp_req_id 650; comp_req_id 607; comp_req_id 606; comp_req_id 605; comp_req_id 603)

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

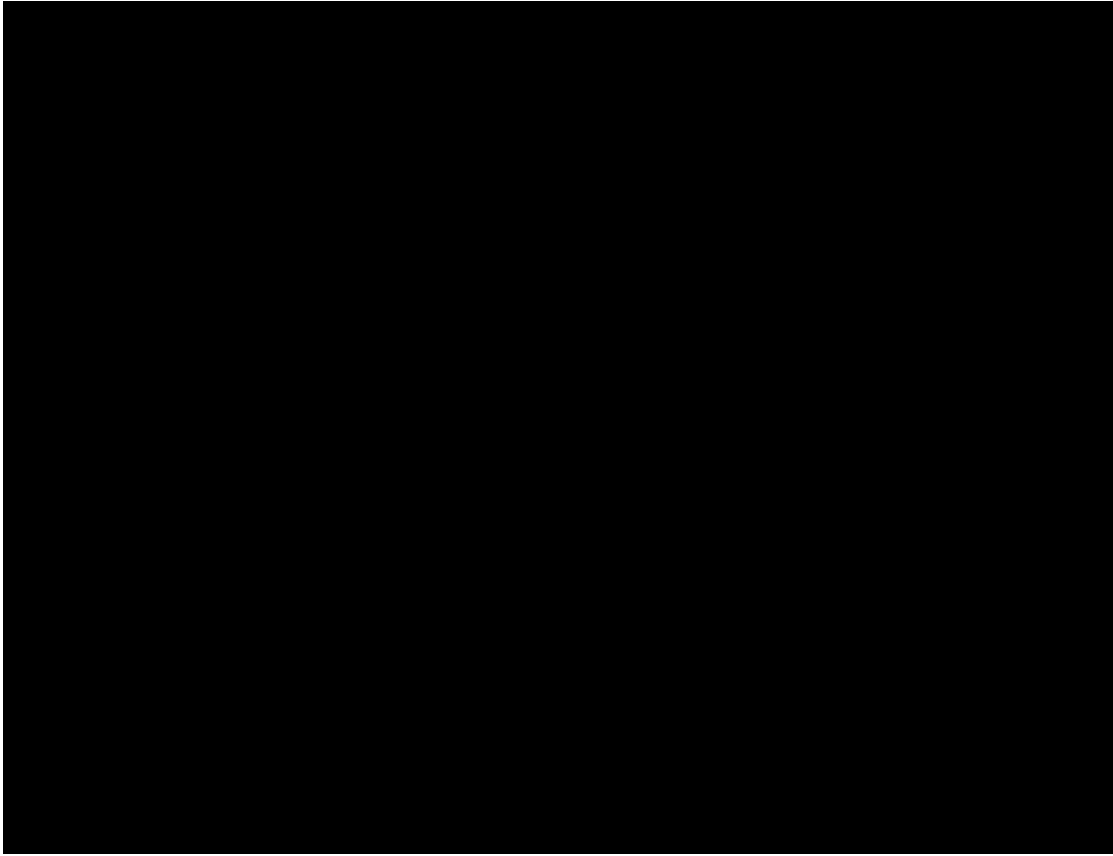
The Portal provides users with direct and immediate access to ordering information provided by the system. The Portal provides users with a reliable means of tracking ordering data and a search menu that allows them to easily locate and retrieve current and historical information.

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



The Portal is the vehicle for quoting, creating, tracking, and processing service orders. The Portal provides GSA and Designated Agency Representatives (DARs) 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 customer via email or the customer 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 customer. 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 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).



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

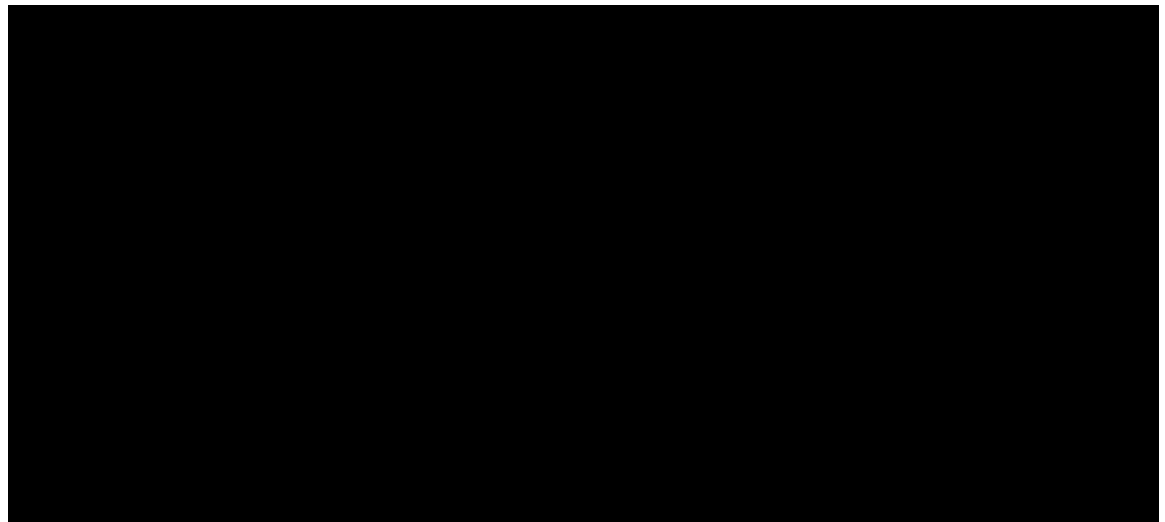
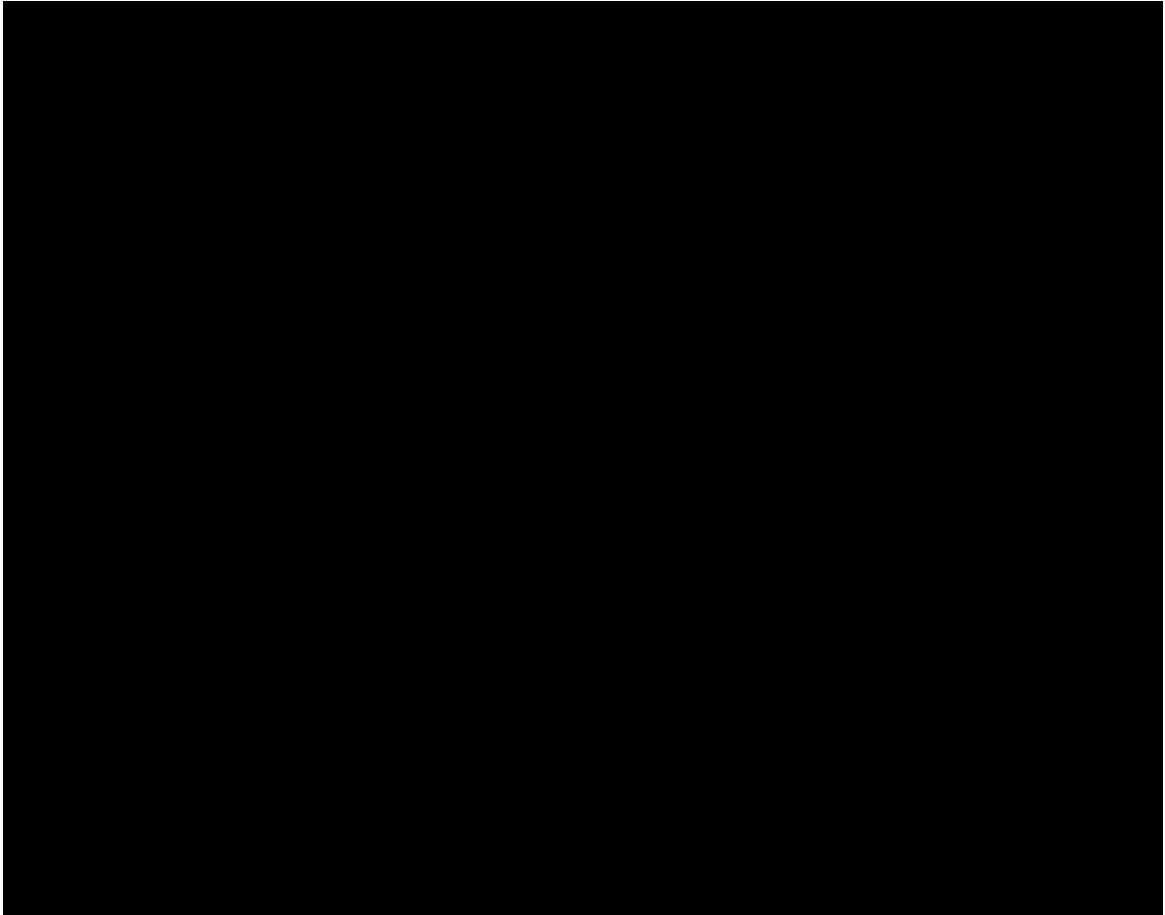
in RFP Sections C.3.5.1.2.1.3 and G.4 Ordering. In addition, Qwest will provide reports and data fulfilling requests for archived information and data within 5 business days after receiving the request, for 10 years from contract termination or expiration.

[REDACTED]

In addition to showing a summary of all orders, the Portal allows users to examine the order detail, as illustrated in [REDACTED]. The order detail level displays supplementary information, such as the UBI. Qwest will include the same UBI in both the SOCN and the Detailed Billing Files (DBF). 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 Portal allows authorized users to download and receive reports of orders and acknowledgement data elements. Qwest will store all ordering data elements for the length of the Networx contract and for 10 years from contract termination or expiration. [REDACTED]

[REDACTED]



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

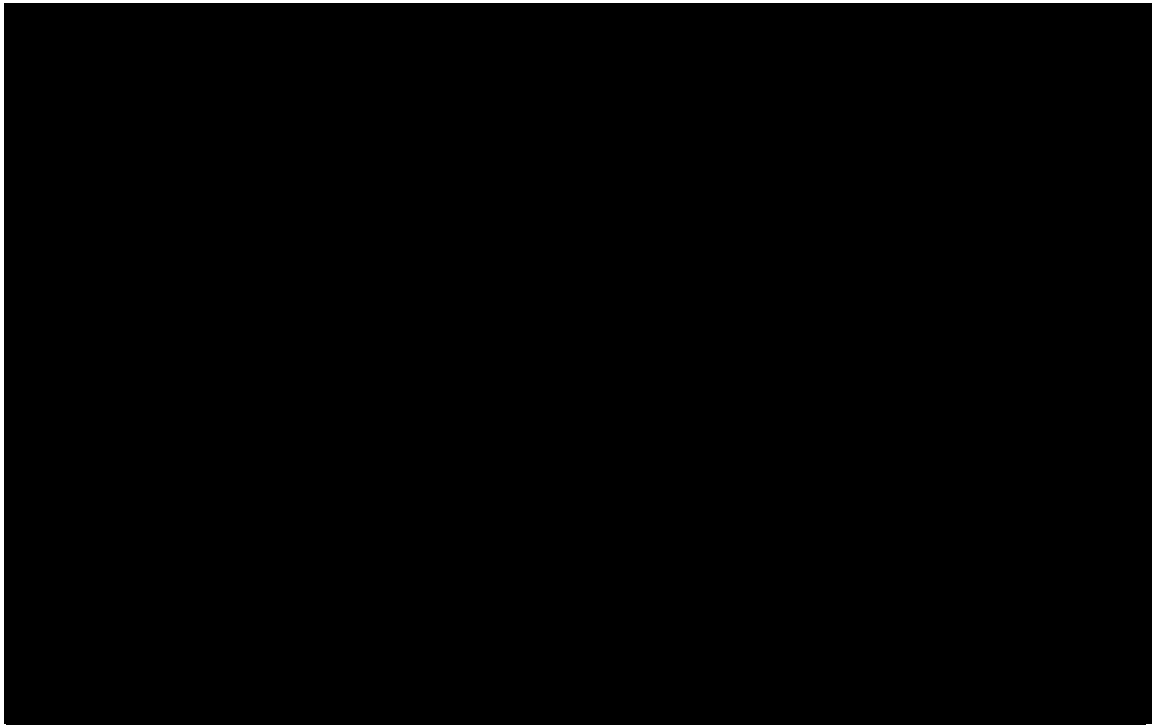
[REDACTED]

Throughout the life cycle of the order, the customer 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, 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, as shown below in [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 customers have a full understanding of actions taken to resolve customer issues. Qwest will advise the customer of the timeframe to resolve an issue or the timeframe committed to call the customer back with a status update.



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

Each Agency representative must submit their specific Agency's service order as authority to Qwest to proceed with implementation. At a minimum, each request must contain the following information:

- ██
- ██
- ██
- ██
- ██

[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 clearances 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 652; comp_req_id 651; comp_req_id 647; comp_req_id 646)

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

[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 5 day interval as changes occur due to revisions in standards, the 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 the data element field name, the field length, the field type, the field characteristics, and a description of the data that could be populated in the field that is sufficient to map the Government's data elements to the data elements in Qwest's required files:

- 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 MS Excel file containing the Data Dictionary (DD) which describes the data files including instructions, data element definitions, mapping rules, change control log, and code value definitions. The second is a cross reference file that identifies those 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 value or the Government will be provided with the translated value.

[REDACTED]

[REDACTED]

We 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 and 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 648)

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]



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 644)

As changes are required, Qwest will provide updates to the data dictionary package for ordering, including Networx data elements, sample data, and file layouts to both GSA and the 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 the Qwest proposal.

3.9.7.3 Details and Importance of Changes (comp_req_id 643)

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 the Qwest proposal.

3.9.7.4 Sample Data (comp_req_id 642)

As identified in Figure 3.9.7-1, 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.



3.9.7.5 Interpreting Contents (comp_req_id 641)

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 Networx services ordered by Government 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. *Provisioning intervals are measured in calendar days and meet or exceed GSA Network requirements.*

| 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 (IPTeIS) | 60 | 30 | [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 customer.

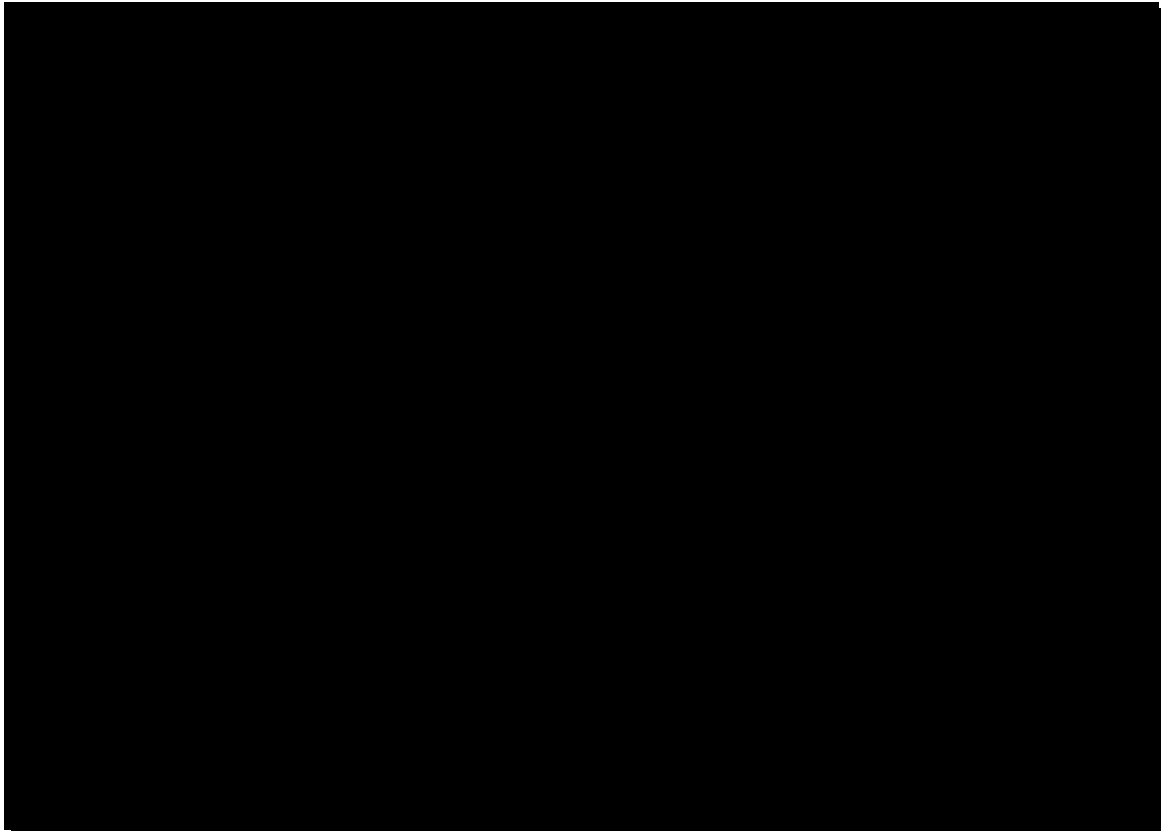
3.9.8.2 Provisioning Terms and Conditions – Routine

The provisioning intervals for routine services are based on the interval between the Service Order Confirmation and the Service Order Completion Notice. [REDACTED] shows the service order process flow beginning with receipt of customer order data and ending with billing.



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) system 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   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.

Qwest may charge the ordering Agencies a nonrecurring charge (NRC) for Class B expedited service implementation, as specified in the Pricing Volume of the contract, after we provide the SOC, even if the ordering Agency subsequently cancels the order. Qwest commits that the ordering Agency will not be charged the NRC for Class B expedited service implementation if Qwest fails to meet the intervals identified in the Class B expedite orders.

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.

Qwest performs subcontractor management by:

[Redacted]

[Redacted text block]

Qwest's management of the subcontractor is critical to the quality of work performed. Qwest accomplishes subcontractor management through three primary groups:

[Redacted text block]

[REDACTED]

Qwest and our 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 operation 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.

A list of Qwest's subcontractors and their roles and responsibilities in support of Networx can be found in Section 3.1, Program Management.

3.9.9.1 Carrier Relations Management Approach

As both an incumbent local exchange carrier (ILEC) and a long-distance provider, Qwest maintains service agreements with all of the ILECs, long distance inter-exchange carriers (IXC), and most competitive local exchange carriers (CLEC), as well as several international partners.

The Qwest Carrier Relations / Carrier Management (CR/CM) Team manages our relationship with all ILECs. The team's goal is to support our customers for the purpose of providing reliable, market-leading access services at predictable and desired intervals through continuous process improvements. Primarily, this includes:

[REDACTED]

[Redacted text block containing multiple lines of blacked-out content]



3.9.10 Information Exchange (L.34.2.3.9.3; M 3.5(b); comp_req_id 598: comp_req_id 596: comp_req_id 595; comp_req_id 592: comp_req_id 583)

The service order process provides for an exchange of information, detailed service requests, and service order data and status between GSA and Qwest. Qwest will accept orders from the 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.3.5.1.3.4.1, 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

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 e-mail.

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

| Media Type | Description of Media Type |
|---|---|
| Standardized Template Service Ordering | Qwest will compose an ordering template that supports GSA-required data elements and complements the required data dictionary as specified in Attachment J.12.1, Data Dictionary Package for Ordering for all services. Qwest will ensure that the service ordering |

| Media Type | Description of Media Type |
|---|---|
| Capabilities | data will be sufficient to allow the Government to accommodate bulk ordering, validate the service ordered, verify billing back to the service order, support the management of inventory, and support shared tenant billing arrangements. |
| E-mail Service Order Capabilities | Qwest will provide e-mail service ordering capabilities. Use of e-mail will comply with the GSA's ordering process as defined in RFP section C.3.5.1.2.1.3. Service order templates can be used and are sent as binary attachments. E-mail service order requests will be addressed using the Internet addressing scheme. |
| Facsimile Service Order Capabilities | Qwest provides and accepts electronic facsimile transmissions for service ordering. Order Receipt Acknowledgement will be provided within one business day of receipt of the order. The Qwest CSO will enter the order in the Portal to generate all notices. |
| Web-site Service Ordering Capabilities | Qwest provides a secure, online, Internet-accessible electronic ordering system that is available on a 24x7x365 basis. This system provides order entering, viewing, printing, tracking, and downloading capabilities. |
| Telephone Service Order Capabilities | Qwest will accept service orders directly from the DAR via telephone. The Qwest CSO will accept the voice request and provide status within one business day of receipt. |

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 Networx 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"> • Facsimile • Courier • Postal Service | Not Applicable |
| CD ROM | <ul style="list-style-type: none"> • Courier • Postal Service | <ul style="list-style-type: none"> • MS Word 97 through 2003 • MS Excel 97 through 2003 • PDF • ASCII Text • HTML • CSV • ASCII Text Tab Delimited • ASCII Text Fixed Record |
| DVD ROM | <ul style="list-style-type: none"> • Courier • Postal Service | |
| Magnetic Tape | <ul style="list-style-type: none"> • Courier • Postal Service | |
| File Server | <ul style="list-style-type: none"> • Secure Internet File Transfer Protocol | |

| Data | | |
|---------------|---|---|
| Media | Transport | Format |
| | <ul style="list-style-type: none"> Internet Secure Socket Layer Other secured or unsecured transport methods as mutually agreed between Agency and Qwest | <ul style="list-style-type: none"> XML Other formats as mutually agreed between Agency and Qwest |
| E-mail Server | <ul style="list-style-type: none"> Internet E-mail – Simple Mail Transfer Protocol Attachment to Internet E-mail Encrypted Internet E-mail Other secured or unsecured transport methods as mutually agreed between Agency and Qwest | <ul style="list-style-type: none"> MS Word 97 through 2003 MS Excel 97 through 2003 PDF ASCII Text E-Mail Text Message CSV ASCII Text Tab delimited ASCII Text Fixed Record XML Other formats as mutually agreed between Agency and Qwest |
| Voice | <ul style="list-style-type: none"> Telephone In person | Not applicable |

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

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

The 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.

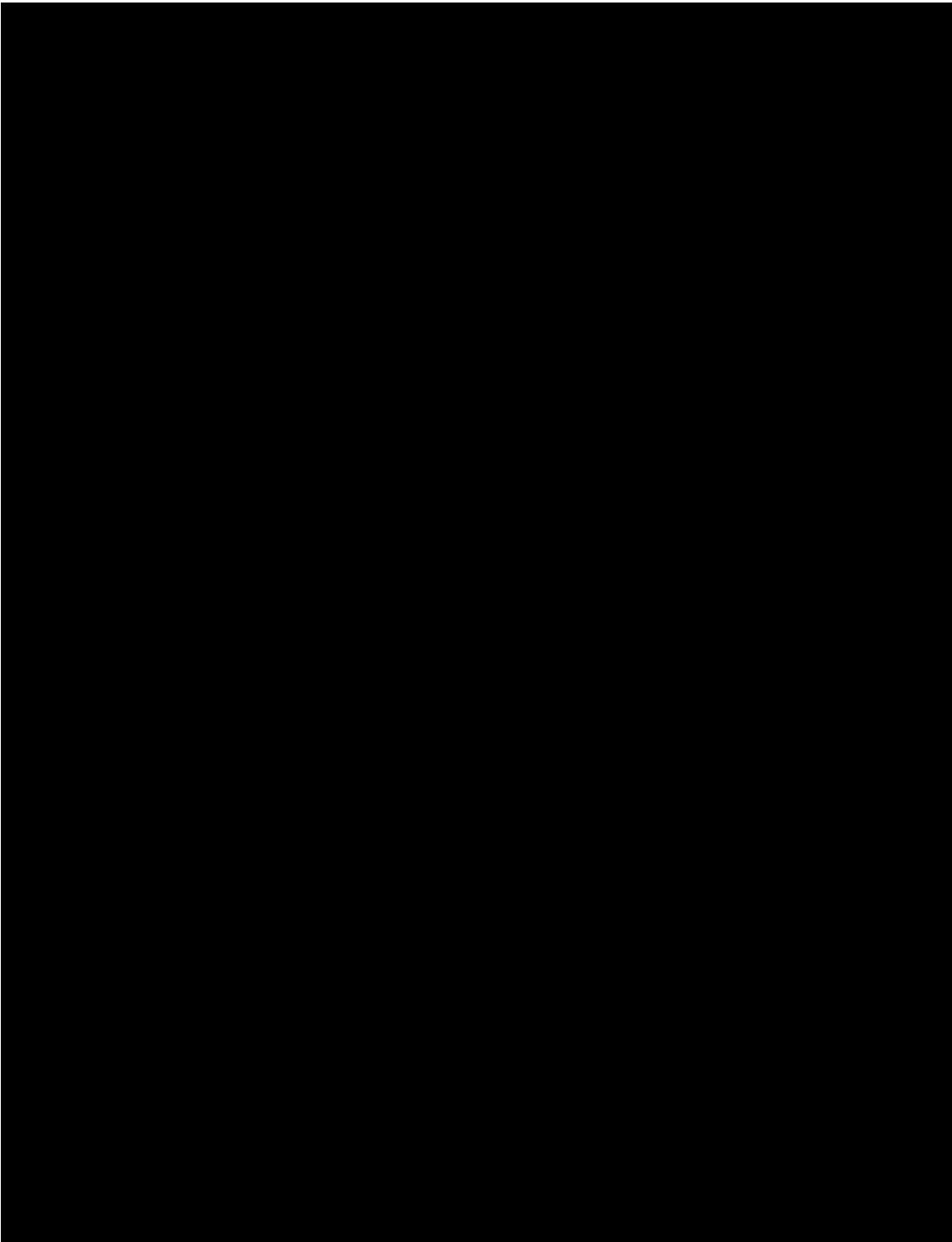
The Portal allows our customers to keep track of all their documents and specify the media types, transport methods, and formats for receiving them. The Portal also enables our Agency-specific account consultants to respond quickly and easily to Agency changes in formats for sending and receiving documents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

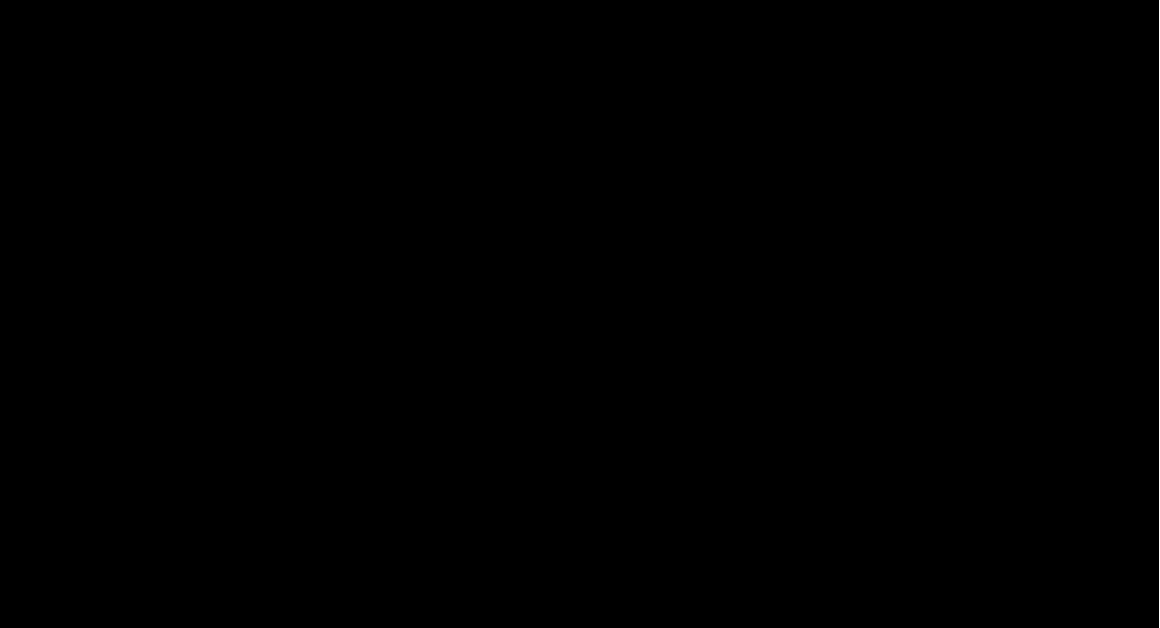
3.9.10.2 Ordering Data (*comp_req_id 604; comp_req_id 602*)

Qwest will process and retain the service ordering data as described in [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 initial request during the life of the contract and for 10 years from contract termination or expiration. The Government may request retained data via the Portal, e-mail, 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 Portal and in the format and media specified by the DAR for each order it receives. 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 automatically as shown in [REDACTED].




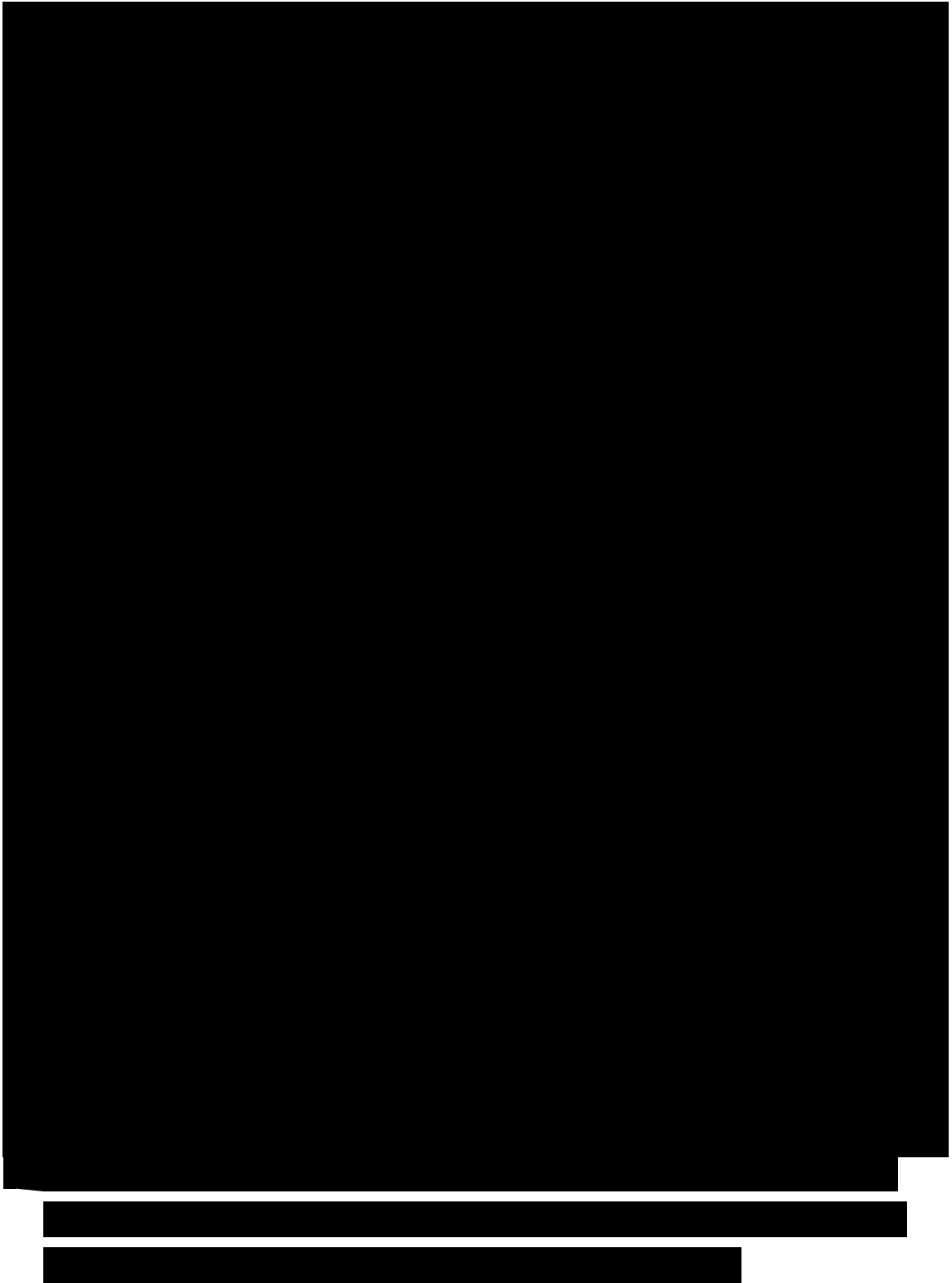


3.9.10.4 Order Rejection Notice

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 automatically as shown in .

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. An SOC will be generated automatically as shown below in .



[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 as shown below in [REDACTED].

3.9.10.7 Service Order Completion Notice (comp_req_id 552)

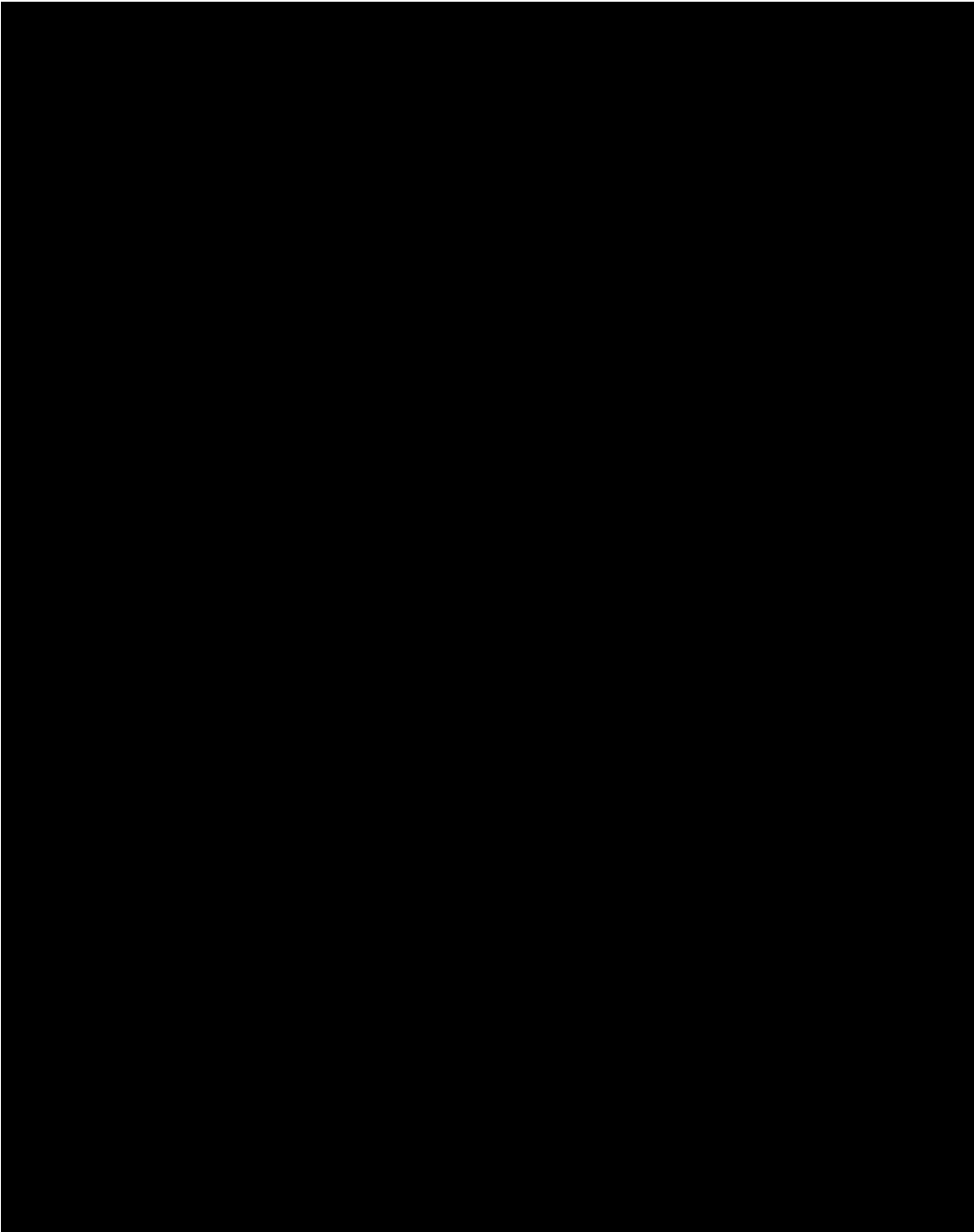
Qwest will provide the ordering Agency and GSA with a SOCN containing the required data elements for each service order it fulfills under this contract. This will enable the Agency and GSA to effectively verify the order and price of the service. Qwest will provide in the SOCN, for each CLIN, all the 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.

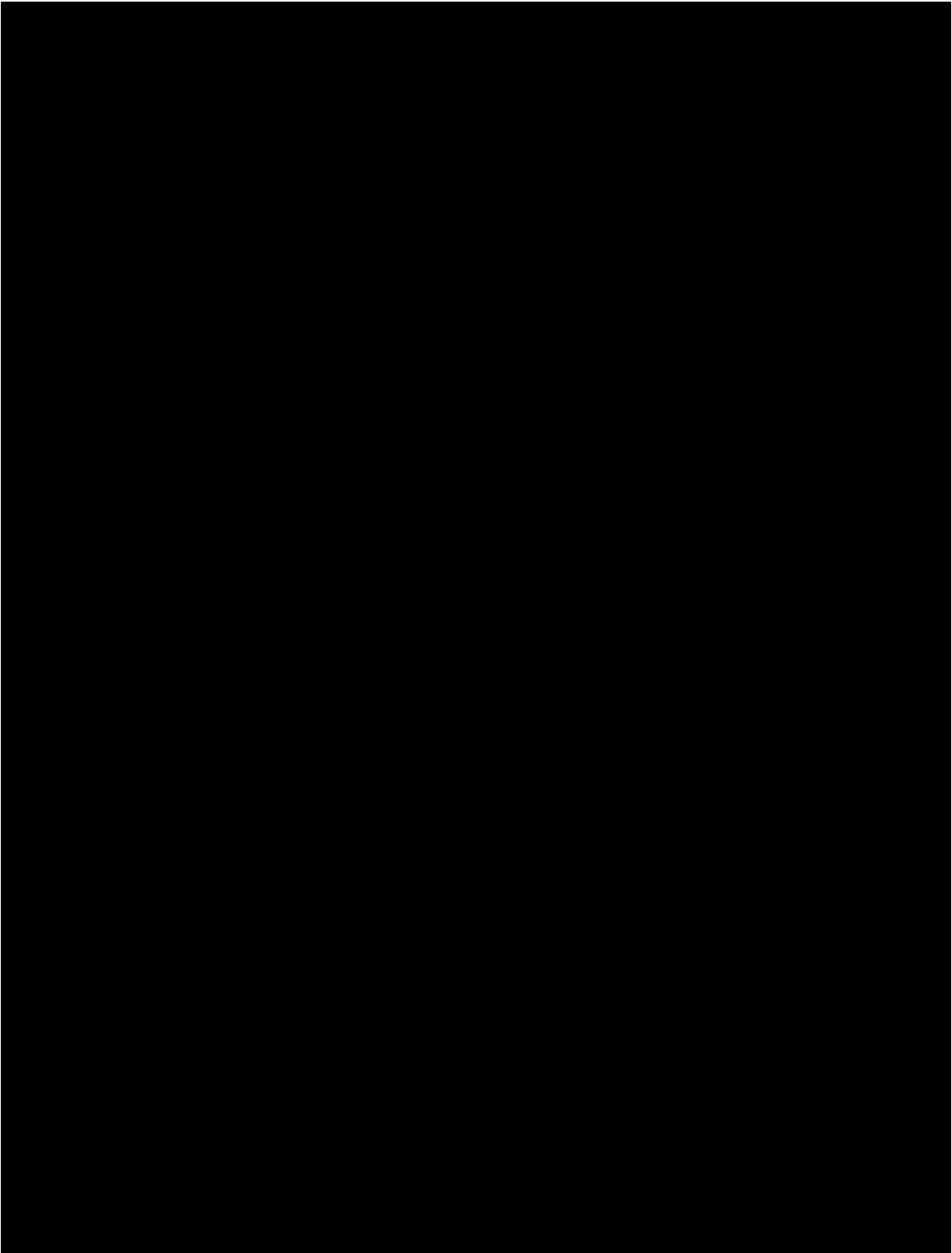
The sample data provided in Appendix 13 have been audited and revised to include all required service-by-service output required by J.12.4.2.

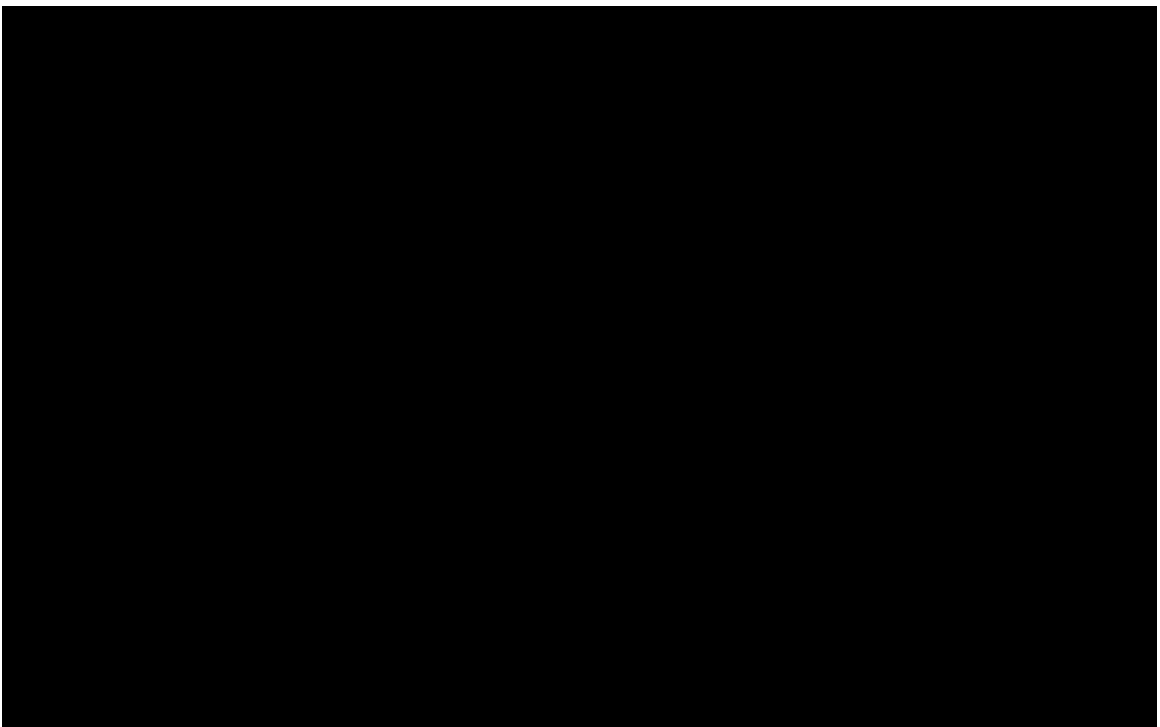
Qwest will implement the order within the implementation interval established in Attachment J.12.3 Service Provisioning Intervals and defined as the number of calendar days from the SOC date to the SOCN date.

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 as shown below in .





3.9.11 Summary

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