

# **WITS 3**

# Client's Guide

10 February 2021

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**Document Revision History**

<b>Version</b>	<b>Date</b>	<b>Owner</b>	<b>Summary of changes, Impacted Sections</b>
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1.37	11/10/2020	Federal	Minor edits
1.38	2/10/2021	Federal	Minor edits plus Fraud and Facility Access

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## Welcome Letter

**Please Note: This Handbook only applies to the following customers:**

*GSA and Agencies ordering services under the GSA WITS 3 contract.*

Thank you for the opportunity to provide you with world-class service. As your partner in networking, our goal is to give you visibility into our business processes as they relate to your experience with Level 3 (is now CenturyLink). This guide has been developed to provide assistance in ordering services, features, CPE, and other support services and to educate agencies on new products and services available under the CenturyLink WITS 3 contract (Level 3 is now a part of CenturyLink). The following operational functions are outlined in this document:

- Account Management
- Order Management
- Service Intervals
- Service Testing
- Service Activation
- Establishing a WITS 3 Account
- Billing and Payment
- Service Monitoring and Management
- WITS 3 Web-Based Portal

Our greatest asset is our first-rate customer base. Access to these procedures gives you visibility into our customer-facing operations, enhancing the level of information you receive about your account(s). With this handbook, you have the ability to access answers to your operational questions and concerns, and to become a well-informed participant in our service activities.

CenturyLink has acquired a number of telecommunication service providers in an effort to broaden and improve our offerings to you. We continue to focus on

integration to ensure that our customers continue to receive the levels of service that they have come to expect from both CenturyLink and the acquired companies. As we continue our integration efforts, please expect to see future iterations of this handbook that will communicate enhancements to our support models. As a WITS3 user these integration efforts are largely transparent to the WITS 3 portal.

This Guide explains how you can easily access CenturyLink. We want to make sure you have a good understanding of the tools and resources available to you.

Thank you for your business! Please contact your Account Director if you have any issues or questions.

Sincerely,

Dave Young  
Senior Vice President, Public Sector



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## OVERVIEW

This *Client's Guide* is to be used as a reference for agencies using the WITS 3 (Washington Interagency Telecommunications System) contract. It is a source to assist agencies with instructions on:

- How to contact GSA and CenturyLink representatives
- How to price and order WITS 3 products and services
- How to reconcile billing issues
- How to request services and features not currently on the contract

This is intended to be a living document. As new services, features and other changes occur the *Client's Guide* will be updated. A Web-based version will be available and can be downloaded from the CenturyLink WITS 3 web site at [Level 3 WITS 3 Contract](#)

### Fair Opportunity

To ensure that all contractors on the WITS 3 contract receive fair consideration for a service order, Agencies will use the Fair Opportunity Process for the placement of all WITS 3 orders, including initial WITS 3 requirements. The fair opportunity process is mandated by 41 United States Code (USC) § 253 and implemented in FAR Section 16.505. The Agency's order placement decision may be based solely on price or some combination of price and non-price related factors.

The WITS 3 Contract is designed to allow Agencies to define their service requirements, select a WITS 3 contractor, and place an order with the selected contractor in accordance with the terms of the contract. The WITS 3 contract offers fixed priced Contract Line Item Numbers (CLINs). Additional CLINs may need to be established to accommodate Agency specific requirements that fall within the scope of the contract. Ordering services off the contract can be accomplished through a

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standard process that will not require a SOW or a modification of the contract. Agency specific service orders will require a SOW and subsequent modification of the contract. GSA is responsible for implementing the contract modification process. GSA has issued Fair Opportunity Guidelines, which may be found at <http://www.gsa.gov/portal/content>.

## **WITS 3 Portal Web Site**

The [WITS 3 Portal Public Web site](#) includes complete information about the CenturyLink

WITS 3 Contract to include the following Public information:

- WITS3 Products and Services technical information and pricing
- Customer Care Information and Contacts
- FAQs and Tools
- User Guides and Training References
- Announcements and Press Releases
- Points of Contact
- Contract Overview
- Links to other Sites

Additionally, the Web site provides secure access to the WITS 3 Portal where Agencies will be able to perform the following key functions:

- Register for access to the Secure WITS 3 Portal site
- Obtain quotes for WITS 3 services
- Order new WITS 3 services
- Issue requests for Moves, Changes and Rearrangements of WITS3 services
- Track WITS 3 service orders
- View WITS 3 Invoices

- [View and Download Inventory](#)

## Your Key Contacts

The following table shows CenturyLink Key Personnel for the WITS 3 Program.

Name	Position	Office/Fax #	Email
Matthew Scelza	Program Manager	571-730-6610 (ofc) 571-730-6550 (fax)	Matthew.Scelza@centurylink.com
Steve Wenrich	Customer Service Manager	571-730-6435 (ofc) 571-730-6550 (fax)	Steve.Wenrich@centurylink.com
Kent Geerlings	Security Manager	703-796-6700 (ofc) 703-796-5711 (fax)	Kent.Geerlings@centuryLink.com
Nii Addo	Contracts Manager	703-363-8823 (ofc) 720-225-5639(fax)	Nii.Addo@centurylink.com
Diane Heatley	Billing Manager	703-363-8820 (ofc) 703 434 9871 (fax)	Diane.Heatley@centurylink.com
Joe Brown	Training Manager	720-888-3906 (ofc) 720-888-8268 (fax)	Joe3.Brown@centurylink.com

# Account Management

## Your Account Support Team

CenturyLink provides you with a comprehensive support team to help you in every step of service set-up and delivery. CenturyLink wants to make it easy for you to do business with us by making sure you have access to the most knowledgeable resources.

**Figure B-1** identifies the key positions and personnel within the CenturyLink organization for WITS 3. CenturyLink’s organization is structured around a Program Management Office (PMO) that is designed to meet key objectives for supporting the GSA WITS 3 PMO for the duration of the WITS 3 contract.

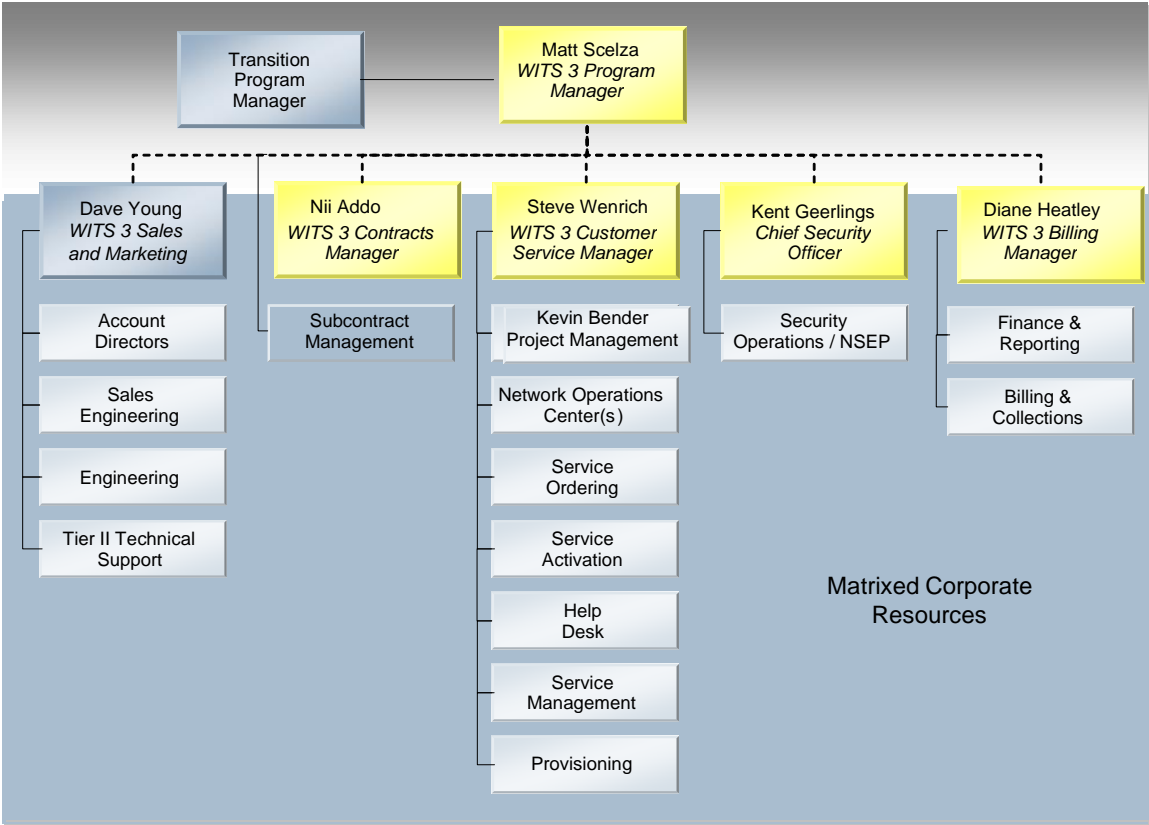


Figure B-1: CenturyLink’s Program Management Office structure

All Federal agencies have an assigned Account Director (AD). If you are a new customer, your Account Director (AD) will facilitate all of your account set up process and introduce you to his support team of a Sales Engineer (SE) and a Project Manager (PM). If you are an existing customer who wishes to purchase additional services, you will utilize your assigned AD and SE.

## **Account Director (AD)**

Your AD will provide you with information about CenturyLink services and will serve as your overall point of contact for CenturyLink. Your AD is responsible for gathering and confirming your specifications and requirements – elements necessary to submit an order. Your AD will also work with you to execute all quotes and orders for new and/or additional CenturyLink services, as well as assist you through the account establishment process.

## **Sales Engineer (SE)**

Your SE will work with you to identify technical options and define technical requirements for implementing your service(s). The SE is responsible for understanding your existing network, key locations and potential needs. Your SE provides all technical information about CenturyLink services and provides network solutions to meet your requirements. Your SE manages the engineering portion of your service quote as well as the inventory and capacity process for your new order.

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## Project Manager (PM)

Your PM is responsible for planning, directing and coordinating activities to ensure your project goals and objectives remain on track. Your PM will verify and manage order processing for your new and existing orders. More specifically, your PM will review documents to make sure all necessary entrance criteria have been received and will oversee the assignment of capacity, testing and activation of your service. Your PM will ensure that required documents are properly filed, track the status of the order to ensure on-time delivery and keep you updated.

## Products and Services Offered Under WITS 3

CenturyLink owns and operates a large scale metro network in the National Capital Region (NCR). The high level architecture of our network is illustrated in the layer diagram, (see **Figure B-2**). CenturyLink understands GSA's Voice Service goals, and can help GSA transition new customers to newer Traditional Voice Service networks, or transition them to Voice over Internet Protocol (VoIP) networks that are required to enable, enhance, or otherwise extend the users service capabilities, such as:

- Integrated Voice and Data
- Voice over Internet Protocol (VoIP)
- Call Management Capabilities
- Call Following Capabilities
- Mobile Office Capabilities
- Video Conferencing or Streaming Capabilities
- Tele-working
- Teleconferencing

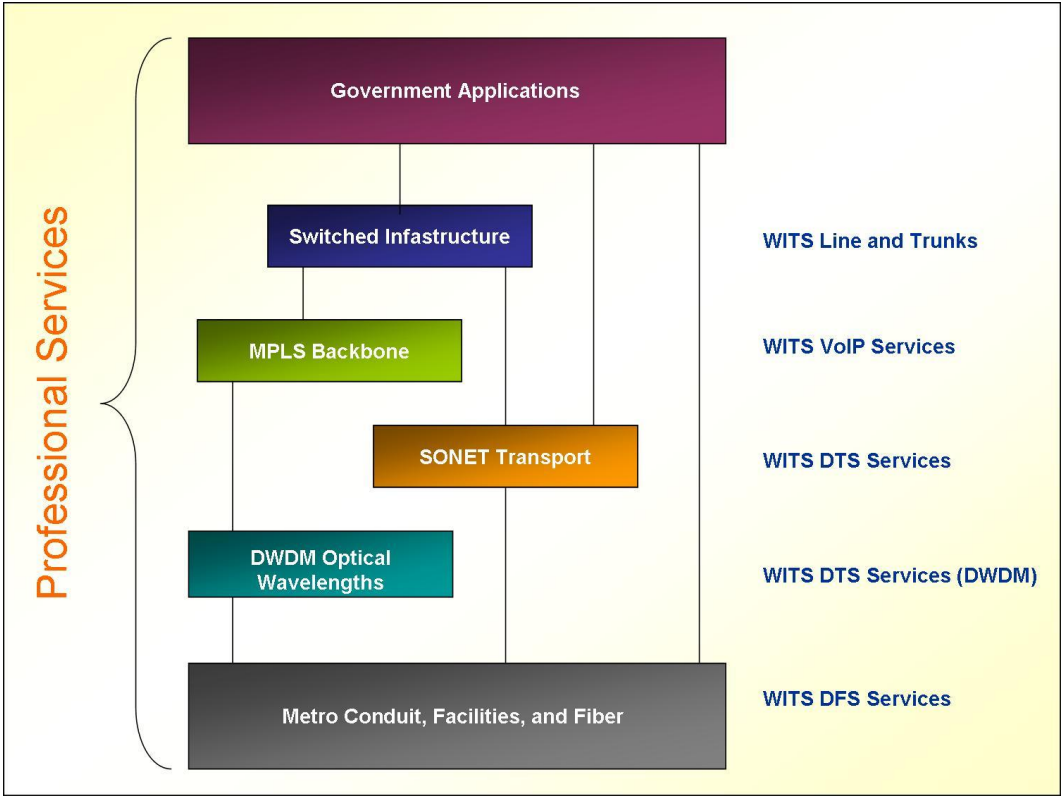


Figure B-2: CenturyLink Services Architecture - CenturyLink owns and operates the metro network in the NCR that will be used to provide WITS 3 services to the Federal Government.

## Overview of WITS 3 Services

This section provides an overview of the mandatory and optional WITS 3 services provided by CenturyLink.

### CenturyLink’s Local Voice Service

CenturyLink’s WITS lines and WITS trunks services will be provided through our Five (5) Lucent 5ESS Digital switches, which are among the most reliable switches in the world. The Lucent 5ESS provides critical component redundancy so that no single component failure will cause loss of service. This switching infrastructure has been successfully demonstrated to support federal customers, and is connected via diverse



building access paths to CenturyLink fiber based metro and regional SONET rings, as shown in **Figure B-3**.

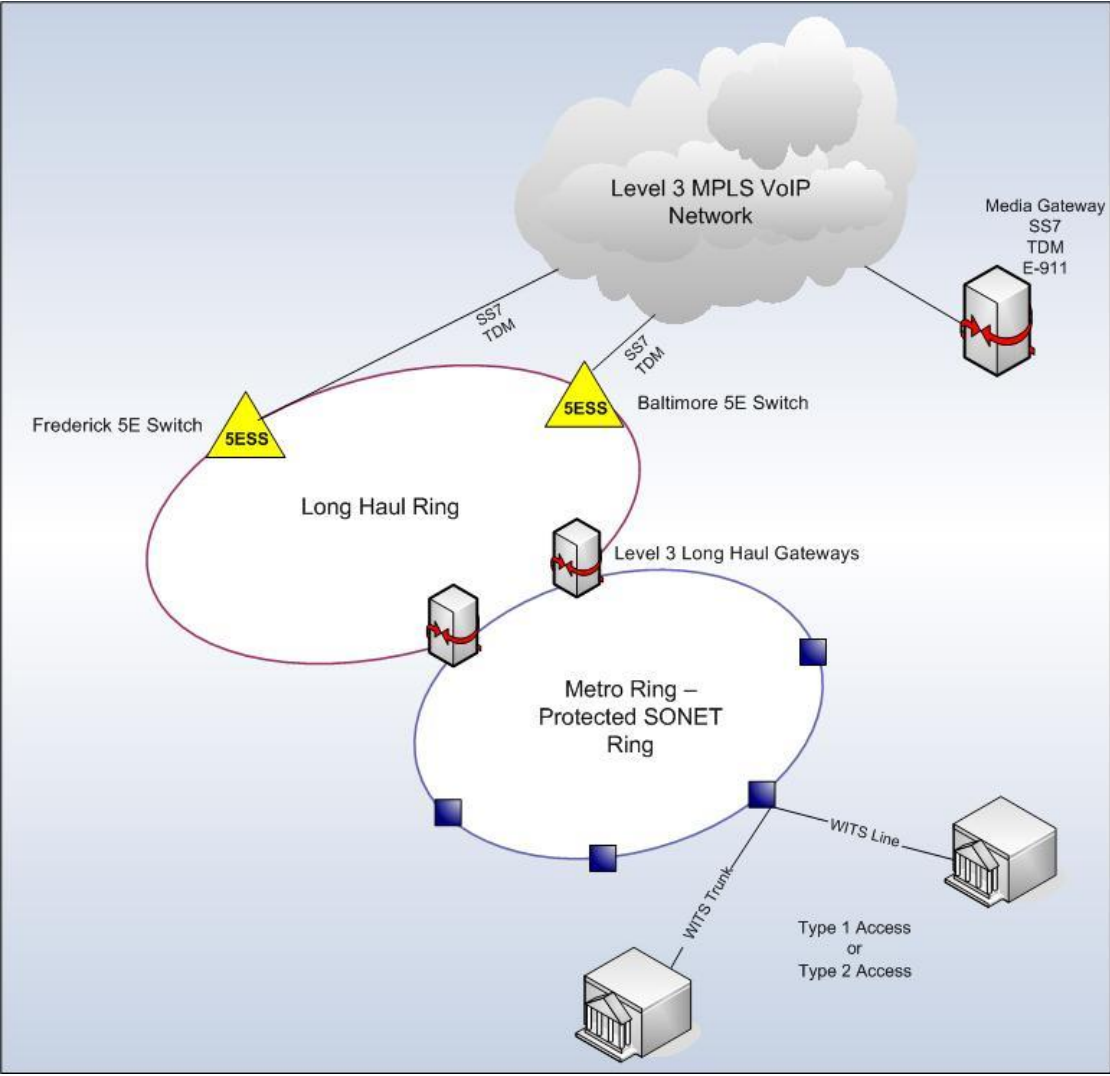


Figure B-3: CenturyLink's 5ESS Switching Infrastructure for WITS 3

Line and trunk services will be distributed among a number of regional 5ESS Serving Offices as a function of growth and agency needs.

CenturyLink has developed an innovative approach to “trunking” these 5ESS switches to the GDIXC, by using our vast IP based Softswitch infrastructure. This architecture is

robust and geographically distributed to provide redundancy, flexibility, survivability, resiliency, and the scalability required to support mission critical voice connections. This approach ensures that CenturyLink will be able to implement rapid service restoral in the event of a catastrophic event effecting one of our serving offices.

## **CenturyLink WITS 3 Lines Service**

CenturyLink WITS 3 Line services provide feature-rich telephone service for the functionality and convenience that is demanded from GSA.

## **CenturyLink WITS 3 Trunks Service**

CenturyLink's WITS 3 Trunk service offers quality, reliable local access service for PBX equipment, with analog trunk and digital trunk capabilities to support PBX configurations and WITS 3 phone line needs. Our WITS 3 Trunk service offers high-quality, high-reliability local access service for Private Branch Exchange (PBX) equipment.

CenturyLink offers a variety of trunk services to meet all of the specific requirements the WITS 3 program.

### **Service Details**

- A communications channel used by GSA's PBX to terminate inbound calls from, and originate outbound calls to the public switched telephone network (PSTN/GDIXC)
- Provides up to 24 local-access channels for GSA's PBX on a single T-1 facility

## **CenturyLink WITS 3 Analog Centrex Services**

The CenturyLink WITS 3 Analog Centrex service provides agencies the benefits of a feature rich, private internal communications network without the capital expense of purchasing and maintaining phone service equipment.

### **Service Details**

- Wide variety of standard station features

- Multi-location customers can receive their own Individualized Dialing Plans (IDP)

### **CenturyLink – WITS 3 ISDN-BRI Service**

The CenturyLink WITS 3 ISDN-BRI (Basic Rate Interface) service provides digital Centrex for ISDN station equipment and may be customized to meet specific subscriber requirements. The service enables simultaneous voice and data or video communications capabilities on a single facility and supplies flexible bandwidth for a variety of WITS applications.

#### **Service Details**

- ISDN-BRI, also referred to as 1B+D or 2B+D, provides one or two B (bearer) channels, each operating at 64 Kbps for voice and data transmission, and a single D (signaling) channel operating at 16 Kbps.

### **CenturyLink WITS 3 ISDN-PRI Service**

The CenturyLink WITS 3 ISDN-PRI service provides local access service for Centrex PBXs and may be customized to meet specific subscriber requirements for phone service. We provide standards-based digital transmission for flexible, reliable voice and data communications.

The CenturyLink WITS 3 ISDN-PRI (Primary Rate Interface) service provides local Access Service for private branch exchanges (PBXs) and may be customized to meet specific subscriber requirements. The service supplies flexible bandwidth for a variety of simultaneous voice, data, and video communications capabilities on a single T-1 facility.

#### **Service Details**

- ISDN-PRI, also referred to as 23B+D, provides 23 B (bearer) channels, each operating at 64 Kbps for voice and data transmission, and a single D

(signaling) channel. The CenturyLink ISDN-PRI service is delivered on a T-1 link and has a total throughput of 1.536 Mbps.

## Optional Services Descriptions

### Dedicated Transmission Services (DTS)

CenturyLink will deliver Local Dedicated Transmission Services (DTS) over our NCR Metro Network, described in detail in Section 3.1.1.11.

### CenturyLink Metro Private Line Service

The CenturyLink Metro Ethernet Private Line service delivers high-speed, optical, point-to-point metro transport to move data between Agency data aggregation points within the NCR.

#### Service Details

- Facilities-based network — CenturyLink will provide DTS services over CenturyLink owned and operated facilities, to deliver greater diversity, world-class operations, and consistently high availability.
- Comprehensive services — CenturyLink's suite of metro transport services includes private line, wavelength and Ethernet private line, to deliver end-to-end network services.

### Dark Fiber Services

CenturyLink provides dark fiber on our Metro network for customers who want to purchase or lease unlit services and maintain control of their own networks. Building a network requires significant time and financial resources. When GSA Customers purchase or lease CenturyLink metro Dark Fiber service, they gain the benefits of network ownership without having to construct and manage the physical network. CenturyLink helps them design, build, manage and grow an end-to-end dark fiber solution.

#### Service Details

- Raw, unlit fiber — Customers seeking to maintain control of their own optronics and network operations centers (NOCs) can access dark fiber on our Metro network.

## **CenturyLink Hosted VoIP Services (formerly called Network Voice Service NVS)**

The CenturyLink Hosted VoIP Services is a turnkey IP telephony service delivered remotely from a carrier-class VoIP platform to provide call control and other features to end-user IP devices. The service utilizes a carrier-class, network-based, fully redundant VoIP platform to provide scalable and secure call control and features for a variety of end-user IP devices. The service will help GSA realize the productivity and cost benefits associated with VoIP, without the capital outlay and dedicated technical staff required for on premise solutions.

### **Service Details**

- Delivers IP-based call control and feature functionality from the network, to provide internal and external communications services
- Meets customers' communication requirements with extensive features and capabilities
- Delivers industry-leading feature set, scalability, and flexibility, as well as comparable cost to existing voice services
- Supports the Federal Tele-working initiatives by providing fully integrated remote office and road-warrior applications, and simplified multimedia collaboration.

## **Voice Internet Protocol Service**

CenturyLink provides both local and long-distance voice solutions for enterprises needing Voice Internet Protocol (VIP). VIP meets the needs of agencies adopting IP

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Private Branch Exchanges (PBXs) by allowing interconnection with the GDIXC network via an IP interconnect using Session Initiation Protocol (SIP) signaling rather than TDM gateways.

**Service Details:**

- VIP service is delivered to agency locations by means of a dedicated CenturyLink MPLS IP connection.
- IP services are provided by a fully managed router that supports voice SLAs through the use of quality of service (QoS) protocols.
- Call control policies are managed by the end user via a user-friendly web portal.
- VIP includes unlimited, flat rate call plans to reduce agency costs for off net local calling.

## Cloud Services

CenturyLink's Cloud Service offering is based on industry leading CenturyLink Vyvx® Broadcast service platform, CenturyLink IP network and CenturyLink global Content Delivery Network (CDN).

CenturyLink's cloud-based CDN excels at delivering large volumes of customers' content to their respective global/non-local audiences. CDNs help deliver popular digital assets by copying once and serving to thousands of users at a time. Whether users' website data, videos, software, images or streaming media, CDNs globally 'amplify' customer's website, saving customers from building the infrastructure themselves.

**Service Details:**

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CenturyLink's CDN supports the following:

1. Website caching that speeds up or 'accelerates' a busy website
2. Downloads of files, games, software and the progressive downloads of videos
3. Streaming media, both video-on-demand (VoD) and live streams
4. Managed storage to save our customers from hosting their content
5. Intelligent Traffic Management so that customers can load balance their content across more than one CDN

CenturyLink's Vyvx service is an industry recognized video and audio transmission service which operates over an end-to-end fiber optic network designed for HDTV backhauls. It supports the transport of 1080i, 1080p, or 720p HDTV signals and utilizes a self-healing Multi-protocol Label Switching (MPLS) architecture.

CenturyLink Vyvx CDS service offers the following benefits:

- A suite of configurable rich media management tools that enable easy publishing of rich media to the Web, detailed usage reports, advertising insertion, digital rights management, account management, and eCommerce.
- A customer-centric focus and dedication to personal, professional service that is embodied in the company's technology and people.
- A well-earned reputation for quality service delivery to audiences of any size, across the CDS service option landscape supporting
  - On-Demand. Pre-recorded content, streamed and available online at any time
  - Live Events. A single live event with SD and HD streaming quality
  - Live Event Series. A series of live events with multiple days or sessions
  - Always Live. Continuous streaming of an ongoing broadcast

Vyvx delivers a unique real-time open framework that routes rich media content through the Vyvx CDS network and seamlessly across other top-tier worldwide CDS providers. Vyvx also brings an exemplary reputation for quality resulting in zero downtime, and a Web-based media management tool suite. The media management platform simplifies streaming tasks and minimizes complicated delivery issues.

The availability of global capabilities is a plus for many Government agencies with a global operation base.

We believe that our highly flexible, state-of-the-art CDS offers the scalability and cost-effectiveness that will be needed to fulfill Agency requirements over the coming years.

## Solutions that CenturyLink Cloud Service supports include -

- **Static Content Download Service** - provides the ability to download static content via FTP, Secure FTP, or HTTP protocols. Content is maintained on CDS servers throughout the world to enable rapid delivery 24x7.
- **Real-Time Streaming (Webcasting)** - provides hosting and delivery of content-rich streams real-time, using existing standards and emerging formats including Microsoft Windows Media (VC-1 and H.264 encoded), Microsoft Smooth Streaming, Apple QuickTime HTTP Streaming, Adobe Flash (VP-6 and H.264), and Adobe Dynamic Streaming. Real-time encoding and streaming of raw content, using Vyvx for the signal acquisition is also addressed. Additionally, CenturyLink has access to the single largest satellite downlink facility dedicated to streaming content. CenturyLink also has facilities available to receive raw video streams via fiber optic and IP networks.
- **On-Demand Streaming** - Provides hosting, storage, and delivery of streams on demand. CenturyLink Video On-Demand Streaming delivers the pre-recorded playback of content including digital music, music videos, movie and game



trailers, and television programs. Service assurance will include an end-to-end Service Level Agreement for on-demand streaming. Encoding of raw signal into on-demand format whether it comes from a satellite signal, a fiber optic or IP network, or from commercial tape formats is included. Supported on-demand content encoding formats include Microsoft Windows Media, Microsoft Smooth Streaming, Apple QuickTime HTTP and Adobe Flash.

- Site Monitoring/Server Performance Reporting - is handled by the CenturyLink Network Operations Centers (NOC). The NOC maintains continuous monitoring to manage performance, quality of service, availability, streaming latency, FTP load, CPU load, memory usage, SSL service load, and HTTP port service load. In addition, NOC systems monitor and maintain statistics for the HTTP connections queue. Usage statistics are available to agency customers via the CenturyLink Media Portal, via a secure, Web-based portal. This portal provides reporting on usage, accessibility, and monitoring consistent with commercial best practices.

The NOC staff is augmented by an automated system that monitors all of these measurements, and alerts NOC personnel in the event any metric reaches an unacceptable level.

A Cloud-based offering for CenturyLink is Unified Communications as a Service, or “UCaaS”. UCaaS is an affordable and operationally effective means for agencies to acquire the benefits of a completely dedicated UC system and its associated functionality without the operational, integration and support challenges often associated with a private implementation. It provides a pathway for Government agencies to implement next generation unified communications and collaboration services.

CenturyLink's Unified Communications as a Service (UCaaS) offering is supported by CenturyLink's Session Initiation Protocol (SIP) Trunking and its IP network, which provides the platform for IP VPN Services. CenturyLink's hosted UCaaS excels at delivering a comprehensive suite of managed 'per seat' services from a single unified platform. The CenturyLink UCaaS solution enables acceleration of an agency's business processes and decision making by enabling immediate access to people, data and applications any-time, anywhere, on any device. The CenturyLink UCaaS service is built upon redundant Federal Risk and Authorization Management Program (FedRAMP) Moderate Impact hosted platforms and is coupled with CenturyLink's global network transport and SIP services to provide a secure and comprehensive solution.

The CenturyLink UCaaS product offering is based on Cisco Unified Communications Platforms which delivers Hosted IP Telephony capability combined with Unified Communications and Collaboration Services (UCaaS) without the expensive costs, management, and maintenance responsibilities of an on-premises VoIP application. It has been designed to accelerate business processes, improve operational efficiencies, enable government agencies to only pay for feature sets and capabilities based on what they need and user profiles in a NRC/MRC per seat model. The CenturyLink UCaaS solution is more than a hosted PBX with handsets and soft clients for users. It is a fully integrated end-to-end service incorporating user devices/clients, LAN infrastructure (customer owned), CenturyLink access circuits, dedicated enterprise UC instances and CenturyLink IP Trunking (SIP) capabilities.

The CenturyLink's Unified Communication (UC) services are provided as a per seat, per month fee and receive standard solution design, optional professional services based on agency requirements and 24/7 support. In this subscription based model an agency can select a mix of bundles based on feature capability along with desk IP Phone (SIP) based on user profiles. The CenturyLink UCaaS solution offers an alternative to conventional hosted Centrex based IP telephony while providing a UC

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suite of services leveraging sustainable operational efficiencies and advantages offered by a secure hosted computing environment.

The CenturyLink UCaaS offering provides the following benefits:

- A migration path allowing agencies to move from current TDM-based and/or Centrex based environments to an IP/UC-based environment by providing a lower Total Cost of Ownership (TCO) and a higher Return on Investment (ROI).
- Voice and data services available over an IP VPN network connection located at the agency premises, resulting in cost savings by eliminating the need for PRIs from LEC/long distance providers and a separate IP connection for data and Internet traffic.
- By transitioning to a simpler pricing model driven by end-user needs and features, an agency transforms to a predictive operational expense model rather than capital investment model.
- Enables an agency to rapidly ramp up capacity or ramp down as necessary. Services can be procured when they are needed on a pay-as-you-use basis.
- Provide agencies remote and regional branch remote workers with a consistent and powerful set of collaboration tools that fosters teamwork and productivity. The UC services are fast and easy to expand and provide consistent levels of service across the board.
- A unified communications experience provided across locations from the perspectives of billing, feature sets and administration
- Cost savings realized by moving calls between locations, and from off-net to on-net.
- Complete end-to-end managed solution, from design, engineering, optional services right through to maintenance and support.

## **Video Teleconferencing Service (VTS)**

CenturyLink's Video Teleconferencing Service allows you to connect face-to-face with stakeholders around the world – without the challenges and costs of traveling.

Get the immediacy and impact only streaming and video conferencing can provide. We leverage our own IP VPN-enabled, global network to seamlessly deliver video and other applications through a single VPN port and local loop. Utilize our intelligent network to enable the highest quality video and audio for yourself and your participants.

### **Service Details:**

- Interoperable with traditional video conferencing systems
- Low-jitter MPLS WAN
- CenturyLink's Smart WAN
- For larger events: A single URL provides access to the event
- Simple onboarding: No downloads or plug-ins are required
- Global fiber optic network to ensure maximum reliability and availability
- Features MPLS connection with quality of service (QoS)

## **Why Choose CenturyLink Video Teleconferencing Service?**

- **We Own Our Network:** The collaboration network is the same telecommunications network used by our data and voice customers. This allows us to streamline your video delivery and control your conference quality
- **CenturyLink® Smart WAN Service:** We match our MCU bridges around the world to the needs of your conference, which provides you with the best quality possible.

- 
- Video endpoint management: We help insure your on-premise equipment is functioning effectively and efficiently.
  - Experienced Experts: The long tenure of our Collaboration Services team members allows you to benefit from our industry expertise and premium customer service.
  - Superior Call Quality: Ditech Echo Cancellers architecture, installed as a network augment, supports enhanced and superior international call quality.
  - Industry-Leading Disaster Avoidance Strategy: We support you with load balancing, dual provisioning, failover, and alternate routing to other bridges.

### **Audio Teleconferencing Service (ATS)**

CenturyLink's Audio Teleconferencing Service provides the foundation for on-demand communications and virtual teaming. Personnel can instantaneously enhance productivity and resources. Now you can meet anyone, anywhere, anytime.

#### **Service Details:**

- Single dial-in and flexible access codes support instant, reservationless conferencing and a consistent user experience.
- Participants anywhere in the world can dial into a conference using a toll or toll-free/free phone number.
- Intelligent, dynamic routing architecture enables rerouting based on a pre-defined feature set, giving customers the option of moving from a disaster recovery conferencing strategy to a disaster avoidance conferencing architecture.

## **Technical Support Services**

The CenturyLink team proposes a wide variety of professional services in support of network services available to WITS 3 customers. These services include:

- **Project management** – To ensure efficient, cost effective, and on-time delivery
- **Network design** – Professional Engineering Services that ensure accurate service implementation
- **Inside wiring** – Professional Wiring Plant implementation and delivery
- **CPE installation** – Professional Installation Services to ensure that the equipment and services are delivered seamlessly
- **Managed CPE Service** - Ensures Access, Security, Interoperability Maintainability, and Compatibility
- **Dark Fiber Solution Services** – Professional Services to support DFS Planning, Site Surveys, Design, Installation, configuration and Light-up
- **Training Solution Services** – Professional Training Services to support all levels of personnel, from executives to end users.

## Labor Categories and Duties

Some of the labor categories are listed below. Additional labor descriptions are available by contacting your CenturyLink account team.

### LAN/WAN Integrator

Duties: Responsible for overall integration of service delivery arrangements involving LANs and WANs including: the planning, design, installation, maintenance, management and coordination of agency LAN/WAN interfaces with the network (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to customer LANs/WANs. Maintains technical currency and studies vendor products to determine those which best meet agency needs. Presents information to management which may result in purchase and installation of hardware, software, and telecommunication equipment. Contributes technically to complex problems in the area of local and wide area networking, communications, and related hardware/software (e.g., bridges, gateways, routers, multiplexers, hubs). Recommends network security procedures and policies. Works with many network topologies and protocols (e.g., IP, MPLS, Frame Relay) as well as with multiple operating system environments (e.g., Desktop, Server, NOS).

## **Senior Database Analyst/Programmer**

Duties: Under general direction, designs, implements, and maintains complex databases, access methods, device allocations, validation checks, organization, protection and security, documentation, guidelines, and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Works at the highest level of all phases of database management.

## **Database Analyst/Programmer**

Duties: Under general supervision, design, implement, and maintain moderately complex databases, access methods, device allocations, validation checks, organization, protection and security, documentation, guidelines, and statistical methods. Includes maintenance of database dictionaries and integration of systems through database design. Work will be performed in most phases of database management.

## **Senior Applications Systems Analyst**

Duties: Formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems involving computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revise existing system logic difficulties and documentation as necessary. Has full technical knowledge of all phases of applications systems analysis. Also has duties instructing, directing, and checking the work of other systems analysis personnel. Responsible for quality assurance review. Functions as project leader. Communicates with technical and managerial personnel to determine applicable programs, agency plans, and other factors affecting systems design requirements.

## **Applications Systems Analyst**

Duties: Under general direction, formulates and defines system scope and objectives. Devises or modify procedures to solve complex problems involving computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Analyze and revise existing system logic problems as required and document as necessary. Works at the highest technical level of all phases of applications systems analysis activities. Works with various telecommunications technologies and computer-based modeling tools.

## **Systems Engineer**

Duties: Performs engineering functions which include studies, analyses, and implementation. Identify, evaluate, and implement information technology to integrate organizations systems and interface with customers and suppliers; enable users to access and manipulate information across a wide variety of technology platforms and organizational boundaries. Evaluates functions from an enterprise and strategic perspective. Designs, implements, and operates network management systems that support telecommunications operations. Works at the corporate level in the development of strategic and enterprise plans.

### **Voice Communications Specialist – Planning and Implementation**

Duties: Ensures that adequate and appropriate planning is provided for hardware and communications facilities. Develops and implement methodologies for analysis, installation and support of voice communications systems. Provides coordination in the analysis, acquisition, and installation of hardware and software. Interfaces with internal/external customers and vendors to determine system needs. Manages the training and activities of a staff responsible for system and network planning and analysis activities. Performs tasks involving billing/chargeback as required.

### **Data Communications Specialist – Planning and Implementation**

Duties: Ensures that adequate and appropriate planning is provided for hardware and communications facilities to develop and implement methodologies for analysis, installation and support of distributed processing systems. Provides coordination in the analysis, acquisition, and installation of hardware, software, and facilities. Manages the training and efforts of a staff engaged in system and network planning, analysis, and monitoring activities.

### **Organizational Development Manager**

Duties: Responsible for assisting agencies in organizing and managing their telecommunications and other related services in a multi-vendor environment. Duties include directing tasks related to organization analysis, performance criteria and measurements, task analysis, and development and presentation of training curricula for large organizations.

### **Communications Analyst**

Duties: Under general direction, assists in the planning, design, and implementation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs, conduct feasibility studies for large projects, develop requests for proposals, evaluate vendor products, and make recommendations on selection. Analyzes traffic flow, client requirements, operating procedures, and traffic study techniques.



Performs technical and economic studies of existing telephone systems. Communicates with technical and managerial personnel to determine applicable programs, agency plans, and other factors affecting telecommunications systems design requirements.

## **Senior Communications Analyst**

Duties: This position is similar to a senior telecommunications technician in that the Senior Communications Analyst must be familiar with all aspects of voice and data telecommunications services. This individual will interact with end users and determine the most appropriate way to resolve their telecommunications issues. Specific functions, include processing service requests and inquiries; negotiating service orders, assigning and tracking telephone numbers; verification of programming and cable facilities, building voice mail boxes/application; tracking and preparing billing media, and dispatching technicians. The Senior Communications Analyst will also perform test, analysis, and record-correction functions; prepare cut sheets and floor plans; and provide end user training.

## **Cable Installer**

Duties: Performs installation of telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to the desktop. Locates and diagnoses signal transmission defects using various test equipment and visual inspection. Uses tools and related test equipment, ground power equipment, and pressure equipment. Prepares necessary written reports. Communicates effectively with technical and management personnel, as required.

## **Cable Splicer**

Duties: Performs splicing, inspecting, maintaining, overhauling, repairing, and installing splice cases for telephone, coaxial, fiber optic, and outside plant cable. Locates and diagnoses signal transmission defects using various test equipment and visual inspection. Uses cable splicing and lineman's tools and related test equipment, ground power equipment, and pressure equipment. Communicates effectively with technical and management personnel, as required.

## **Training Specialist**

Duties: Using course material, provides training to customers as specified in the task order. Develops and provide end-user training on voice/data telecommunications services and/or hardware and system operation. Prepares student materials, including handouts, completion certificates, and course critique forms. Conducts formal classroom courses, workshops, and seminars, as needed.

## **Technical Draftsman**

Duties: Provides drafting support, both manual and computer aided, for other skill categories in documenting current or existing systems, proposed systems, technical job drawings, etc., as required, with an emphasis on telecommunications documentation and outside plant facilities wiring. Communicates effectively in writing and orally with all levels of technical and management personnel.

### **Technical Writer/Editor**

Duties: Prepares and edits telecommunications documentation incorporating information provided by the client, specialists, analysts, engineers, and operations personnel. Documentation emphasizes telecommunications and data systems and associated terminology. Duties include the writing, editing, and graphic presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation according to defined standards. Communicates effectively in writing and orally with all levels of technical and management personnel, as required.

### **Data Entry Operator**

Duties: Applies experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, and coding items to be entered into a machine-readable format from a variety of source documents.

### **Telecommunications Technician**

Duties: Monitors vendors' installation of equipment, and performing system testing and evaluation activities. Inspects and review hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services for the client. Performs adjunct installation, deinstallation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, and associated hardware and software. Tests quality assurance of voice and data switching equipment. Installs and/or maintain LAN/WAN equipment or networks of LANs/WANs. Communicates effectively in writing and verbally with all levels of technical and management personnel, as required. Performs network testing, analysis, and optimization. Applies transmission engineering principles to existing networks to ensure receipt of quality voice and data telecommunications services.

### **Senior Telecommunications Technician**

Duties: Provides in-depth analysis of trouble conditions and facilitate repair efforts. Works independently or coordinate a team of technicians as necessary Monitors vendors' installation of equipment, and perform/coordinate system testing and evaluation activities. Inspects and reviews hardware installation, wiring, power,

grounding, system database validation, and other activities to ensure quality installation of services for the client. May perform adjunct installation, deinstallation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, and associated hardware and software. May be assigned to tasks requiring quality assurance testing of voice and data switching equipment. May install and/or maintain LAN/WAN equipment or networks of LANs/WANs. Is expected to communicate effectively in writing and verbally with all levels of technical, engineering, and management personnel, as required. Coordinates the repair of large or complex troubles. Performs in the area of network testing, analysis, and optimization. Able to apply transmission-engineering principles to existing networks to ensure receipt of quality voice and data telecommunications services.

### **Program Manager**

Duties: Responsible for all phases of contract management, work flow, and resource management; and for the quality of the program and deliverables, timeliness, minimization of problems, risk assessment and program performance.

### **Project Manager**

Duties: Overall responsibility for company performance on specific programs or projects. Functions as the leader, manager, and coordinator of all contributing disciplines and resources in the completion of projects or management of the program. Engage in: assigning tasks; establishing and maintaining task schedules; maintaining liaison between appropriate engineering personnel and the customer to ensure effective coordination of all projects or program efforts; preparing and adhering to project cost and staffing plans; preparing plans, proposals, and briefings. Also provide management of contract negotiations and company representation with customers and subcontractors as required.

### **Senior Developer**

Duties: Responsible for the design and engineering of the Web site and be the customer interface for all technical Web development issues.

### **Senior Programmer**

Duties: Perform all advanced programming associated with the development or modification of a Web page and will also be responsible for database development and management (SQL and MS Access) as it applies to the Internet.

### **Applications Project Manager**

Duties: Coordinate all tasks associated with the Web-authoring project and will ensure that all tasks are completed on time and meet the customer requirements.

## **Mid-Level Developer**

Duties: Customize ASP pages and java scripts, basic level proficiency in graphic design and possess good supervisory and training skills in working with junior developers.

## **Junior Developer**

Duties: The Junior Developer is an entry-level developer who has good overall computer literacy. Junior Developers work under the supervision of the Mid- Level Developer to ensure the quality of their work.

## **Asbestos Hazardous Materials Systems Technician**

Duties: Works on Customer Premises on the customer's side of the Rate Demarcation Point. Performs work in connection with placement, rearrangement, and removal of wire and cable, and associated equipment in or on customers' buildings. In connection with these duties:

- Connects wire and cable to terminals and attaches various kinds of hardware to wires, cables or buildings.
- Performs verification tests for basic line status.
- Erects and removes framework.
- Transports, uncrates and inventories equipment.
- Provides assistance to other personnel as they perform their required tasks.
- State certified.
- Trained and equipped to perform all installation and maintenance in connection with potentially Hazardous Environments, such as working in ceilings with asbestos wrapped pipes or Lead painted walls.
- Equipped with the consumables needed to work in this environment, but are not equipped with vehicles.
- Installs, erects and removes framework, conduit, tubing, core drills and makes penetrations within an environment where he may disturb asbestos containing materials (ACM).
- Performs work including installation, rearrangement, and maintenance for products and services such as copper, fiber optics, broadband video services and CAT 5.

## **Documentation Specialist**

Duties: Responsible for the creation and maintenance updating of required technical documentation (both hardware and software) and technical training materials. Works with project and staff managers and engineers on content and format of documentation. Works with little guidance. Provides documentation project planning and direction. Reports to Project Manager.

## **Senior Network Systems Engineer**

Duties: Participates in engineering projects and network implementations involving the extension and application of highly advanced engineering and networking principles and concepts. Capable of networking design implementation. Performs work that may include a variety of complex features and requires multi- or interdisciplinary approaches. Conducts advanced and state-of-the-art assignments under general supervision. Provides technical information for, and final technical editing of, all documents and proposals. Provides diagnosis of, and resolution for, complex networking and engineering problems.

## **Senior Applications Systems Engineer**

Duties: Communicates during installation with TIER III and IV engineers and product designers as well as with customers to coordinate administration and troubleshooting of systems being installed. Responsible for test of all installed equipment and is capable of operating and understanding test devices such as frequency and data signal generators, oscilloscopes, transmission measuring equipment, volt-ohm meters. Responsible for documenting installation work activities and coordinating those activities with customers. • Installs system hardware, maintenance and administration terminals, modems and any associated PC ancillary equipment. • Connects all equipment requiring power-to-power source provided. • Runs cables to main distributing frame or cross-connect field. Connect modems for remote access by offsite engineers. • Assembles and installs specially designed furniture as required to support the application, including but not limited to other adjunct devices such as remote recorders telephone jacks, hand/headsets, clocks, special button strips, radio circuit interface equipment, etc. • Performs system translations and administrative tasks, coordinating with customers or responsible project managers. • Tests and troubleshoots using remote engineering support, product developers and designers prior to cutover to ensure equipment and design integrity. • Provides support during cutover.

## **Engineering Assistant**

Duties: Uses standard design techniques (including computerized tools), planning documents and other records to perform work (other than that of a clerical nature) required to:

- Analyze service and trunk orders.
- Design and layout trunk and special service circuits (including the calculation of transmission levels and the specification of equipment settings).
- Prepares or directs the preparation of Circuit Orders and Circuit Layout Records for field forces. Provides technical consultation with field forces in connection with trunk and special circuit design matters. May use computer

terminal to obtain records information. Uses standard design techniques (including computerized tools), planning documents and other records and self-prepared field notes to perform work (other than that of a clerical nature) required to design and prepare complete outside plant engineering work plans and to prepare data (including detail and facing sheets and memoranda) for approval by management in connection with cost estimates for specific estimates and work orders.

- Negotiates and coordinates on outside plant engineering matters, including rights of way, with field forces, private owners, customers and third party representatives in the building industry, other utilities and government agencies. May use computer terminal to obtain records information.

### **Call Center Project Management**

Duties: Provides project management services to oversee the entire call center implementation.

- Oversees all project tasks
- Provides and maintain a master plan
- Coordinates efforts with customer and vendor project managers and Personnel.

### **Call Center Field Engineer**

Duties: Installs call center applications, including on-site pre-installation planning; remote pre-installation support (telecommunications service coordination, etc.) onsite support for installation, and on-site support for system cutover, as follows:

- Cut over remote agents and supervisors
- Create or configure new agents, nodes, applications, views and skill groups
- Build or load normal, holiday, or emergency routing
- Add or move agents or major components such as a server, supervisor station, or contact server
- Perform upgrades, moves, changes, and adds
- Create customized reports
- Provide recommendations on back-up procedures.

### **Call Center Application Design Engineer**

Duties: Designs, integrates, and supports comprehensive communications solutions featuring voice, data, and mixed-media applications. Documents the requirements and the functional design specification. Defines acceptance criteria for implementation. Develops, tests and installs the solution.

### **Wire Technician**

Duties: Performs installation of various telephone, coaxial, and fiber optic cables, which may include vertical and horizontal cables. Performs installation,

deinstallation, and relocation activities including but not limited to site preparation and installation and/or remove of cable and wire systems. Performs installation of voice and LAN cabling to meet specific requirements of the manufacturer and BICSI with regard to the requirements of category 5 and 6 voice and LAN cable. Uses complex test equipment to perform quality assurance of voice and LAN wire to meet BICSI specifications. Keeps and provides detailed records and drawings of cable and wiring plants. Communicates effectively in writing and verbally with all levels of technical and management personnel, as required.

### **Repair Service Clerk**

Duties: Under general direction, receives service problems from customers and/or computer systems and then refers them to the appropriate work groups. Analyzes telecommunications troubles, test line conditions and advises customers of status of the trouble report. Maintains thorough computer systems line records. Interacts with other service centers to resolve troubles. Operates computer terminals and other office machines such duplicating equipment.

### **Voice Mail Administrator**

Duties: Under general direction, receives and processes requests for Octel Voice Mail services. Performs analysis on troubles to accomplish resolution. Maintains database and hardware on the Octel 350 platform systems. Demonstrates good oral communications with the customer and other work groups involved in providing telecommunications services. Maintains thorough computer systems line records. Interacts with other service centers to resolve troubles. Operates computer terminals and other office machines such as duplicating equipment.

### **Voice Mail Clerk**

Duties: Under general direction, receives and processes requests for Octel Voice Mail services. Performs analysis on troubles to accomplish resolution. Demonstrates good oral communications with the customer and other work groups involved in providing telecommunications services. Maintains thorough computer systems line records. Interacts with other service centers to resolve troubles. Operates computer terminals and other office machines such duplicating equipment.

### **Special Clerk**

Duties: Under general direction prepares reports with emphasis on accuracy; analyze and summarize data. Has the experience to operate various office machines such as computer terminals and reproducing machines. Is proficient in the use of Microsoft Word, Microsoft Excel, Microsoft Power Point and other related office suite products. Can communicate with customers and outside business firms to accomplish job tasks.

## **Repair Center Team Leader**

Duties: This is a management supervisory position. The Team Leader is responsible for the “single point of contact” center that receives trouble reports from customers, receives and dispatched orders from the customer and functions as central point for customer issues. The team leader is responsible for the repair clerks, maintenance administrators, voice mail clerks and the voice mail administrator. The team leader may also function as the project manager for customer projects.

## **Storekeeper**

Duties: Under general direction, orders, receives, and takes inventory of supplies, cable, materials, and tools. Selects, addresses (labels), and stages supplies for distribution. Performs general office functions, including verifying shipments for accuracy, documenting discrepancies, and issuing claims. Communicates clearly and effectively with suppliers and customers.

## **Maintenance Administrator**

Duties: Receives trouble reports via computer terminals or directly from customers. Screens and tests customer reported problems to facilitate repair efforts. Contacts customers to negotiate dates and times; accesses arrangements as necessary to facilitate trouble resolution. Maintains customer records, prepares technician dispatch activity logs, functions as the customer’s representative to other work groups. Monitors repair and installation workloads to meet commitment times.

## **Training**

CenturyLink will provide different types of training depending on the customer’s needs:

- Instructor-Led training at Agency Facility – This training would be conducted at the agency site. The cost of this training will be according the appropriate student fee CLINS. The pricing for these CLINs can be found using the [WITS 3 Unit Pricer](#) and entering the following appropriate CLINs for the pricing:

**OTH – 0001** COTR and COR Training – Govt. Location

**OTH – 0002** DAR Training – Govt. Location



**OTH – 0005** End-User Training – Govt. Location

**OTH – 0006** Government Train-Trainer – Govt. Location

**OTH – 0007** Government Executive Training – Govt. Location

- Instructor-Led training at CenturyLink Facility – This training would be conducted at the CenturyLink sites in either Herndon or Arlington, VA. The schedule for any upcoming training will be posted on the Portal and students can register for it. There would be no student fee CLINs to attend this training.
- Self Paced Web-Based Training - This training is customized to meet the challenges of delivering high-quality, targeted training to the large number of geographically dispersed and functionally diverse WITS3 system users. Students would complete all modules and simulations at their own pace. There would be no student fee CLINs to attend this training.
- Combination Web-Based/Virtual Instructor Led Training – This training is similar to the self-paced, but students would complete the self-paced modules as a prerequisite and then the instructor would schedule a Webinar (**Web-based seminar**) to demonstrate the use of the Portal. There would be no student fee CLINs to attend this training.
- **Training Administration** – A key component of the training administration system is the web interface and a series of servers that handle important components of the training process that make the system available through the WITS 3 Portal. The Learning Management System (Training Portal) is launched by selecting the link on the GSA Customer Training Portal and is the main interface between WITS 3 learning and training opportunities. The WITS 3 Training Portal will be the Knowledge Center for the different users within the WITS 3 program. All courses/modules/topics or additional user

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guides/knowledge docs will reside on the CenturyLink Training Portal for WITS 3 users. These courses and topics are modular based. User logins will determine which modules/guides/docs would be available for users to access. Because of this modular format, users can select which courses/modules they need to complete, and also which modules an instructor would need to extract for the classroom training. Self-paced/web-based modules have no class size limitations.

- **Registration** – A training request form is required for all training courses, including both instructor-led, web-based, and virtual instructor-led courses. CenturyLink will validate with your Agency that you are authorized to take the training course.

Complete the registration form that will be contained on the CenturyLink WITS 3 Website to request access to the CenturyLink® GSA Customer Training Portal. This page will also contain links to instructions for how to access and complete the registration process. After CenturyLink has verified, through your agency, that you are a valid Government Agency employee or contractor, CenturyLink will contact you via email with a username and password for access to the online training or to register for scheduled ILT classes. **Please Note:** If you have already submitted your DAR appointment letter to CenturyLink, then you will not need to register for access to the training portal. Once the DAR Appointment letter has been processed, an email will be sent to you with your username and password for access to the training portal.

If you are requesting classroom training that is not currently scheduled, a representative from CenturyLink's training group will contact you within 3 business days to answer questions and arrange logistics: date, time, location, travel arrangements, and any instructions regarding the class.

Class sizes are limited and requests for enrollment are accepted on a first-come, first-served basis. Training request orders will be acknowledged within 24 hours of receipt.

Instructor-led classes with insufficient enrollment (fewer than 10 students) will be canceled and rescheduled. If enrollment is closed, the registrar will attempt to contact the applicant and place him or her in the next available class.

- **Courses Offered –**
  - Government Executive Training
    - Module 1: General Introduction to the CenturyLink Services
    - Module 2: Operational Support Systems
    - Module 3: Processes and Procedures
    - Module 4: CenturyLink Ordering Process
  - DAR Training
    - Module 1: General Introduction to the CenturyLink Network
    - Module 2: General Introduction to the CenturyLink WITS 3 Services
    - Module 3: CenturyLink Transport Services
    - Module 4: CenturyLink IP Services
    - Module 5: CenturyLink Ordering and Provisioning Process
- **Training Support –** Contact information for the CenturyLink WITS 3 Training Group is contained in the Table below. Additional support and information is provided by sending an email to [FederalTrainingSupport@Level3.com](mailto:FederalTrainingSupport@Level3.com) or calling 1 866 9FEDNET (1 866 933-3638) option 5.

<b>Level One</b>	<b>Level Two</b>
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**Joe Brown**

Federal Training Manager/PM

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[Joe3.Brown@CenturyLink.com](mailto:Joe3.Brown@CenturyLink.com)**Matthew Scelza**

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## Establishing a WITS 3 Account

CenturyLink is committed to providing you with the most efficiently delivered service. To ensure this, CenturyLink has implemented a [WITS 3 Portal](#), only authorized users are allowed to use this portal. Additionally, CenturyLink has implemented Two-Factor or Multi-Factor Authentication (2FA/MFA) for access to the WITS 3 portal in order to ensure the confidentiality of customer information and maintain compliance with Federal security standards. 2FA/MFA will be accomplished with the use of Gemalto Hard Tokens. Details of how to become an authorized user is as follows:

**WITS 3 Application** The WITS 3 contract is for the use of all Federal agencies, authorized Federal contractors, agency-sponsored universities and laboratories and, as authorized by law or regulation, state, local, and tribal Governments, and other organizations. The Government has the right to add authorized users at any time during the term of this contract. Agencies that choose to become WITS 3 customers will be required to complete a WITS 3 Application Form. The form and instructions for completing the form are provided at this link [WITS 3 Customer Application](#) Upon acceptance of the application, a CenturyLink representative will contact the agency with a Billing Account Number (BAN) and Location Group (LG).

**Authorized Users** After an agency has been accepted to order services on the contract, a DARA and DAR must be appointed. The DARA and DAR are responsible for all service orders and are the only individuals authorized to sign and approve service orders. DARAs are nominated by their agency and must be appointed by the agency's WITS 3 Contracting Officer. The DARA maintains a list of DARs authorized to place orders on the WITS 3 contract, the agency Billing Account Code/s (BAC) against which they can order, types of service(s), their dollar limit and any other limits placed on their ordering authority. The DARA is responsible for issuing a letter



of appointment to assign each agency DAR. Instructions for the Appointment Letters and Examples can be found at the following location, [WITS 3 DAR Guidelines](#).

Once an agency user has been appointed, the user will then be created in the CenturyLink WITS 3 portal. The user will be sent an email confirming their account has been created. The next step is for the user to request a Gemalto HardwareToken (e.g. small key fob). CenturyLink will provide guidance on this process once the user account has been created in the portal. Additionally, agency users can submit a request to the following address to request a token or ask for assistance in activating or using it.

[FedPortalSupport@centurylink.com](mailto:FedPortalSupport@centurylink.com)

Once a user has received and activated their Token, entering their Username, Password, and activated Token passcode into the appropriate fields of the WITS 3 portal login page will grant them access to the portal.

## Service Ordering

Once an agency user has been appointed, the user will then be created in the CenturyLink WITS 3 portal. Once they login they see a customized homepage describing products of interest and areas of concern. Government agencies and users can access various kinds of information and tools from the portal. Some of these are interactive, others may provide static information. Static information typically includes product information, pricing, service guidelines and contact information.

The secure WITS 3 portal gives the WITS 3 Program users the ability to accomplish the following service order functions:

- Obtain service price quotes
- Initiate service orders



- Track service orders
- Change service orders
- Accept service orders
- Disconnect service orders

The WITS 3 portal can process all order types. Orders can be accessed using Authorization of Orders and agency hierarchies.

**Obtaining Price Quotes.** The WITS 3 portal provides a Web-based user interface for ordering, configuring, tracking, and pricing. This system features a configuration services component which validates configurations and pricing for given services to ensure that service elements combinations are valid, considering rules and constraints that are imposed by either technical or business requirements.

The Ordering system associates services ordered through the portal with CLINs. Pricing is based off the current contract price for each CLIN. Because a service can involve multiple CLINs, the Service Order price will be the sum of the CLIN prices associated with that service

**Initiating Service Orders.** The ordering module controls the configuration of the services and only presents valid service attributes and CLINs to the user, to ensure order consistency and valid pricing. Service order input will vary based upon service and be presented in an easy to fill out order template to include both government defined fields such as Agency Bureau code and Billing Account Code as well as the CenturyLink required information such as contact information, location, features, Service Delivery Point, etc.



The WITS 3 ordering system enables multiple profiles to be associated with a specific agency's service order, if needed. As a result, the user can generate reports based on specific ordering profiles. The WITS 3 portal enables a user to search and view orders for a single location using a customer order number. The order system supports bundled multiple line items (service order number) and subset components (service ID) into a unique order number for a specific user, Government agency, or department.

**Tracking Service Orders.** The WITS 3 portal interfaces and coordinates with order management, labor management, and contact management service components to meet all of the GSA's order tracking requirements for the WITS 3 Program. The unification of these services provides a single, efficient user interface for managing post-submittal workflows, fulfilling orders, and creating and scheduling tasks, as well as recording profiles. Additional functionality includes the system's ability to send notifications, as needed, to the site POC identified on the order, addressing equipment arrival through task management.

The Service Ordering module of the WITS 3 Portal allows for multiple notifications and reports to automatically be generated and posted to allow ease of order tracking for the DARs. These notifications and reports include the Order Receipt Acknowledgement (ORA), Service Order Confirmation Notice (SOC), Order Rejection Notice (ORN), Firm Order Commitment Notice (FOC), Service Order Completion Notifications (SOCN), and Service Order Status Summary Reports.

**CHANGING SERVICE ORDERS.** Any order may be updated by the authorized user up until the FOC date. Additionally a new service order to move, change or rearrange an existing service can be issued from the portal site.

**ACCEPTING ORDERS.** CenturyLink will perform and complete acceptance testing and upon completion will initiate the SOCN to the Government. Issuance of the





SOCN indicates that the service is ready for billing on the effective data of the SOCN.

## Order Submittal

CenturyLink's goal is to meet your due dates and ensure your services are turned up on time. This success is matched by your accurate and timely inputs to help meet these dates.

Your assigned Project Manager (PM) will work with you to assure the completeness of information on your portal order and ensure we have everything we need to satisfactorily complete your order. Should you choose to issue an order manually; the PM will assure the order is input into our order delivery systems based on your requirements and your Delivery or Purchase order documents to authorize us to proceed with installing your service. A signed DO or PO is required prior to order issuance if you choose not to enter the order on line.

## Order Acknowledgement

Once the required information is input to the WITS 3 Portal, you will receive an order receipt acknowledgement (ORA) usually within 24 hours or by close of the following business day. Your order is then reviewed for accuracy. After the order has been validated, usually within 5 days, this will start the service implementation phase of your order.

## Standard Implementation Intervals

CenturyLink strives to deliver your services in a timely manner that accommodates your business operations. To that end, CenturyLink has established industry competitive Standard Implementation Intervals. This policy is an important part of your service implementation process, giving you more calculated service delivery due dates to make better informed business decisions. Please note that expedite



charges may apply for requested dates that are shorter than the intervals published in this document.

## Policies

Please note the following policies with regard to all CenturyLink Standard Intervals:

- Your Standard Intervals are subject to capacity availability.
- Port Interface Speed availability varies by IP and data service (e.g. 10 GigE service is only applicable to the CenturyLink High Speed IP service).
- While CenturyLink has established Standard Intervals for your local access service, we do not provide Standard Intervals for your service involving third-party interexchange carrier (IXC) or third-party international services, which have their own intervals.
- Some services offered through recently acquired CenturyLink companies may be subject to off-net intervals for a period of time during integration activity.

## Expedites

- An Expedite does not guarantee delivery on or before your requested date. CenturyLink will prioritize and use reasonable efforts to meet your requested date. Acceptance and rejection of expedite requests will be based on the frequency of expedite requests, the target timeframe and the realistic ability to meet the requested timeframe.
- If your requested date is less than the Standard Interval and equal to or greater than the minimum Standard Interval, CenturyLink may require expedite charges.

- Expedites may not be waived or discounted if CenturyLink does not meet your requested expedite date if it is less than the Standard Interval and equal to or greater than the minimum Standard Interval.
- Supplemental orders or “Supps” are not permitted if your requested date is less than the minimum Standard Interval.

## Standard Implementation Interval Start Points

Your Standard Interval will not begin until your Project Manager (PM) receives a complete, error-free order. When all orders are in the systems and placed to 3<sup>rd</sup> party vendors, as appropriate, the PM will notify you of your Committed Completion Date (CCD) through the FOCN notification from the WITS3 Portal.

## Tables of Standard Intervals

**Table B-1** provides standard ordering intervals for voice services.

Voice Service	Routine (Cal. Days)	Class B Expedited (Cal. Days)	TSP (Cal. Days)
WITS Analog Lines	45	30	FOC <sup>1</sup>
WITS Digital Lines	85	43	FOC <sup>1</sup>
WITS Analog Trunk	FOC + 4	FOC	FOC <sup>1</sup>
WITS DS1 Trunks	FOC <sup>1</sup>	FOC <sup>1</sup>	FOC <sup>1</sup>
WITS PRI Trunks	FOC <sup>1</sup>	FOC <sup>1</sup>	FOC <sup>1</sup>

<sup>1</sup> Orders for all services will be executed under best efforts, according to the code priority, to minimize the provisioning intervals

Table B-1: Standard Voice Service Ordering Intervals

**Table B-2** defines standard and minimum service implementation intervals for Dedicated Transmission Service (DTS). Note: All intervals are subject to available capacity.

DTS Service	Routine (Cal. Days)	Class B Expedited (Cal. Days)	TSP (Cal. Days)
<= DS-1	45	30	FOC <sup>1</sup>
>= DS-1	85	43	FOC <sup>1</sup>

<= DS-3			
> DS-3	FOC + 4	FOC	FOC <sup>1</sup>
<sup>1</sup> TSP Orders for all services will be executed under best efforts to minimize the provisioning interval			

**Table B-2: CenturyLink’s Service Order Intervals**

Ordering and provisioning DFS requires extensive pre-order planning, engineering, and mapping. Service provisioning may also require customer construction, cable pulls, and other activities. Because of the unique nature of DFS, CenturyLink will negotiate service intervals with the Government on an individual case basis.

**Service Activation**

In order to activate your service and ensure we deliver a quality product, CenturyLink performs an extensive array of tests. You play an integral role in accepting your order once CenturyLink has validated testing.

**Testing**

Testing is the final service validation stage before CenturyLink turns service over to you. Regardless of your service, CenturyLink will complete a comprehensive battery of tests to ensure that your service meets our defined specifications. These tests are performed on an “end-to-end” basis and include all components of your service within our network. Standard tests are included with the purchase of your ordered service. Additional optional extended tests are available upon request at an extra cost. CenturyLink can provide you with test results upon request.

**Testing Acceptance**

Once CenturyLink completes end-to-end testing, you will be contacted to accept your service. Testing is performed in-line with your Customer Commit Date (CCD) or as soon as your service is ready for activation. You may be able to accept your service before the CCD. Once you accept your service, billing on your account commences.



## Customer Not Ready

If you are not available or ready to test your service when CenturyLink contacts you, CenturyLink will consider your activated service under a status of Customer Not Ready (CNR) and billing will commence. Usage will be disabled for voice services that use Dedicated Access Lines (DALs), which includes Voice Termination with Time Division Multiplexing (TDM) and Toll Free with TDM. All CNR issues are handled by your Technical Customer Account Manager (TCAM).

## Activation (Customer Handover)

Once your CenturyLink installation criteria have been satisfied for your service, including testing, you will receive a Service Order Connection Notification (SOCN). This notice will include:

- Installation Date/Bill Start Date
- CLINs
- Product Instance ID
- Product Description
- A-Location/Z-Location, if applicable
- Bandwidth, if applicable
- CenturyLink service Identification Number
- Framing/Line Coding (if applicable)
- Customer Order Number

## Billing

Each agency must complete the WITS 3 Application Form to register as a WITS 3 billing customer. Agencies will receive bills no later than the 15th day of the month following the month in which their service is provided. CenturyLink bills WITS 3 customers in arrears on a monthly basis. There are two methods of billing, Direct and Centralized. Agencies will decide whether they want direct or centralized



billing. If there are any changes to their billing preference, the GSA will notify CenturyLink.

CenturyLink invoices for direct billed customers are available on the WITS 3 portal. This enables WITS 3 Program users to download bills and to access, review, and track bills. Each direct billed customer will verify the invoice and provide payment to CenturyLink directly. Should an agency find any invoice discrepancy, they should notify the CenturyLink WITS 3 Billing Manager directly:

Diane Heatley  
4250 N Fairfax Dr  
Arlington, VA 22203  
703-363-8820  
[Diane.Heatley@CenturyLink.com](mailto:Diane.Heatley@CenturyLink.com)

Under centralized billing, CenturyLink invoices GSA with a monthly consolidated bill that is paid by GSA on a reimbursable basis. GSA provides monthly e-bills to customers via TOPS. Any questions concerning a customer's TOPS e-bill should be sent to: [WITSBilling@gsa.gov](mailto:WITSBilling@gsa.gov)

CenturyLink Billing is committed to providing you with timely and comprehensive information on your account. As shown in **Figure B-4**, the WITS 3 Portal and billing system provides a secure, real-time, Web-based billing, invoicing, and inquiry system. CenturyLink uses a business-to-business (B2B) portal Software Portfolio of applications to support real-time billing and invoicing. The portfolio has a GSA-centric graphical user interface (GUI), with separate modules for order entry, network inventory, billing, invoice calculation, discounts and credits, financials, payments journals, and collections.

Billing data is available through the Customer Center via the portal.

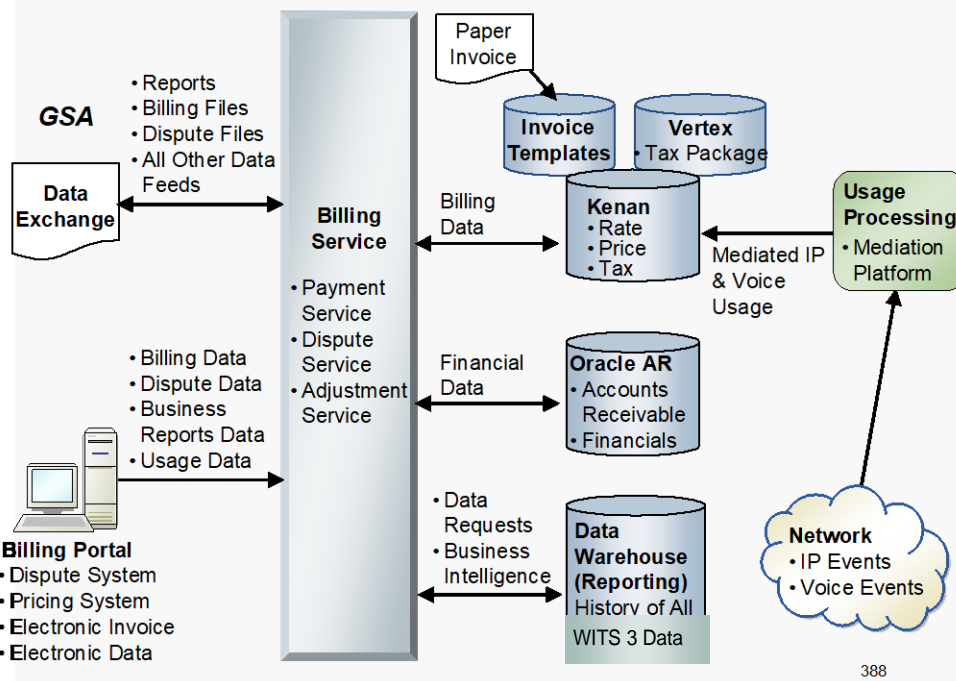


Figure B-4: The CenturyLink web based billing and invoicing system currently supports corporate billing and invoicing needs for more than 5,000 clients

There are different types of charges on your invoice, depending on the type of service you have purchased. These charges may include:

- Monthly Recurring Charges (MRC) - billed in arrears
- Non-Recurring Charges (NRC) - may be billed in arrears
- Usage charges, if applicable - charged one month in arrears.

For Voice services, there is a file in addition to your invoice that contains usage-billing details supporting your monthly summary invoice. These are called Call Detail Records (CDRs). These files are generated and posted on CenturyLink’s customer web-based portals. You can also view your invoices on the WITS3 Portal.

## Initial Bill Reviews

Once an agency has received their initial invoice after services have been installed, the agency should schedule a bill review with the GSA. During this bill review a



representative from CenturyLink Communications will be in attendance to answer any questions or concerns about the invoice during the review.

## GSA WITS Dispute Process

### Dispute Initiation

Disputes shall be initiated by the customer agency. The customer agency will provide CenturyLink Communications with a formal dispute document via email that should include the following information: The customer agency shall also provide GSA with the dispute document.

Description
Contract number with the Vendor
Vendor's name
Contract ID
Central (C) or Direct (D)
Invoice number
Date of invoice
Invoice start date
Invoice end date
Agency who identified the discrepancy
GSA Account Manager
ABC-BAC
CenturyLink Billing Account Number
Description of Dispute
Service Order Number
Additional comments regarding the dispute

- This dispute must not contain charges 90 days prior to the next anticipated bill cycle
- The file shall be in MS Excel, MS Word, or Comma Separated (CSV)
- The file should be submitted electronically to DL-Federalbilling@level.com

### Dispute Acknowledgement





CenturyLink Communications will receive the formal dispute from the WIT 3 Customer Agency and open a new case within the CenturyLink Disputes automated system which generates a Contractor Dispute Number. A Dispute Acknowledgement file will be created and provided back to the WITS 3 Customer Agency and contain the following information;

Field Name	Description
G11T08BJD6002	For WITS, assigned by the GSA
Level3 Communication	Contractor Name
Government Dispute Number	Government provided dispute tracking number (i.e. may be populated with Agency dispute number or Agency Order number, etc.)
Contractor Dispute Number	Contractor supplied adjustment/resolution number. Populated only if related to a dispute
Dispute Receipt Date	Date contractor received the dispute.

### Dispute Resolution Process

CenturyLink Communications shall provide a Dispute Resolution MS Excel or .CSV document containing the initial dispute information from the WITS 3 Customer Agency and input the proposed adjustment. The GSA (Central) or WITS 3 Customer Agency (Direct) can accept the proposed adjustments and approve the file or counter the proposal for. The Dispute Resolution file shall be used in ongoing discussions until both parties come to an agreement on the final adjustment amount.

Adjustments CSV - Field Name	Data Description
G11T08BJD6002	WITS 3 Contract Number
CenturyLink Communication	Ex. "CenturyLink Communications "
Contractor Dispute Number	CenturyLink assigned ID for each Dispute received.
Government Dispute Number	Government provided dispute tracking number.
Invoice Number	Contractor supplied number for invoice.
Invoice Date	Date the invoice was created.
Contractor Customer Account Number	CenturyLink Billing Account Number
AHC	Agency Hierarchy Code
Service	Contract service being provided (e.g. SVS, CPE, etc.)
Unique Billing Identifier	Unique billing identifier
CLIN	Customer pre-defined Contract Line Identification Number
Charged Amount	Amount charged to customer associated with dispute.
Disputed Amount	Amount customer is disputing.
Adjustment	Total adjustment on invoice.
Explanation	Explanation of full/partial adjustment
Bill Start	Start date of charges for the invoice
Bill End	End date of charges for the invoice
Charge Type	Charge Description; MRC, NRC, etc.
Adjustment Date	Anticipated date that the adjustment will take effect.

### Dispute Escalation

Disputes that have not been resolved within 60 calendar days or dispute adjustments that cannot be agreed upon shall be escalated to the ACO (GSA ACO

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for centralized billing or agency ACO for direct billing). ACO escalated disputes will be resolved in accordance with FAR 52.233-1.

## **Dispute Adjustment Processing**

Adjustments for resolved disputes shall be processed and the adjustment amounts applied to the WITS 3 Customer Agency (Direct) or GSA (Central) invoice within 2 billing cycles. The invoice shall provide the account, the adjusted amount, and an adjusted balance due.

## **Service Management**

CenturyLink is dedicated to providing you with ongoing support for all your installed services. CenturyLink has a strong operational philosophy that is customer focused and highly responsive. CenturyLink adheres to strict performance metrics that are shared by internal organizations in order to deliver the best service to you on a consistent basis. In the event an issue arises with your service, CenturyLink will rapidly reply to your inquiries and quickly resolve any problems.

## **Technical Customer Account Manager**

Your CenturyLink single point of contact for trouble with your service after it is installed is your Technical Customer Account Manager (TCAM). Your TCAM representative is able to address technical issues concerning your installed services. Your TCAM understands the importance of maintaining network availability and resolving problems quickly. Having the skills to assist you with all aspects of CenturyLink service, your TCAM is available to support you at all times.

Your TCAM will create a ticket with a reference number for you to track your problem. Your TCAM will initiate a number of tests and processes to determine a fault and fix agent. Your TCAM will either solve the problem or contact the



appropriate agency until a resolution is established. Fix agents could include activation technicians, Gateway technicians, NOC technicians and external vendors.

## Summary of Your TCAM's Responsibilities

- Single point of contact for you 24 x 7
- 877-453-8353 and or email [support@level3.com](mailto:support@level3.com)
- Post-install trouble management and repair support
- Routes tickets and works with the appropriate internal and external fix agencies
- Proactively engages you regarding issues identified by monitoring systems and confirms problem resolution with you
- Escalates as necessary to meet or exceed Mean Time to Repair (MTTR) industry standards

## Local Number Portability (LNP) Help Desk

If you have questions or concerns regarding existing or submitted LNP orders, the status of your LNP order, port triggering or LNP reporting, you should contact your LNP Help Desk. Additionally, the LNP Help Desk will provide the following:

- Request explanation and/or investigation of LNP order errors
- Submit Letter of Agency (LOA) via [LOA.requests@Level3.com](mailto:LOA.requests@Level3.com)
- Request Project port-out via [L3POProjects@Level3.com](mailto:L3POProjects@Level3.com)
- Expedite and status requests for port outs should be sent to [L3POEscalations@Level3.com](mailto:L3POEscalations@Level3.com)
- Expedite or cancel LNP orders – within 48 hours of Firm Order Confirmation (FOC)
- Request TN snap back to original carrier after port to CenturyLink has occurred
- Training on applicable customer portals and B2B Application Protocol Interface (API), if applicable



- TN testing and provisioning.

## **1-800 Portability**

If you request 1-800 portability, you are required to work with your Account Director (AD) or Project Manager (PM).

## **Customer Reported Trouble**

If you experience trouble on your service, we will work hard to resolve your issue in the shortest time possible. In order to facilitate troubleshooting, please be prepared to provide the following required information to your Technical Customer Account Manager (TCAM) or LNP Help Desk:

- A description of your problem
- The time you first noticed the problem
- The CenturyLink service identification number, which we provided at the time of your completed installation, including affected telephone number(s) or alarms
- Contact information, including name, email address, telephone number(s) and alternate or after hours contacts

## **911 Services (Static and Nomadic)**

Due to the critical nature of 911 services, any perceived service issues should be immediately reported to CenturyLink at 877- 4LEVEL3, Option # 1.

## **Auto-Generated Notification**

In addition to manual monitoring performed by Network Operations Center (NOC) technicians, CenturyLink has sophisticated network monitoring tools that receive alarms and other network events in real-time. These monitoring tools help CenturyLink to make determinations about service-impacting events and take necessary actions to alleviate problems.



The following events will create an auto-generated customer trouble ticket and notification to you via your designated email address:

- Network event causing a signal loss
- Network event causing error thresholds (degradation of service) to be exceeded
- Network event causing an outage

## Impairments and Outages

There are two different types of faults that can be reported to you: Impairment and Outage.

### Impairment

An “Impairment” is defined as a service-impacting degradation of your service affecting standard quality of service. You will receive daily (Monday through Friday) updates through the completion of the event.

### Outage

An “Outage” occurs when there is a total loss of service. You will be informed of outages within 30 minutes of the start of the event via your defined e-mail address(es). The e-mail notification will contain:

- Outage case number
- Brief description of outage
- Estimated time to restore
- Any pertinent information that may be relevant to the event.

An all-clear notification will be sent using the same method as mentioned above.

## Fault Escalation

The escalation process for the Technical Customer Account Manager (TCAM) begins at the two-hour escalation mark. At this point, if progress is not being made on your ticket, your TCAM should escalate to the TCAM Manager. If no path to resolution has begun at the assigned timeframe at the third level, second level personnel escalate to the next level of management. **Table B-3** defines CenturyLink’s fault escalation procedure.

<b>Initial Call</b>	Technical Customer Account Manager (TCAM) Office: 1-877-4Level3 (877-453-8353)
<b>2<sup>nd</sup> Level 2<sup>nd</sup> hour</b>	Duty Manager (720) 888-6823
<b>3<sup>rd</sup> Level 4<sup>th</sup> hour</b>	WITS 3 Customer Service Manager And Director, Service Management
<b>4<sup>th</sup> Level 6<sup>th</sup> hour</b>	WITS 3 Program Manager And Federal Operations VP
<b>5<sup>th</sup> Level 12<sup>th</sup> hour</b>	VP Service Management
<b>6<sup>th</sup> Level 16<sup>th</sup> hour</b>	Vice President; Global Network Services

Table B-3. CenturyLink’s Fault Escalation Procedure

## Network Maintenance and Notification

There are two different types of network maintenance: Scheduled and Unscheduled.

### Scheduled Maintenance

Scheduled maintenance, as defined in your contract, includes any foreseen, predictable need to make a change to the current state of the network, including upgrades and augments.

If scheduled maintenance on the CenturyLink Network is reasonably expected to produce any service interruption, advanced notification will be provided to you in accordance with your contract. Generally, this work will be scheduled during off-peak hours (between midnight and 6 a.m. local time). These times may vary



depending on local municipality regulations (trenching of roads, hand-hole conduit work, etc.).

In the event that the scheduled maintenance is canceled or delayed for any reason, CenturyLink will immediately notify you. The notification process will be repeated to reschedule any delayed activity.

There are two different types of maintenance events based on the degree to which you are impacted. You will be notified directly via e-mail in both cases. Your e-mail alert will provide the date and time (GMT) of activity, description and duration of activity, scope of event, possible effect on network, and a completion date, if needed. The alert will also provide a CenturyLink trouble-ticket number to reference should you need additional information. CenturyLink realizes that you may also be a provider of service and you require reaction time to service affecting maintenance for your customers.

**Service Affecting (SA):** Any maintenance activity that will directly impact your service.

**Potentially Service Affecting High-Risk (PSA-High):** Any maintenance activity that has a high potential of impacting your service, even if no impact is expected. Typical notifications are provided 14 days in advance of the activity, however, demand maintenance activities (those activities deemed necessary to prevent or restore network failure) may occur at any time.

## Unscheduled Maintenance

There are two types of unscheduled maintenance activities that require CenturyLink to notify you:

**Escalated Maintenance:** Anything less than your notification interval as specified in your contract to repair or augment your network. You are notified of any escalated maintenance activity via e-mail.





**Emergency Maintenance:** An immediate need to make changes to the current state of your network. The environment is “demanding” prompt action to restore a high-risk condition or failure. The immediate need should be directly related to an outage, potential outage or degradation. You are notified via e-mail of any emergency network impairment repair activities as soon as the network defect is determined.

## Voice Security/Fraud Monitoring

CenturyLink’s Fraud Prevention Group monitors, responds to, and investigates fraudulent activities associated with the misuse of network services, systems, and information. The CenturyLink Fraud Management Team manages and oversees fraud prevention activities and is a member of the Security Network Operations Team.

If you suspect fraud, you may contact the Fraud Management group at CenturyLink regarding the implementation of any necessary network solutions (i.e. blocking the Telephone Number, ANI or entire Trunk Group). Fraud Management can be reached at 800-348-5457 or [fraudoperations@lumen.com](mailto:fraudoperations@lumen.com)

## Facility Access

CenturyLink ensures security of all personnel and equipment at all times. To obtain security access to a facility where you have approved equipment presence in a CenturyLink Gateway (i.e. CenturyLink Colocation service), you or your vendor can gain access to the premise through your designated Badge Administrator.

Your authorized Badge Account Manager and Administrator can contact CenturyLink Physical Security at 866-788-9888, Option #2 or [DL-SAS-Accessmanagement@centurylink.com](mailto:DL-SAS-Accessmanagement@centurylink.com), after hours weekends and holidays contact PSOC at 866-788-9888 opt #1 or email: [PSOC-DL@centurylink.com](mailto:PSOC-DL@centurylink.com) and



provide requested information. Access can be granted on a planned basis (in one day or up to one year access authorizations) or on an emergency basis. Access can be unescorted (badge required) or escorted (badge not required but visitor must be accompanied at all times). You can request information on additional CenturyLink Colocation policies upon receiving your CenturyLink facility access badge.

## **Business Continuity and Disaster Recovery**

Business Continuity and Disaster Recovery (BCDR) are important components of CenturyLink’s business operating model. CenturyLink is committed to maintaining a robust BCDR program in order to provide uninterrupted network service whenever possible and to recover from unavoidable service disruptions quickly and efficiently.

### **Program Components**

CenturyLink’s BCDR Program consists of four major components:

- Risk Management
- Event Management
- Business Recovery
- Preparedness and Exercise

The development, engagement and maintenance of these components of the Business Continuity Program are designed to provide you and your partners with the confidence that our services will run with minimal interruptions, regardless of the environmental conditions experienced.

### **Risk Management**

CenturyLink’s BCDR Program is structured to identify, assess, mitigate and manage the potential effects of business disruptions. CenturyLink’s services have been designed to address risk management by focusing on prevention and mitigation solutions to reduce exposure. Three data centers provide triple redundancy for our key data operations.



## Event Management

When an internal or external event poses an extraordinary risk that could affect your service, the safety of people, the network, or business assets, CenturyLink activates its Event Management Plan. This plan provides the framework and protocols for the management of business disruptions. The primary objectives of the Event Management Plan are to provide:

- All hazard-response activities that will lessen the effect of natural or man-made events on CenturyLink and to minimize disruptions of your service
- Situation assessment, escalation procedures, recovery strategies, communications, and operational/security responses appropriate to the event.
- Should a disaster affect CenturyLink's services or its people, an Emergency Response Team (ERT) is activated to assist in the rapid continuance of our services to you and our business. ERT functional groups are staffed and available 24 x 7. The ERT utilizes an automated communication system, which is designed to activate the team to rapidly convene the skill sets necessary to resolve potentially disruptive events.

## Business Recovery

Business process recovery plans define the tactical approach to recovering all key business functions, processes, and information technology systems if a disaster occurs. Recovery plans outline the functional recovery procedures by location to provide rapid, coordinated, and prioritized recovery and resumption of normal business operations. CenturyLink uses its contracting process to verify that all key service suppliers and partners have in place adequate and viable disaster recovery plans and strategies.



- Gateways – Each gateway has failover plans for physical plant systems (e.g., commercial power, HVAC, and UPS). Emergency Response and Evacuation Plans are posted at each location.
- Data Centers – In addition to having failover plans for commercial power, HVAC and UPS, critical applications and data files have been identified, and recovery plans document manual workaround procedures. Our most critical applications are mirrored in diverse locations. All other critical applications are backed up daily and stored in a diverse data center location. Of these applications, CenturyLink keeps one complete set of daily backups, both full and incremental, at a commercial vendor’s vault located a safe distance from the data centers. The process for backup tapes for recovery of the operating systems, production data, and databases, and to restore Local Area Networks (LANS) is periodically exercised.

## **Preparedness and Exercises**

CenturyLink engages in an active exercise program to validate the effectiveness and up-to-date status of recovery processes and plans. Scenarios are drawn from corporate risk analyses, identified exposures, or actual events. Exercises can range from simple tabletop discussions to full-scale simulations of events and may be announced in advance or conducted without advance notice to enhance realism.



## Customer Web-Based Portal

CenturyLink uses a best-of-class approach for commercial off-the shelf (COTS) packages and custom built Java 2 Platform Enterprise Edition (J2EE) software. These are then integrated with an Enterprise Application Integration (EAI) middleware, to provide our Operational Support Systems (OSS). Our OSS operates 24 X 7 and achieves a Service Level Agreement (SLA) of over 99% for availability. CenturyLink's award-winning OSS was built from inception to include strong authentication, high availability, disaster recovery, a single source of record, and high throughput.

CenturyLink's WITS 3 web-based portal is shown in **Figure B-5** It provides an end-to-end approach supporting online functions as specified in the by GSA for service ordering, operational support services, billing, trouble handling, training, customer services and program management requirements. By using the WITS 3 portal, Government agencies dramatically shorten provisioning times and obtain internal cost savings due to increased efficiencies and greater customer satisfaction.

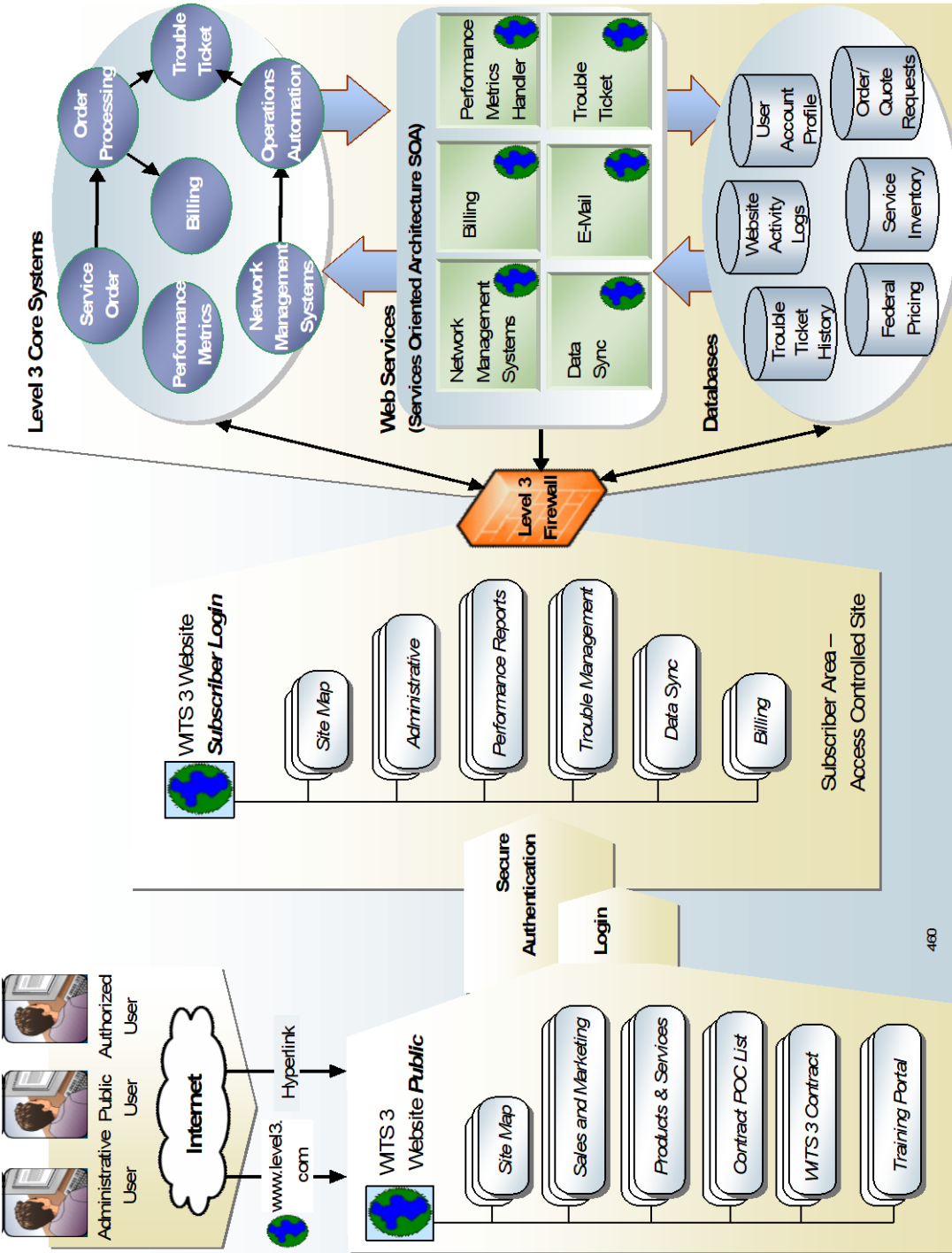


Figure B-5: CenturyLink web-based portal



**Figure B-6** is a sample of the log-in page and web address of the CenturyLink WITS 3 Portal: <https://gsaportal.level3.com/login.jsp>

**Figure B-6: Screenshot of CenturyLink's WITS 3 Portal Log-in Screen**

