

VOLUME 2, SECTION 2.9: SERVICE ORDERING



2.9 SERVICE ORDERING [C.3.5, M.3.5]

Level 3 has been demonstrably successful at delivering to Customer Request Dates (CRD). The Level 3 Network, provisioning systems, order management systems, and associated databases were built from the ground up. Tight integration of all these components provides both an efficient ordering process as well as the tools necessary to improve service on an ongoing basis.

This focus on meeting customer expectations has resulted in excellent performance against both CRD and Customer Commit Date (CCD) as demonstrated in the Service Ordering and Performance Management sections below. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] We

have a high standard of excellence and continually strive to reach the next level of service and network performance for our customers.

2.9.1 Service Ordering and Tracking Data Systems and Processes [L.34.2.3.9]

2.9.1.1 SERVICE ORDERING ORGANIZATION AND PRINCIPLES

The Level 3 service ordering organizations are an integral part of our overall Global Operations (GO) organization. GO supports customers and products from order inception to installation and is the backbone for all

product and service ordering. In addition, it supports service and network management activities at Level 3.

The Level 3 Global Operations Credo:

Mission:

- Do it on time
- Don't let it break
- If it breaks fix it fast
- Do the job once

Metric that support our Credo:

- On Time Performance (OTP): CRD; CCD
- Network Unavailability
- Time to Restore (TTR)
- Repeater Rate/ Bounce Rate

Level 3 Global Operations Principles:

- [REDACTED] results orientation
- All metrics reflect the customer experience
- Customer commitments are our number one priority
- We always strive to give our customers what they want when they want it

[REDACTED] We manage by fact: [REDACTED]

- We organize by process and align by product
- We tie our compensation to our customer's and shareholder's success
- Anything that makes sense to centralize, will be centralized
- Anything that makes sense to automate, will be automated

Service Ordering is driven by an integrated organizational structure aligned by product and organized by process. [REDACTED]





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[Large redacted text block]

[Redacted text line]

The Level 3 GO organizational functions that will support the GSA Networkx Program are the following:

Customer Relationship Management (CRM)

[Redacted text block]

[Redacted]

Transport and Infrastructure Customer and Network Operations (T&I):

[Redacted]

IP and Data Services Customer and Network Operations (IP and DS):

[Redacted]

Voice and Softswitch Customer and Network Operations (V&SS):

[Redacted]

Access Management and Operations (AMO):

[Redacted]

Field Services:

[Redacted]

[Redacted]

Operations Control Office (OCO):

[Redacted]

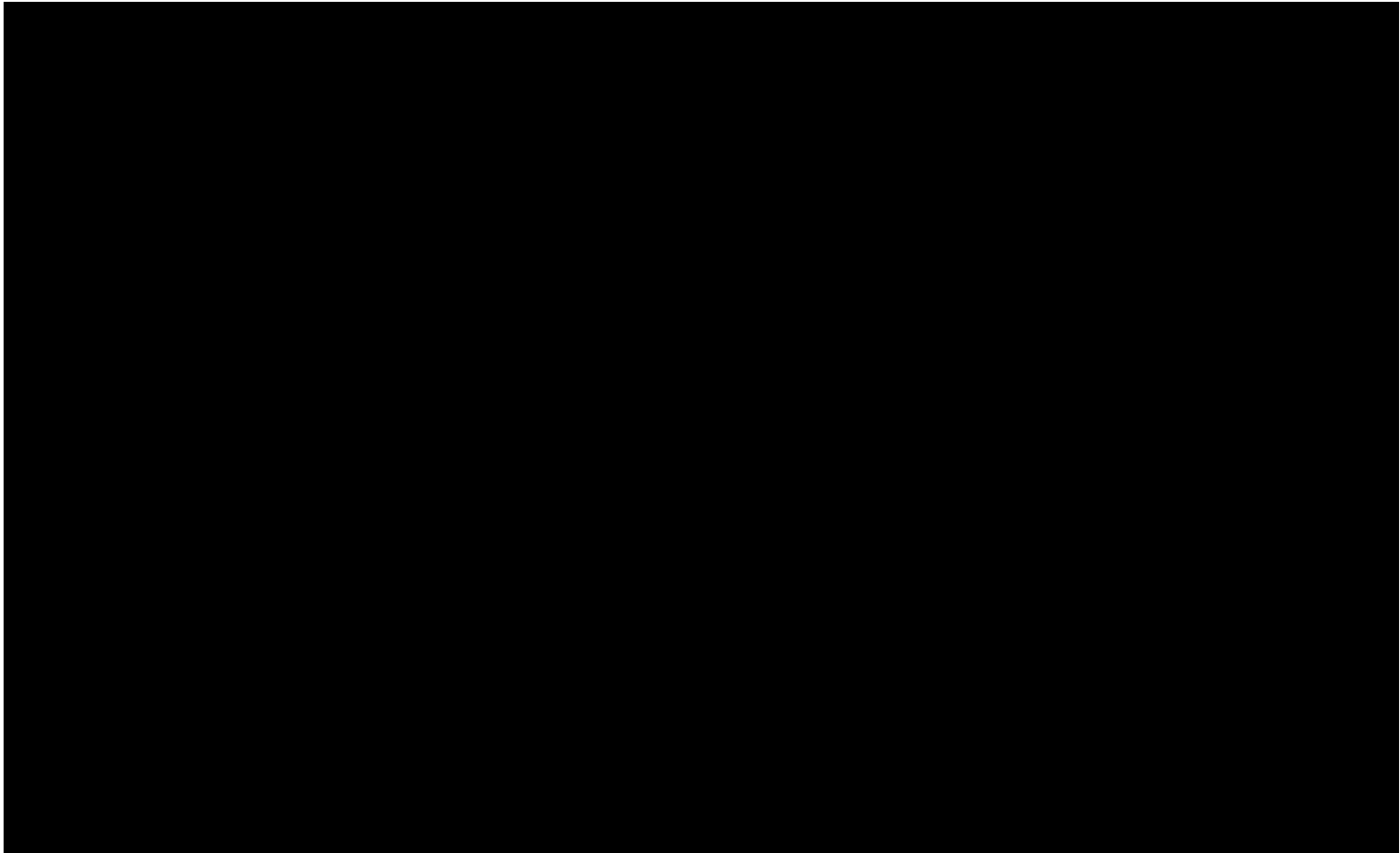
2.9.1.2 SERVICE ORDERING SYSTEM

Level 3 will build on its state-of-the-art portal [Redacted] [Redacted] to create a secure, web-based ordering system, (3)Enterprise portal. The ordering system also supports the additional direct ordering formats required by the Government. Within the secure side of the portal, the Networx user will have the ability to place orders that are sent.

This method of service ordering facilitates the delivery and maintenance of a secure, real-time web-based order system for the Networx Program users

[Redacted]

[Redacted text block]



Level 3 provides ordering capabilities to Networx’s users over a secure, online, Internet-accessible electronic ordering system that meets the performance requirements of RFP Section C.3.9, Operational Support Systems. This system provides order entering, viewing, printing, tracking, and download capabilities and will also support users who choose not to order online.

Within our order processing system, there is an online ordering template for manual orders and instructions for completing the template. After acceptance or the order from the agency, the system allows agencies to track the status of their orders through completion. The system also allows agencies to change, correct, cancel, expedite, and disconnect multiple orders simultaneously.

2.9.1.2.1 Order Acceptance and Receipt Acknowledgement (ORA)

The (3)Enterprise portal will interface and coordinate with order management, [REDACTED] [REDACTED] to meet all (3)Enterprise requirements for service ordering. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Level 3 understands the need for a specialized delivery environment for special projects, access requirements, and sensitive and high-priority order and customized order requests. Our order management service component offers excellent flexibility to support the Government's custom requirements. [REDACTED]

[REDACTED]

2.9.1.2.2 Order Rejection Notice (ORN)

Level 3 will contact the Agency [REDACTED] after determining that the order is invalid. Level 3 will follow up with an Order Rejection Notice (ORN) to the Agency [REDACTED] if no response is received from the first notice. The data returned in the ORN will provide the proper Agency Service Request Number as well as the Receipt Date, Contract Number and Order Rejection Comments.

2.9.1.2.3 Service Order Confirmation (SOC)

Level 3 will provide a Service Order Confirmation (SOC) [REDACTED] [REDACTED] verifying the order is valid. The data returned will provide the proper data elements as specified in RFP Table J.12.2-2.

2.9.1.2.4 Firm Order Commitment Notice (FOCN)

Level 3 will make every attempt to meet the customer want date. A Firm Order Commitment Notice (FOCN) Notice will then be provided to the agency [REDACTED] after the SOC is delivered.

[REDACTED]

2.9.1.2.5 Service Order Completion Notice (SOCN)

The (3)Enterprise portal will interface and coordinate with order management, [REDACTED] [REDACTED] to meet all requirements in this section. [REDACTED]

[REDACTED]

An Accept or Reject Notification Task will be sent to the applicable POC and DAR [REDACTED]

[REDACTED]

[REDACTED] The DAR associated with the order has the right to reject the order within two business days of receiving the order completion,

in the event the site has failed one or more acceptance tests outlined in the Acceptance Test Plan (ATP). If neither an accept nor reject notification has been received after a successful completion of acceptance tests, billing will commence in the next appropriate cycle.

2.9.1.3 CHANGE ORDER PROCESSING

Level 3 will accept change orders from the agency. If the change order is requested after local access services are secured and the requested change requires changes to the contract between Level 3 and the local access service provider, additional charges may apply. All order acknowledgements in accordance with Attachment J.12.2 of the RFP will apply to change orders. Level 3 will provide communication on receiving any change associated with the service.

2.9.1.4 CANCEL ORDER PROCESSING

Level 3 will accept an order from the agency to cancel a pending order prior to installation and service acceptance. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2.9.1.5 EXPEDITE ORDER PROCESSING

Level 3 will accept requests to expedite from the agency. The Level 3 focus on meeting customer request dates provides a greater likelihood of success in fulfilling the expedited request when the agency requires priority

provisioning [REDACTED]
[REDACTED] If the agency requires priority or expedited provisioning due to [REDACTED] [REDACTED], not due to circumstances covered by [REDACTED], Level 3 will only invoke the expedite charge in the event the expedited customer want date is met.

2.9.1.6 BULK ORDER PROCESSING

The Ordering Module provides the ability to accept bulk orders and process each bulk order as a single order, both electronically and manually.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2.9.1.7 ORDER PROCESSING PERFORMANCE REPORTING

Level 3 will build a Government Contact Management Service Component that will enable storage and maintenance of agency DAR and site POC user profiles. [REDACTED]

[REDACTED]

[REDACTED] The (3)Enterprise portal will provide administrative capabilities so that the Government can keep contacts and profiles up to date.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

The site POC user ID will dictate the system features available to a user and will prevent unauthorized users from accessing order information. Level 3 will require that a site ID POC be associated with the customer service order when equipment procurement is needed.

Multiple profiles can be associated with a customer service order, if needed. This will allow for the order capture services to report on specific ordering profiles. The portal will provide the capability for searching and viewing orders for a single location using a customer order number. [REDACTED]

2.9.2 Service Ordering Performance Management Approach

Level 3 performance management relies on the collection and dissemination of performance information [REDACTED] [REDACTED] related to scope, schedule, cost, and quality of the program. In order to measure performance, baselines will be established for the program.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2.9.2.1 [REDACTED]

[REDACTED] lays the groundwork for continuous quality improvements in operations and maintenance services. This highly effective methodology is a mainstay of the ongoing operational requirements of (3)Enterprise.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



[Redacted text block]

[Redacted text block]

2.9.2.2 CORRECTIVE ACTION

If deficiencies are noted in (3)Enterprise's performance or process [Redacted] will take place:

[Redacted text block]

2.9.2.3 PERFORMANCE AND QUALITY OF (3)ENTERPRISE CUSTOMER SUPPORT

The Quality Control Program (QCP) operates to ensure all areas influencing product quality are identified and defined, and adequate plans and procedures are implemented to measure and ensure compliance with the

GSA's Network Program requirements. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Level 3 management and the CPO are dedicated to delivering quality and performance in all operations areas to provide the ultimate in customer support to agency users of (3)Enterprise.

2.9.2.3.1 The Customer Support Office, OCO, and Performance Management

As a core competency of Level 3 operations, performance management operates using a continuous life cycle [REDACTED]

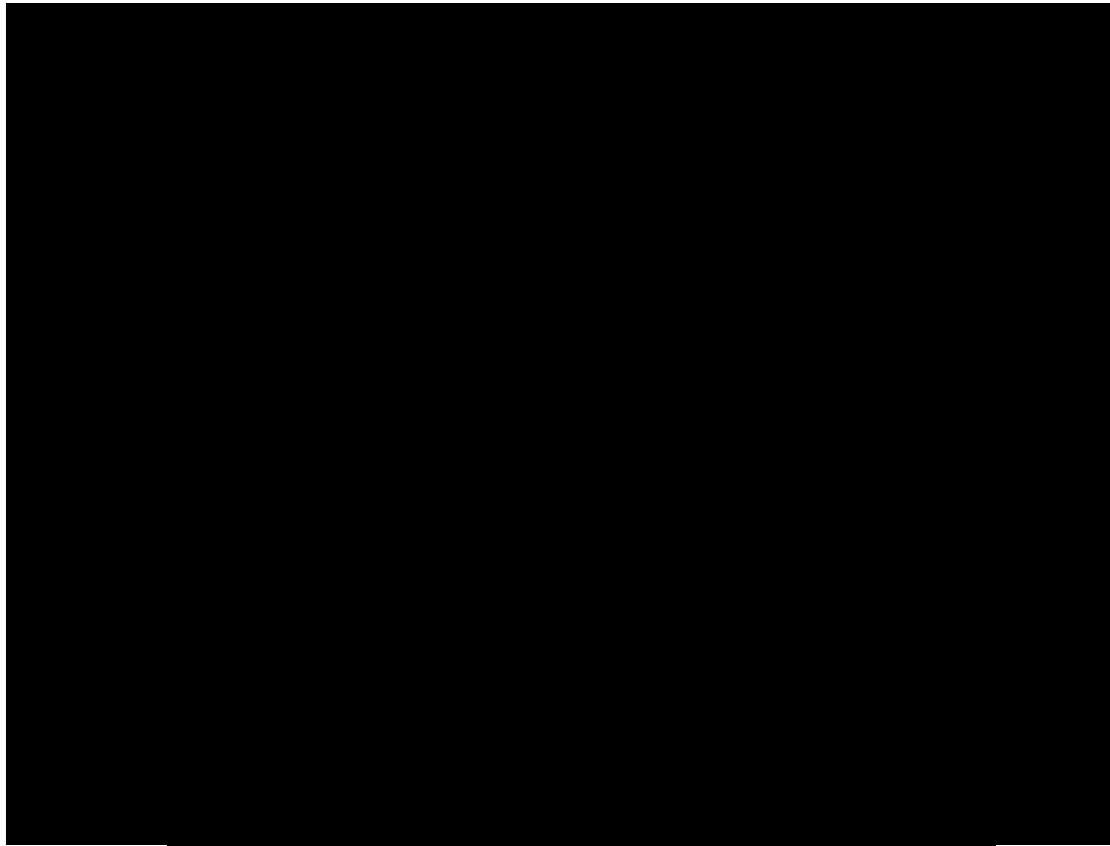
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



All activities related to [redacted] performance fall under the umbrella of program management. [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

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The Level 3 model for performance measurement and quality control facilitates a high degree of customer satisfaction. [Redacted text block]

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