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Section J

J.1 Networx Program Goals

FTS and the Interagency Management Council (IMC) have established the following goals for the Networx acquisition.

J.1.1 Service Continuity

In structuring the Networx acquisition, the Government will define and include all services that are currently on the FTS 2001 contract. The realization of this goal will facilitate a smooth transition of all services from FTS 2001 to Networx.

J.1.2 Highly Competitive Prices

The Government aggregates agency requirements on a single contract to arrive at prices better than those offered through individual agency contracts. Given the volume of services under the Networx acquisition, the Government expects that prices will continue to be better than prices available elsewhere in the telecommunications marketplace.

J.1.3 High Quality Service

The Government expects that services acquired by Networx will be provided by high quality telecommunications providers. Therefore, the Networx acquisition will include enforceable agreements that ensure high quality service is delivered throughout the term of the contracts.

J.1.4 Full Service Vendors

The Government expects that Networx awardees will provide a broad array of services and will further provide follow-on service where desired to avoid costly duplication of administration and contracting processes and procedures.

J.1.5 Alternative Source

The Government expects continuing competition among a larger number of vendors on new enhanced services and emerging technologies in order to ensure best value throughout the life of Networx.

J.1.6 Operations Support

The Government expects the provision of fully integrated ordering, billing, and inventory management in order to improve the management and control of costs of Government agency telecommunications programs.

J.1.7 Transition Assistance and Support

The Networx acquisition will include provisions for effective facilitation of transition coordination and support so that transitions can occur in a timely and efficient manner.

J.1.8 Performance Based Contracts

Networx will consist of performance based contracts and will further provide Service Level Agreements to the extent possible.

J.2 Geographic Coverage

This Attachment specifies the geographic coverage requirements. The contractor shall provide and price mandatory services as specified in the Traffic Model. Geographic coverage requirements for service may differ between domestic and non-domestic areas. Domestic and non-domestic areas are defined in the Glossary, Attachment J.11.

J.2.1 Domestic Service Coverage

This section describes geographic coverage requirements for domestic areas. Services must be provided at contractor POPs serving the locations indicated. The availability of access is described in Section J.2.3.
At a minimum, the contractor shall provide and price service for the following serving wire centers (SWCs):

(a) Those SWCs which serve one or more Network Site Codes in the Traffic Model[1]
(b) Those SWCs listed in the Networx Hosting Center as the mandatory Universal SWCs.
(c) Those SWCs where service is available commercially from the contractor. At these SWCs, all mandatory Networx Universal services available commercially from the contractor shall be provided and priced.
(d) Those SWCs which serve Network Site Codes beyond those contained in the Traffic Model, as requested by the Government.

The following services shall be provided domestically as defined in Tables J.2.1-1 and J.2.1-2.

(a) Voice Service
(b) Toll Free Service
(c) Frame Relay Service
(d) Asynchronous Transfer Mode Service
(e) Internet Protocol Service
(f) Private Line Service
(g) Network-Based IP Virtual Private Network Service
(h) Voice over IP and Internet Telephony Service
(i) Optical Wavelength Service
(j) SONET Service
(k) Managed Trusted Internet Protocol Service (MTIPS)

Additionally, each contractor's domestic geographic coverage for MTIPS shall meet or exceed the current and future domestic geographic coverage for the contractor's NBIP-VPNS. This geographic coverage requirement does not apply

[1] The Traffic Model specifies a set of Networx Site Codes and SWCs that forms part of the minimum entry requirements and is used for evaluation purposes.

to MTIPS optional CLINs. Also, the MTIPS geographic coverage for the following mandatory CLINS shall meet or exceed CONUS:

(a) 745347 Dedicated FT1 (7x DS0) Routine
(b) 745396 Dedicated FT1 (7xDS0) Critical
(c) 745348 Dedicated FT1 (8x DS0) Routine
(d) 745397 Dedicated FT1 (8xDS0) Critical
(e) 745363 Dedicated OC192c (10 Gbps) Routine
(f) 745412 Dedicated OC192c (10 Gbps) Critical

For Converged IP Service and Layer 2 Virtual Private Network Service, Table B.6.5-8 shall be filled in to indicate where the contractor is providing the service.

Table J.2.1-1 Domestic Requirements for CLINs Priced at One Location

Region	CLIN <=T1	T1<CLIN<=T3	CLIN>T3
CONUS	M-WC	M-WC	M-TM
OCONUS	M-WC	M-WC	M-TM

M-WC = The CLIN is mandatory for all POPs which serve the mandatory SWCs in the Networx Hosting Center (see table wdm_networx.mand_univ_wcs in the NHC).
M-TM = The CLIN is mandatory for all POPs that serve the SWCs for the specific service of that CLIN in the traffic model (see table wdm_networx.traffic in the NHC).

Table J.2.1-2 Domestic Requirements for CLINs Priced between Two Locations

Originating/ Terminating Region	CLIN <=T1	T1<CLIN<=T3	CLIN>T3
CONUS to CONUS	M-WC	M-WC	M-TM
CONUS to OCONUS	M-WC	M-WC	M-TM
OCONUS to OCONUS	M-WC	M-TM	M-TM

M-WC = The CLIN is mandatory between all POPs which serve the mandatory SWCs in the Networx Hosting Center (see table wdm_networx.mand_univ_wcs in the NHC).
M-TM = The CLIN is mandatory between all POPs that serve the SWCs for the specific service of that CLIN in the traffic model (see table wdm_networx.traffic in the NHC).

In addition to the above services and bandwidths, the contractor shall provide and price services in the traffic model.
The contractor shall provide Mandatory Management and Application Services and Security Services, Premises Based Virtual Private Network Service and Content Delivery Network Service wherever the necessary underlying telecommunication services are available from the contractor.

J.2.2 Non-Domestic Service Coverage

This Attachment describes service coverage requirements for non-domestic areas.
The Traffic Model contains specific services that are to be provided at non-domestic Network Site Codes. The contractor shall also serve additional Network Site Codes beyond those contained in the Traffic Model, as requested by the Government.
In addition, the following three tables show countries/jurisdictions where the contractor is required to support a given service:

(a) Countries/Jurisdictions Supporting Inbound Calling Card Access (Table J.2.2-1)
(b) Countries/Jurisdictions Supporting Inbound Toll Free Service (Table J.2.2-2)
(c) Countries/Jurisdictions Supporting Off-Net Voice Terminations (Table J.2.2-3) This table applies to the following services: Voice Service, Voice over IP Transport Service, Internet Telephony Service, and Converged IP Service.

Tables J.2.2-4 through J.2.2-6 define coverage requirements for Voice Service, Toll-Free Service and Circuit Switched Data Service. Tables J.2.2-7 through J.2.2-9 define coverage requirements for Frame Relay Service, IP Service and Private Line Service, and Network Based IP Virtual Private network Service.

Additionally, each contractor's non-domestic geographic coverage for MTIPS shall meet or exceed the current and future non-domestic geographic coverage for the contractor's NBIP-VPNS. This geographic coverage requirement does not apply to MTIPS optional CLINs.

The notation (Domestic) in the tables means that coverage requirements are addressed in Attachment J.2.1. The availability of access is described in Attachment J.2.3.

J.2.2-1. Non-Domestic Countries/ Jurisdictions Supporting Inbound Calling Card Access

Country/Jurisdiction	Country/Jurisdiction
Anguilla	Georgia
Antigua (includes Barbuda)	Germany
Argentina	Ghana
Armenia	Greece
Aruba	Grenada
Australia	Guadeloupe
Austria	Guantanamo Bay
Bahamas	Guatemala
Bahrain	Guyana
Bangladesh	Haiti
Barbados	Honduras
Belarus	Hong Kong (Special Administrative District)
Belgium	Hungary
Belize	Iceland
Bermuda	India
Bolivia	Indonesia
Brazil	Iraq
Bosnia - Herzegovina	
British Virgin Islands	Ireland
Brunei	Israel
Bulgaria	Italy
Canada	Cote d'Ivoire
Cayman Islands	Jamaica
Chile	Japan (includes Okinawa)
China (People's Republic of)	Jordan
Colombia	Kazakhstan
Cook Islands	Kenya
Costa Rica	
Croatia	Korea (South)
Cyprus	Kuwait
Czech Republic	Latvia
Denmark	Lebanon
Dominica	Liberia
Dominican Republic	Liechtenstein
Ecuador	Lithuania
Egypt	Luxembourg
El Salvador	Macau (Special Administrative District)
Estonia	Malaysia
	Macedonia
Fiji Islands	Malta

Table J.2.2-1. Non-Domestic Countries/ Jurisdictions Supporting Inbound Calling Card Access (Concluded)

Country/Jurisdiction	Country/Jurisdiction
Finland	Marshall Islands
France	Martinique
French Antilles	Mexico
	Mauritius
French Guiana	Micronesia
Gabon	Monaco
Gambia	Montserrat
Netherlands	Morocco
Nevis	Netherlands Antilles
New Zealand	Sri Lanka
Nicaragua	St Pierre & Miquelon
Norway (includes Svalbard)	St. Kitts
Pakistan	St. Lucia
Palau	St. Vincent and The Grenadines
Panama	Sweden
Paraguay	Switzerland
Peru	Syria
Philippines	Taiwan
Poland	Thailand
Portugal (including Azores and Madeira)	Trinidad & Tobago
Qatar	Turkey
Romania	Turks and Caicos Islands
Russia	Uganda
San Marino	Ukraine
Saudi Arabia	United Arab Emirates
Senegal	United Kingdom
Singapore	Uruguay
Slovakia	Uzbekistan
Slovenia	Venezuela
	Vatican City
South Africa	Vietnam
Spain (including Balearic Islands, Canary Islands, Ceuta and Melilla)	Yemen, Republic of
	Zambia
	Zimbabwe

Table J.2.2-2. Non-Domestic Countries/ Jurisdictions Supporting Inbound Toll Free Service

Country/Jurisdiction	Country/Jurisdiction
Anguilla	Georgia
Antigua (includes Barbuda)	Germany
Argentina	Ghana
Armenia	Greece
Aruba	Grenada
Australia	Guadeloupe
Austria	Guatemala
Bahamas	Guyana
Bahrain	Haiti
Bangladesh	Honduras
Barbados	Hong Kong (Special Administrative District)
Belarus	Hungary
Belgium	Iceland
Belize	India
Bermuda	Indonesia
Bolivia	
Brazil	Iraq
British Virgin Islands	Ireland
Brunei	Israel
Bulgaria	Italy
Canada	Cote d' Ivoire
Cayman Islands	Jamaica
Chile	Japan (includes Okinawa)
China (People's Republic of)	Jordan
Colombia	Kazakhstan
Cook Islands	Kenya
Costa Rica	
Croatia	Korea (South)
Cyprus	Kuwait
Czech Republic	Latvia
Denmark	Lebanon
Dominica	Liberia
Dominican Republic	Liechtenstein
Ecuador	Lithuania
Egypt	Luxembourg
El Salvador	Macau (Special Administrative District)
Estonia	Malaysia
Fiji Islands	Malta
Finland	Marshall Islands

Table J.2.2-2. Non-Domestic Countries/ Jurisdictions Supporting Inbound Toll Free Service (Concluded)

Country/Jurisdiction	Country/Jurisdiction
France	Martinique
French Antilles	Mexico
French Guiana	Micronesia
Gabon	Monaco
Gambia	Montserrat
Netherlands	Morocco
Nevis	Netherlands Antilles
New Zealand	Sri Lanka
Nicaragua	St Pierre & Miquelon
Norway (includes Svalbard)	St. Kitts
Pakistan	St. Lucia
Palau	St. Vincent and The Grenadines
Panama	Sweden
Paraguay	Switzerland
Peru	Syria
Philippines	Taiwan
Poland	Thailand
Portugal (including Azores and Madeira)	Trinidad & Tobago
Qatar	Turkey
Romania	Turks and Caicos Islands
Russia	Uganda
San Marino	Ukraine
Saudi Arabia	United Arab Emirates
Senegal	United Kingdom
Singapore	Uruguay
Slovakia	Uzbekistan
Slovenia	Venezuela
	Vatican City
South Africa	Vietnam
Spain (including Balearic Islands, Canary Islands, Ceuta and Melilla)	Yemen, Republic of
	Zambia

Table J.2.2-3 Non-Domestic Countries/Jurisdictions Supporting Off-Net Voice Terminations

Country/Jurisdiction	Country/Jurisdiction
Afghanistan	Chad Republic
Albania	Chile
Algeria	China (People's Republic of)
	Christmas Island
Andorra	Cocos Island
Angola	Colombia
Anguilla	Comoros
Antarctica	Congo (Republic of the Congo)
Antigua (includes Barbuda)	Congo (Dem. Republic of the Congo)
Argentina	Cook Islands
Armenia	Costa Rica
Aruba	Croatia
Ascension Island	Cuba
Austria	Cyprus
Australia	Czech Republic
Azerbaijan	Denmark
Bahamas	Diego Garcia
Bahrain	Djibouti
Bangladesh	Dominica
Barbados	Dominican Republic
Belarus	Easter Island
Belgium	East Timor
Belize	Ecuador
Benin	Egypt
Bermuda	El Salvador
Bhutan	Equatorial Guinea
Bolivia	Eritrea
Bosnia-Herzegovina	Estonia
Botswana	Ethiopia
Brazil	Faeroe Islands
British Virgin Islands	Falkland Islands
Brunei	Fiji
Bulgaria	Finland
Burkina Faso	France
Burma (Myanmar)	French Antilles
Burundi	French Guiana
Cambodia	French Polynesia
Cameroon	Gabon
Canada	Gambia
Cape Verde Islands	Germany
	Georgia
Cayman Islands	Ghana

Table J.2.2-3. Non-Domestic Countries/Jurisdictions Supporting Off-Net Voice Terminations (Continued)

Country/Jurisdiction	Country/Jurisdiction
Central African Republic	Gibraltar
Greece	Madagascar
Greenland	Malawi
Grenada	Malaysia
Guadeloupe	Maldives
Guantanamo Bay	Mali
Guatemala	Malta
Guinea	Marshall Islands
Guinea Bissau	Martinique
Guyana	Mauritania
Haiti	Mauritius
Honduras	Mayotte Island
Hong Kong (Special Administrative District)	Mexico
Hungary	Micronesia
Iceland	Midway Island
India	Moldova
Indonesia	Monaco
Iran	Mongolia
Iraq	Montserrat
Ireland	Morocco
Israel	Mozambique
Italy	Namibia
Cote d' Ivoire	Nauru
Jamaica	Nepal
Japan (includes Okinawa)	Netherlands
Jordan	Netherlands Antilles
Kazakhstan	Nevis
Kenya	New Caledonia
Kiribati	New Zealand
Korea (North)	Nicaragua
Korea (South)	Niger
Kuwait	Nigeria
Kyrgyzstan	Niue
Laos	Norfolk Island
Latvia	Norway (includes Svalbard)
Lebanon	Oman
Lesotho	Pakistan
Liberia	Palau
Libya	Palestinian Authority
Liechtenstein	Panama
Lithuania	Papua New Guinea

Country/Jurisdiction		Country/Jurisdiction
Luxembourg		Paraguay

Table J.2.2-3. Non-Domestic Countries/Jurisdictions Supporting Off-Voice Net Terminations (Concluded)

Macau (Special Administrative District)	Peru
Macedonia	Sweden
Philippines	Switzerland
Pitcairn Island	Syria
Poland	Taiwan
Portugal (includes Madeira)	Tajikistan
Qatar	Tanzania
Yemen	Thailand
Reunion Island	Togo
Romania	Tokelau
Russia	Tonga Islands
Rwanda	Trinidad and Tobago
San Marino	Tunisia
Sao Tome	Turkey
Saudi Arabia	Turkmenistan
Senegal	Turks and Caicos Islands
Serbia and Montenegro	Tuvalu
Seychelles Islands	Uganda
Sierra Leone	Ukraine
Singapore	United Arab Emirates
Slovakia	United Kingdom
Slovenia	Uruguay
Solomon Islands	Uzbekistan
Somalia	Vanuatu
South Africa	Vatican City
Spain (includes Balearic Islands, Canary Islands, Ceuta and Malilla)	Venezuela
Sri Lanka	Vietnam
St. Helena	Wake Island
St. Kitts	Wallis & Futuna Islands
St. Lucia	Western Sahara
St. Pierre & Miquelon	Western Samoa
St. Vincent & Grenadines	Yemen
Sudan	Zambia
Suriname	Zimbabwe
Swaziland	Inmarsat-A Atlantic East
Inmarsat-B+M Atlantic East	Inmarsat-Mini-M Atlantic East
Inmarsat-Aero Atlantic East	Inmarsat-B+M Atlantic West
Inmarsat-Mini-M Atlantic West	Inmarsat-Aero Atlantic West
Inmarsat-B+M Indian Ocean	Inmarsat-M Indian Ocean
Inmarsat-Aero Indian Ocean	Inmarsat-B+M Pacific Ocean
Inmarsat-M Pacific Ocean	Inmarsat-Aero Pacific Ocean
Iridium-8816	Inmarsat-Aero

Table J.2.2-4 Non-Domestic Coverage Requirements for Voice Service

From/To	Domestic Points-of-Presence*	Non-Domestic Network Site Codes	Non-Domestic Off-Net
Domestic Points-of-Presence*	(Domestic)	All	All
Non-Domestic Network Site Codes	All	All	Where available commercially from contractor
Non-Domestic Off-Net – Table J.2.2-1**	All	Where available commercially from contractor	Where available commercially from contractor

* Access from domestic POPs to domestic Network Site Codes and domestic PSTN locations is provided according to domestic access coverage requirements.

** With Calling Card

Table J.2.2-5 Non-Domestic Coverage Requirements for Toll Free Service

From/To	Domestic Points-of-Presence*	Non-Domestic Network Site Codes s	Non-Domestic Off-Net
Domestic Points-of-Presence*	N/A	N/A	N/A
Non-Domestic Network Site Codes	N/A	N/A	N/A
Non-Domestic Off-Net - Table J.2.2.2	All	Where available commercially from contractor	N/A

* Access from domestic POPs to domestic Network Site Codes and domestic PSTN locations is provided according to domestic access coverage requirements.

Table J.2.2-6 Non-Domestic Coverage Requirements for Circuit Switched Data Service (Less than or equal to T1 or E1)

From/To	Domestic Network Site Codes	Non-Domestic Network Site Codes s	Non-Domestic Off-Net
Domestic Network Site Codes	(Domestic)	All	Not required
Non-Domestic Network Site Codes	All	All	Not required
Non-Domestic Off-Net*	Not required	Not required	Not required

* With Calling Card

Table J.2.2-7 Non-Domestic Coverage Requirements for CLINs Priced at One Location

Region	CLIN <=T1	T1<CLIN<=T3	CLIN>T3	CLIN=E1	CLIN=E3
Non-Domestic	M	M-TM	M-TM	M	M-TM

M = The CLIN is Mandatory for the countries indicated in table J.2.2-9

M-TM = The CLIN is optional Non-Domestically, except as required by the Traffic Model or where offered commercially by the contractor

Table J.2.2-8 Non-Domestic Coverage Requirements for CLINs Priced between Two Locations

Originating/ Terminating Region	CLIN <=T1	T1<CLIN<=T3	CLIN>T3	CLIN=E1	CLIN=E3
CONUS to Non-Domestic	M	M-TM	M-TM	M	M-TM
OCONUS to Non-Domestic	M-TM	M-TM	M-TM	M-TM	M-TM
Non-Domestic to Non-Domestic	M-TM	M-TM	M-TM	M-TM	M-TM

M = The CLIN is Mandatory between the originating region and the countries indicated in table J.2.2-9
M-TM = The CLIN is optional for these region combinations, except as required by the Traffic Model or where offered commercially by the contractor

Table J.2.2-9 shows the countries with current Government continuity requirements for Frame Relay Service, IP Service, Private Line Service and Network Based IP Virtual Private Network Service. The coverage requirements reflected in Tables J.2.2-7 and J.2.2-8 apply to those countries and services indicated in Table J.2.2-9. Other than voice-based services and Circuit Switched Data Service, these are the only transport services with non-domestic traffic in the traffic model.

Table J.2.2-9 Non-Domestic Mandatory Countries

Country/Jurisdiction	FRS	IPS	PLS	NBIPVPN
Australia			X	
Belgium	X*	X		X*
Canada	X*	X	X	X*
Egypt	X*			X*
France		X		
Germany	X	X	X	X*
Greece	X*			X*
Hong Kong, Special Administrative District		X	X	
Ireland		X		
Italy	X*	X		X*
Japan (includes Okinawa)	X*	X	X	X*
Marshall Islands	X*	X*	X**	X*
Mexico	X*			X*
Micronesia	X*	X*	X**	X*
Netherlands	X*	X		X*
Norway (includes Svalbard)			X	
Palau	X*	X*	X**	X*

Country/Jurisdiction	FRS	IPS	PLS	NBIPVPN
Portugal (includes Madeira)	X*			X*
Saudi Arabia	X*			
South Korea	X*	X		X*
Spain (includes Balearic Islands, Canary Islands, Ceuta and Malilla)	X*		X	X*
Turkey	X*			X*
United Kingdom	X*	X		X*

X = Service/country is mandatory (see CLINs indicated as M in Tables J.2.2-7 and J.2.2-8).
X* = Service/country is mandatory (see traffic model and CLINs indicated as M in Tables J.2.2-7 and J.2.2-8).
X** = Service/country is mandatory but only half channel service is required (see traffic model and CLINs indicated as M in Tables J.2.2-7 and J.2.2-8).

In addition to the above services and bandwidths, the contractor shall provide and price services in the traffic model. In addition, the contractor shall provide and price service where the contractor provides it commercially.

The contractor shall provide Mandatory Management and Application Services and Security Services, Premises Based Virtual Private Network Service and Content Delivery Network Service wherever the necessary underlying telecommunication services are available from the contractor.

J.2.3 Access Arrangement Coverage

This section defines access coverage requirements for both domestic and non-domestic areas.

J.2.3.1 Domestic Access Arrangement Coverage

This section defines access coverage requirements for domestic areas.

J.2.3.1.1 Wireline Access Arrangement

At a minimum, the contractor shall provide wireline access coverage and prices for the following SWCs:

(a) Those which serve one or more Network Site Codes as contained in the traffic model
(b) Those SWCs that are listed in the Networx Hosting Center as the mandatory Universal SWCs
(c) Those where access is available commercially from the contractor
(d) Those which serve additional Network Site Codes beyond those contained in the Traffic Model, as requested by the Government.

Dedicated wireline access provided at each SWC in the contract that serves one or more Network Site Codes or are in the mandatory Universal SWC list shall include at a minimum all access arrangements needed to efficiently serve the Network Site Codes plus the following dedicated access arrangements:

(e) Analog (4 kHz bandwidth)
(f) Sub-rate DS0 (4.8/9.6/19.2 kbps)
(g) DS0 (56/64 kbps)
(h) T1
(i) ISDN PRI
(j) Fractional T1 (2/4/6/8/12 DS0)

At SWCs that do not currently serve a Network Site Code, or which are not in the mandatory Universal SWC list, access arrangements provided shall be, at a minimum, those that are commercially available from the contractor at that SWC.

Switched access shall be provided at all domestic SWCs as necessary to provide purchased end to end service. The price for switched access shall be included in the transport price for VS, TFS and CSDS in accordance with Section B.2.2 price tables. Switched access shall include at a minimum Telcordia Feature Group B/D (on-net and off-net) or equivalent.

J.2.3.1.2 Dedicated Broadband, Wireless, and Satellite (BWS) Access Arrangements

Broadband, Wireless, or Satellite access provided in the contract shall include at a minimum:

(a) All access arrangements needed to serve Network Site Codes contained in the Traffic Model that are designated for BWS access[2]
(b) All access arrangements needed to serve Network Site Codes requiring BWS access as requested by the Government
(c) Broadband Ethernet (optional), Cable (optional), FTTP (optional), Wireless and Satellite access arrangements where available commercially from the contractor
(d) Broadband DSL access arrangements at

i. each SWC with Dedicated Wireline access arrangement that serves one or more Network Site Codes, and
ii. each SWC in the mandatory Universal SWC list.,

J.2.3.2 Non-Domestic Access Arrangement Coverage

This section defines access coverage requirements for non-domestic areas.

J.2.3.2.1 Wireline Access Arrangement

For dedicated access types and for switched access types, access is required for the Network Site Codes in the Traffic Model, plus where available commercially from the contractor for locations in countries/jurisdictions that the contractor serves on an end-to-end basis. Access is required for additional Network Site Codes beyond those contained in the Traffic Model, as required by the Government. The contractor is required to provide on-net or off-net access as appropriate to support the non-domestic service coverage requirements. Fixed prices are required where the contractor provides dedicated access (i.e., where access is not provided by a foreign carrier). Where dedicated access is provided by a foreign carrier, the contractor is permitted

(a) to provide pricing on a pass through basis of actual costs without markup from the foreign carrier, or
(b) to provide fixed prices in U.S. currency.

J.2.3.2.2 Dedicated Broadband, Wireless, and Satellite Access Arrangements

[2] Note that a Network Site Code designated for BWS access in the Traffic Model may be served by any of the three arrangements.

These access arrangements are optional non-domestically. If offered non-domestically, these access arrangements shall at a minimum provide coverage where it is commercially available from the contractor.

J.2.3.3 Special Service Coverage

All special services (i.e., Land Mobile Radio, Mobile Satellite, and Fixed Satellite) are optional. If Mobile Satellite Service or Fixed Satellite Service are provided, the service shall a minimum provide coverage where it is commercially available from the contractor. Land Mobile Radio Service coverage shall be defined ICB.

J.2.4 Wireless Service Coverage

This section defines wireless coverage requirements

J.2.4.1 Cellular/PCS Coverage

At a minimum, Cellular/PCS coverage shall be provided and priced wherever it is available commercially from the contractor, both domestically and non-domestically.
Coverage may be achieved either directly (using the contractor's own service availability) or through roaming arrangements. Coverage within a Metropolitan Statistical Area or Rural Service Area may be full or partial. The contractor shall provide and maintain a description of where its coverage is provided.

J.2.4.2 Multimode Wireless LAN Service Coverage

At a minimum, multimode wireless coverage shall be provided and priced wherever it is available commercially from the contractor, both domestically and non-domestically.

J.2.4.3 Cellular Digital Packet Data Service Coverage

This service is optional. If Cellular Digital Packet Data Service is provided, the service shall at a minimum provide coverage where it is commercially available from the contractor.

J.2.4.4 Paging Service Coverage

This service is optional. If Paging Service is provided, the service shall at a minimum provide coverage where it is commercially available from the contractor

J.3 RESERVED

J.4 Guidelines for Modifications to Networx Program Contracts

In order for the Government to efficiently process modifications to the contract, submissions must be clearly structured and conform to certain requirements. The following items delineate these requirements:
All modifications and their associated cover letters shall be submitted electronically. Initial and interim submissions shall be provided on a CD-ROM or diskette. If the Government requests, a digital signature shall be included as part of the submission. Submissions requiring more than one diskette shall be provided on CD-ROM. If the Government so requests, the contractor shall submit contract modifications (initial, interim and final) via the Networx Hosting Center rather than CD-ROM or diskette.

In addition to the submission of the digitally signed cover letter, a paper copy of the cover letter shall be provided with an original signature.
All modification submissions shall be numbered in accordance with the "Submission Numbering Scheme" in Appendix A.

The contractor shall resubmit in its entirety the contract file(s) containing the lowest level numbered section(s) of its contract that contain(s) the change. Files shall retain the same names as found in the original contract but shall not include dates within the file name. File names already containing a date shall be changed if and when the file is modified and resubmitted. The change to these file names shall be limited to the removal of the date portion.

Files delivered on CD-ROM or diskette may be compressed. All submissions and documentation shall be compatible with FTS software, and shall not "span" across multiple media (CD-ROM or diskette). Each individual file in the submission shall be digitally signed, at the Government's request. (Note that each file within a compressed file shall also be digitally signed, at the Government's request.)

The root directory of each CD-ROM or diskette shall contain a text file named 00README.TXT that explains the volume's directory structure, briefly describes each file's contents, and lists the name and telephone number of the contractor's point of contact(s) who can answer questions regarding the submission.
All files containing an item that is affected by the modification shall be included in the submission. This includes files that contain references that need to be changed as a result of the proposed modification including table of contents, list of figures, list of tables, and Attachment J. The Executive Summary section is not required to be resubmitted in any modification unless requested by the Government. At the discretion of the Government, modifications to Attachment J.9, Cross Reference Tables provided in the Networx Hosting Center may be required.

A vertical line, adjacent to a change, in the margin shall be used to indicate that a change has been made. Deletions shall be indicated by strike-through. Only those changes pertaining to the modification under consideration shall be marked. Indications of all prior changes must be removed (including any "hidden" changes in Word) by "accepting" all changes (using the "track changes" mode under "Tools" in the menu bar).
For initial and interim submissions, the following header shall appear on the upper right hand side on each page of the entire file:

- Contract Number

- Modification Number – Initial and interim submissions shall insert “To be determined.” Once the modification is accepted, the Government will provide the Contractor with the modification number to be inserted.
- Effective Date – Initial and interim submissions shall insert “To be determined.” Once the modification is acceptable, the Government and the Contractor will mutually agree upon the effective date to be inserted by the Contractor.

For initial and interim submissions, the following footer shall appear on the lower right hand side of each page of the entire file:

- Submission number
- Electronic file name

Once agreement has been reached, a clean copy (showing only current changes) of all of the files that are being modified shall be resubmitted on CD-ROM with an electronic copy of the Standard Form 30 (SF 30), Amendment of Solicitation/Modification of Contract. The Contractor will insert the modification number and the effective date in the header, as directed by the Government, with the submission. The submission number and electronic file name shall remain in the footer. Three signed paper copies of the SF 30 and one CD-ROM with all of the files digitally, upon Government request, signed shall be submitted by the Contractor at a date and time mutually agreed upon in advance with the contracting officer. The cover letter shall include a brief description of each proposed enhancement in plain, easily understood English for release to user agencies via the Internet to announce the enhancement or modification (see Appendix B Example). All letters (faxes, etc.) relative to submittal of proposed enhancements or modifications shall include the applicable submission number within each letter.

Upon receipt of a contractor’s submission for an initial modification, GSA and the contractor will then negotiate and process the proposed contract modification using an issue list, working through and deleting open issues as part of the negotiation. When all open issues on the list have been closed, the contractor should submit a final submission.

GSA will provide the Contractor with an electronic contract overview file. A paper copy example is provided in Appendix C. The file will provide the Contractor and user agencies with a list of current contract files. As modifications are added to a contract, GSA will update the file to reflect the most current information and will include it with the integrated contract.

Procedures and examples for updating the pricing tapes and tables are provided in Appendix D.

Appendix A

APPENDIX A

Submission Numbering Scheme

Networx contractors are requested to start using the submission numbering scheme presented in this document as soon as possible. The Networx contractors are responsible for assigning and maintaining submission numbers (contractors shall not have to contact the Government in order to generate a submission number). This scheme allows for a single submission number to be used over several contractor document submissions to the government that lead to a single contractor modification. The format of the complete scheme for coding submission number is as follows:

CCSSSS.VVT, where:

			Type of Proposed Modification (T)
		Version Number (VV)	
	Submission Number (SSSS)		

Contractor Number (CC), as assigned by the Government to indicate contractor and whether Universal or Enterprise contract

Contractor numbers ("CC") are as follows:

CC will be alphanumeric:

	Any character between 1-9 and A-Z. Sequence number.
Any character. First character of company's name.	

Example:

A1 is Company AA
A2 is Company ABC.
B1 is Company BB.
B2 is Company BAAA.
C1 is Company CC
C2 is Company CCAABB
D1 is Company DD
?? is Reserved
?? is Reserved

2ND character will be alphanumeric. It will start with number 1 through number 9 and then it will be from 'A' through 'Z'

Types of proposed modifications (“T”) include the following:

a is an administrative change
e is an enhancement
p is a price reduction
s is a supplemental change

Letter coding of other types of proposed modifications can be suggested and implemented at any time.

Submission numbers (“SSSS”) start with 0101. Submission numbers are assigned in series (0101, 0102, 0103, …).

The version number (“VV”) is a two-digit version control number beginning with the value “01”. Using version numbers after the submission number allows for all correspondence generated by a contract for a single proposed contract modification to have the same submission number.

The following examples demonstrate submission numbering scheme’s use:

Example one: Company AA submits a proposed enhancement that requires four iterations to become a contract modification. The submission numbers are as follows:

A10101.01e -> initial submission
A10101.02e
A10101.03e
A10101.04e -> final submission that is accepted by the contract modification

Example two: Company BB submits a proposed price reduction that requires four iterations to become a contract modification. The submission numbers are as follows:

B10101.01p -> initial submission
B10101.02p
B10101.03p
B10101.04p -> final submission that is accepted by the contract modification

Example three: Company CC submits a proposed emerging services offer that requires four iterations to become a contract modification. The submission numbers are as follows:

C10101.01-> initial submission
C10101.02 initial submission
C10101.03 initial submission

C10101.04-> final submission that is accepted by the contract modification
Example four: Reserved
Example five: Reserved
Example six: Reserved

Note: It is the government's intent to keep and maintain logs of contract modification activity using this submission numbering scheme.

MODIFICATIION NUMBERING SCHEME
The modification alphanumeric number will start with two alphabetical identifiers followed by three numerical identifiers.

The following is an example:
PA: administrative change (PA001)
PE: enhancement change (PE001)
PO: other (PO001)
PP: price reduction (PP001)
PS: supplemental change (PS001)

Appendix B

Appendix B

Example

Submission Cover Letter must Provide Summary Information as Applicable.

The following files are included in this submission:

Submission Number	**Technical (Volume I) Change Section**	**Management (Volume II) Change Section**	**Business (Volume III)**	**Price (Volume IV) Change Section**	**Contract Change Section**	**Pricing Table**
Section Name	Internet Access Service Table of Contents	Access to Data and Information Service Ordering Trouble and Complaint Reporting Data Reporting Requirements Table of Contents	Proposal Notes	Pricing Overview Table of Contents	Section H Special Contract Requirement	B.X.X.X B.X.X.X
File Name	v1_X-X-XX.doc v1-Contents.doc	v2_X-X,doc v2_X-X,doc v2_X-XX,doc v2_X-XX,doc v2-Contents.doc	V3-XX.doc	Narrative.doc V4-Contents.doc	Section H.doc	.mdb

The following is a summary of the changes contained in the submission:

Volume I-Technical-Section X.X.XX.X entitled XXXXXXX was added on page 23 of the Internet Access Service of the contract.

Volume II-Management-Section X.X.XX.X.X.X was added on pages 25-27 to identify responsibilities of the Service Operations Center, Trouble Reporting and Escalation Procedures. A statement regarding non-issuance of Trouble Status Reports has been added to Table X.SS-S. XXXXXX has identified exceptions to the deliverable reporting data in Section X.SS and has acknowledged that information concerning are not integrated with the existing FTSXXXXX systems.

Volume III-Business-Section3, XXXXXX Service Terms and Conditions, has been updated to include the specific provisions for XXXXXX services.

Volume IV-P-Table X.XX.X was added to show the feature XXXX Mechanisms and Feature Item Numbers for XXXX services.

Price Table B.X.X-X and B.X.X-X were updated to include 27 CLINs for XXXX services.

Appendix C

Appendix C

Overview of Contractor "AA" Integrated Contract with Mod PA00X (XX-XX-0X)
(The file names, descriptions, file locations and section numbers currently listed in Appendix C; are for exemplary purpose and will not be known until the final contract award)

Below is a list of current files in the Contractor AA Networx contract. If you have questions, contact the Contracting Officer's Representative (COR).

List of Networx Contract Files contained on this CD ROM

Networx Contractors Name: Government Requirements

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
Pricing	Section B	N/A	N/A	N/A	SecB.doc	
Description/Specification/Statement of Work	Section C	N/A	N/A	N/A	SecC.doc	
Packaging and Marking	Section D	N/A	N/A	N/A	SecD.doc	
Inspection and Acceptance	Section E	N/A	N/A	N/A	SecE.doc	
Deliveries or Performance	Section F	PA00X	05/27/0X	Adds CDRL numbers and modifies text.	SecF.doc	
Contract Administration Data	Section G	PA00X	05/27/0X	Deletes (c), DAR, under G., Contract Management and adds COTR's name.	SecG.doc	
Special Contract Requirements	Section H	N/A	N/A	N/A	SecH.doc	
Contract Clauses	Section I	N/A	N/A	N/A	SecI.doc	
List of Attachments	Section J	PA00X	05/27/0X	Adds reference to DOD Form 254.	SecJ.doc	

EXAMPLE

Volume 1, Technical

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
Cover Sheet	Cover Page	N/A	N/A	N/A	V1_Cover-nov30.doc	Volume1\Nov30\V1_1130.zip
Technical Table of Contents	Table of Contents	N/A	N/A	N/A	V1_1TOC-nov30.doc	Volume1\Nov30\V1_1130.zip
Technical List of Tables	List of Tables	N/A	N/A	N/A	V1_1LOT- nov30.doc	Volume1\Nov30\V1_1130.zip
Technical List of Figures	List of Figures	N/A	N/A	N/A	V1_LOF- nov30.doc	Volume1\Nov30\V1_1130.zip
Technical Cross Reference Table	Cross References	N/A	N/A	N/A	V1_XREF- nov30.doc	Volume1\Nov30\V1_1130.zip
Executive Summary	Executive Summary	N/A	N/A	N/A	V1_ES-f.doc	Volume1\Nov30\V1_1130.zip
A through A.2.5	Technical Approach to Service Delivery	N/A	N/A	N/A	V1_A-1-1-nov30.doc	Volume1\Nov30\V1_1130.zip
A.2.0	Figures 2-6 through 11, Xxx's Traffic Capacity by Service	N/A	N/A	N/A	V1_A-1-3-nov30.doc	Volume1\Nov30\V1_1130.zip
A.2.6 through 1.A.3.0	Approaches to Service Delivery (Continued) & Problems and Proposed Solutions	N/A	N/A	N/A	V1_A-2-nov30.doc	Volume1\Nov30\V1_1130.zip
B through B.1.1.2	Service and Feature Descriptions General Requirements	N/A	N/A	N/A	V1_B_01-1-1-nov30.doc	Volume1\Nov30\V1_1130.zip
B1.1.3 through B.1.12.3	General Requirements	N/A	N/A	N/A	V1_B_01-1-2-nov30.doc	Volume1\Nov30\V1_1130.zip
B.1.12.3 through 1.16.3.3.2.2	General Requirements	N/A	N/A	N/A	V1_B_01-2-nov30.doc	Volume1\Nov30\V1_1130.zip
B.2.0 through B.2.0(d)	Circuit Switched Services (CSDS)	N/A	N/A	N/A	V1_B_02-2-1-nov30.doc	Volume1\Nov30\V1_1130.zip
Table B.2-3 through B.2.1.1.1	CSDS (Continued) & SVS	N/A	N/A	N/A	V1_B_02-2-2-nov30.doc	Volume1\Nov30\V1_1130.zip

EXAMPLE

Volume 1, Technical

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
B.2.2 through B.2.2.2.4.2	CSDS	N/A	N/A	N/A	V1_B_02-2-5-nov30.doc	Volume1\Nov30\V1_1130.zip
B.2.3 through B.2.3.1.1	Toll Free Services	N/A	N/A	N/A	V1_B_02-2-6-nov30.doc	Volume1\Nov30\V1_1130.zip
B.2.3.1.2 through B.2.3.2.2.1.16	Toll Free Services	N/A	N/A	N/A	V1_B_02-2-7-nov30.doc	Volume1\Nov30\V1_1130.zip
B.2.3.2.2.1.17 through B.2.3.2.4.1.2	Toll Free Services	N/A	N/A	N/A	V1_B_02-2-8-nov30.doc	Volume1\Nov30\V1_1130.zip
B.3.2 through B.3.2.1.4.1.1 (UNI#20)	Switched Data Services (SDS) - FRS	N/A	N/A	N/A	V1_B_03-2-1-nov30.doc	Volume1\Nov30\V1_1130.zip
B.3.2.1.4.1.1 (UNI#21) through B.3.2.2.4.1.3	Switched Data Services (SDS) – FRS	N/A	N/A	N/A	V1_B_03-2-2-nov30.doc	Volume1\Nov30\V1_1130.zip
B.3.3 through B.3.3(k)	Switched Data Services (SDS) - IPS	N/A	N/A	N/A	V1_B_03-3-1-nov30.doc	Volume1\Nov30\V1_1130.zip
B.3.3(l) through B.3.3.2.4.1.3	Switched Data Services (SDS) - IPS	N/A	N/A	N/A	V1_B_03-3-2-nov30.doc	Volume1\Nov30\V1_1130.zip
B.3.4 through B.3.4(g)	Switched Data Services (SDS) - ATM	N/A	N/A	N/A	V1_B_03-4-1-nov30.doc	Volume1\Nov30\V1_1130.zip
B.3.4(h) through B.3.4.2.4.1.3	Switched Data Services (SDS) - ATM	N/A	N/A	N/A	V1_B_03-4-2-nov30.doc	Volume1\Nov30\V1_1130.zip
B.9	NSEP	N/A	N/A	N/A	V1_B_09-nov30.doc	Volume1\Nov30\V1_1130.zip
B.10	Service-Specific Monthly Performance Reports	N/A	N/A	N/A	V1_B_10-nov30.doc	Volume1\Nov30\V1_1130.zip
B.11	Daily Performance Data Requirements	N/A	N/A	N/A	V1_B_11-nov30.doc	Volume1\Nov30\V1_1130.zip

EXAMPLE

Volume 1, Technical

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
C	Specific Plans and Descriptions Associated with the Technical Proposal: Coverage Plan	N/A	N/A	N/A	V1_C_01-dec9.doc	Volume1\Nov30\V1_1130.zip
C	Numbering and Addressing Plan	N/A		N/A	V1_C_02-nov30.doc	Volume1\Nov30\V1_1130.zip
C	Security Plan	N/A	N/A	N/A	V1_C_03-nov30.doc	Volume1\Nov30\V1_1130.zip
C	Internet Protocol InterNetworxing Service Interoperability Plan	N/A	N/A	N/A	V1_C_04-nov30.doc	Volume1\Nov30\V1_1130.zip
C	Switched Data Optimization Plan	N/A	N/A	N/A	V1_C_05-nov30.doc	Volume1\Nov30\V1_1130.zip
D	Corporate qualifications and References	N/A	N/A	N/A	V1_D-nov30.doc	Volume1\Nov30\V1_1130.zip

EXAMPLE

Volume 2, Management

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
Cover	Cover Page	N/A	N/A	N/A	V2_cover-nov30.doc	Volume2, Nov30
Table of Contents	Table of Contents	N/A	N/A	N/A	V2_1TOC-nov30.doc	Volume2, Nov30
List of Tables	List of Tables	N/A	N/A	N/A	V2_1LOT-nov30.doc	Volume2\Nov30\V2_1130.zip
List of Figures	List of Figures	N/A	N/A	N/A	V2_1LOF-nov30.doc	Volume2\Nov30\V2_1130.zip
Cross Reference	Cross References	N/A	N/A	N/A	V2-XREF-nov30.doc	Volume2\Nov30\V2_1130.zip
Executive Summary	Executive Summary	N/A	N/A	N/A	V2_ES.doc	Volume2\Nov30\V2_1130.zip
A.1.0 through A.1.3	Management Response and Xxx's Solution	N/A	N/A	N/A	V2_A_01-nov30.doc	Volume2\Nov30\V2_1130.zip
A.2.0	International Arrangements	N/A	N/A	N/A	V2_A_02-nov30.doc	Volume2\Nov30\V2_1130.zip
A.3.0	Access to Data and Information	N/A	N/A	N/A	V2_A_03-nov30.doc	Volume2\Nov30\V2_1130.zip
A.4.0	Liaison and Customer Service	N/A	N/A	N/A	V2_A_04-nov30.doc	Volume2\Nov30\V2_1130.zip
A.5.0 through A.5.5.3	Service Ordering	N/A	N/A	N/A	V2_A_05-1-nov30.doc	Volume2\Nov30\V2_1130.zip
A.5.5.4 through A.5.9	Service Ordering	N/A	N/A	N/A	V2_A_05-2-nov30.doc	Volume2\Nov30\V2_1130.zip
A.6.0	Billing	N/A	N/A	N/A	V2_A_06-nov30.doc	Volume2\Nov30\V2_1130.zip
A.7.0	Networx Management Information	N/A	N/A	N/A	V2_A_07-nov30.doc	Volume2\Nov30\V2_1130.zip
A.8.0	Planning and Engineering	N/A	N/A	N/A	V2_A_08-nov30.doc	Volume2\Nov30\V2_1130.zip
A.9.0	Trouble and Complaint Reporting	N/A	N/A	N/A	V2_A_09-nov30.doc	Volume2\Nov30\V2_1130.zip
A.10.0	Training	N/A	N/A	N/A	V2_A_10-nov30.doc	Volume2\Nov30\V2_1130.zip

EXAMPLE

Volume 2, Management

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
B through B.1.0	Service Transition, Migration, and Implementation Response and Introduction	N/A	N/A	N/A	V2_B_01_nov30.doc	Volume2\Nov30\V2_1130.zip
B.2.0	Transition	N/A	N/A	N/A	V2_B_02-nov30.doc	Volume2\Nov30\V2_1130.zip
B.3.0	Migration	N/A	N/A	N/A	V2_B_03-nov30.doc	Volume2\Nov30\V2_1130.zip
B.4.0	Implementation	N/A	N/A	N/A	V2_B_04-nov30.doc	Volume2\Nov30\V2_1130.zip
C.1.0 through C.5.2	National Security and Emergency Preparedness Plan (NSEP)	N/A	N/A	N/A	V2_C_1-nov30.doc	Volume2\Nov30\V2_1130.zip
C.5.2.1 through C.11.2	NSEP	N/A	N/A	N/A	V2_C_2-nov30.doc	Volume2\Nov30\V2_1130.zip
D	Corporate Structure, Personnel Qualifications and Subcontractor Identification	N/A	N/A	N/A	V2_D-nov30.doc	Volume2\Nov30\V2_1130.zip
E	Corporate Qualification and Past Performance References	N/A	N/A	N/A	V2_E-nov30.doc	Volume2\Nov30\V2_1130.zip
F	Corporate Capability	N/A	N/A	N/A	V2_F-nov30.doc	Volume2\Nov30\V2_1130.zip

EXAMPLE

Volume 2, Management

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
Appendix A	Resumes	N/A	N/A	N/A	V2_AppA-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix B	Cover Sheet	N/A	N/A	N/A	V2_AppB_Cover-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix B	Letter of Commitment	N/A	N/A	N/A	xxxxx.doc	Volume2\Nov30\V2_1130.zip
Appendix C	Management Plans	N/A	N/A	N/A	V2_App_C-01-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix C	Billing System Validation Test Plan	N/A	N/A	N/A	V2_App_C-03-nov30.doc	Volume2\Nov30\V2_1130.zip

Volume 2, Management

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
Appendix C	Networx Management Information	N/A	N/A	N/A	V2_App_C-04-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix C	Fraud Prevention	N/A	N/A	N/A	V2_App_C-05-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix D	Specific Plans and Descriptions Associated with the Service Transition, Migration and Implementation Response, Transition Plan-Table of Contents, List of Tables, List of Figures	N/A	N/A	N/A	V2_App_D-1-1-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix D	Transition Plan – Overview	N/A	N/A	N/A	V2_App_D-1-2-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix D	Transition Plan – Xxx Corporate Capabilities	N/A	N/A	N/A	V2_App_D-1-4-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix D	Transition Planning and Scheduling	N/A	N/A	N/A	V2_App_D-1-5-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix D	Implementation – Provisioning, Installation & Cutover	N/A	N/A	N/A	V2_App_D-1-6-nov30.doc	Volume2\Nov30\V2_1130.zip

Volume 2, Management

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
Appendix D	Test and Acceptance	N/A	N/A	N/A	V2_App_D-1-7-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix D	Transition, Migration and Implementation Risk Analysis	N/A	N/A	N/A	V2_App_D-1-8-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix E	Sample Invoice	N/A	N/A	N/A	V2_App_E-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix F	Sample GSA Management Services Fee Collection Report	N/A	N/A	N/A	V2_App_F-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix G	Sample Disputes Reports	N/A	N/A	N/A	V2_App_G-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix H	Subcontractors Information	N/A	N/A	N/A	V2_App_H-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix I	List of Acclaims	N/A	N/A	N/A	V2_App_I-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix J	Position Descriptions	N/A	N/A	N/A	V2_App_J-nov30.doc	Volume2\Nov30\V2_1130.zip
Appendix K	Training Materials	N/A	N/A	N/A	No electronic document	

Volume 3, Business

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
Cover page	Cover Sheet	N/A	N/A	N/A	V3_Cover-nov30.doc	Volume3\Nov30\V3_1130.zip
Table of Contents	Table of Contents	N/A	N/A	N/A	V3_TOC-nov30.doc	Volume3\Nov30\V3_1130.zip
Cross Reference Matrix	Cross Reference Table	N/A	N/A	N/A	V3_XREF-nov30.doc	Volume3\Nov30\V3_1130.zip
Executive Summary	Executive Summary	N/A	N/A	N/A	V3_ES-f.doc	Volume3\Nov30\V3_1130.zip
A	Standard Form 33	N/A	N/A	N/A	Sf33.doc	Volume3\Nov30\V3_1130.zip
A	Business Proposal	N/A	N/A	N/A	V3_A-1-nov30.doc	Volume3\Nov30\V3_1130.zip
A	Business Proposal	N/A	N/A	N/A	V3_A-2-nov30.doc	Volume3\Nov30\V3_1130.zip

Volume 3, Business

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
Subcontracting plan	Small, Small Disadvantaged and Women-Owned Small Business Concerns Subcontracting Program Support	N/A	N/A	N/A	Small business plan-nov30.doc	Volume3\Nov30\V3_1130.zip
N/A	Standard Form 30	N/A	N/A	N/A	SF30_a1-9.doc	Volume3\Nov30\V3_1130.zip
N/A	Standard Form 30	N/A	N/A	N/A	SF30_A10.doc	Volume3\Nov30\V3_1130.zip
N/A	Standard Form 30	N/A	N/A	N/A	SF30_A11.doc	Volume3\Nov30\V3_1130.zip
N/A	Standard Form 30	N/A	N/A	N/A	SF30_A12.doc	Volume3\Nov30\V3_1130.zip
N/A	Standard Form 30	N/A	N/A	N/A	SF30_A13.doc	Volume3\Nov30\V3_1130.zip
N/A	Standard Form 30	N/A	N/A	N/A	SF30_A14.doc	Volume3\Nov30\V3_1130.zip
N/A	Standard Form 30	N/A	N/A	N/A	SF30_A15.doc	Volume3\Nov30\V3_1130.zip
N/A	Standard Form 30	N/A	N/A	N/A	SF30_A16.doc	Volume3\Nov30\V3_1130.zip
N/A	Contractor's Qualifications and Financial Information	N/A	N/A	N/A	xxx gsa527-nov30.xls	Volume3\Nov30\V3_1130.zip

EXAMPLE

EXAMPLE

Volume 4, Pricing

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
Cover Page	Cover sheet	N/A	N/A	N/A	V4_Cover-dec2.doc	Volume4\Nov30\V4_1130.zip
Pricing TOC	Table of Contents	N/A	N/A	N/A	V4_TOC-dec2.doc	Volume4\Nov30\V4_1130.zip
Pricing LOT	List of Tables	N/A	N/A	N/A	V4_LOT-dec2.doc	Volume4\Nov30\V4_1130.zip
Executive Summary	Executive Summary	N/A	N/A	N/A	V4_ES.doc	Volume4\Nov30\V4_1130.zip
Section 2.0 through 5.0	Introduction, Cross Reference, Overview and Discounted Life Cycle Costs (DLCC)	N/A	N/A	N/A	V4_Mandatry_1-dec2.doc	Volume4\Nov30\V4_1130.zip
Section 6.0 through 7.3.6	XXXX, Instructions for Pricing - General Principles, CSS, and SDS	N/A	N/A	N/A	V4_Mandatory_2-dec2.doc	Volume4\Nov30\V4_1130.zip
Section 7.4 through 7.4.4	Instructions for Pricing DTS	N/A	N/A	N/A	V4_Mandatory_2-1-dec2.doc	Volume4\Nov30\V4_1130.zip
Section 7.5 through 7.6.12	Instructions for Pricing VT, and General Pricing Elements	N/A	N/A	N/A	V4_Mandatory_3-dec2.doc	Volume4\Nov30\V4_1130.zip
Pricing	Table L.38.2, Cost Data Summary	N/A	N/A	N/A	L.38-2.xls	Volume4\Nov30\V4_1130.zip
XXXX Log Files	Error Log	N/A	N/A	N/A	XXX_log.doc	Volume4\Nov30\V4_1130.zip
XXXX Error Files	Error Report	N/A	N/A	N/A	XXX_error.doc	Volume4\Nov30\V4_1130.zip
Detail of Award prices	Text file of detail of Award prices	N/A	N/A	N/A	XXX_report.doc	Volume4\Nov30\V4_1130.zip
Appendix 5	B-Tables of prices for C and D conditioning	N/A	N/A	N/A	Condition.doc	Volume4\Nov30\V4_1130.zip

EXAMPLE

Miscellaneous Files

Contract Section	Description	Mod Number	Mod Date	Reason for Change	File Name	File Location (Directory)
N/A	Standard Award Form 26	N/A	N/A	N/A	SF26.doc	Forms\Initial Award Forms
N/A	SF30	PA01	01/011/99	Adding Designated Billing Office Address for Centralized Billing Agencies	PA01.doc	Award Forms\PA01 Award Forms

EXAMPLE

Appendix D

APPENDIX D

Instructions for the Submission of Price Modifications

Overview

The Networx system will have a relational database in order to maintain the up-to-date contract price information. Contractors will need to maintain a reliable relational database of the complete set of **current** prices that shall match with the Networx system in terms of price and location tables, their formats and contents. The contractor shall submit contract modifications (initial, interim and final) via the Networx Hosting Center. A mechanism was established to receive the initial, interim, and final submissions. The contractor shall maintain its connection to the Networx Hosting Center for the duration of the contract. The Networx Hosting Center database will then be maintained by the Government as its definitive repository of the contract prices for the life of the Networx contract. The complete set of current prices shall include all prices in the contract including price changes due to contract modifications. The complete set of current prices will be used as the base line for the preparation of proposed contract modifications that include potential future price changes to be included in the contract. Rules for proposed prices include:

- Proposed prices shall exclude the GSA management services fee (GMS)
- Proposed prices shall already include all appropriate discounts.
- Proposed prices shall already include the correct numerical precision (the correct number of digits after the decimal point).

The term **submission** refers to a contractor generated proposal for contract modification. A successful submission will become a contract modification after the contracting officer's approval. The contractor will give all submissions a submission number in accordance with the "Submission Numbering Scheme" document. Submission numbers are generated at the time a submission is received. A submission can not have a scope greater than one service (such as Voice Service or Dedicated Hosting Service). **Submissions that include more than one service will be returned to the contractor unprocessed**. Rate reduction submissions and supplemental (enhancement) submissions must be done separately.

The contractor shall submit contract modifications (initial, interim and final) via the Networx Hosting Center.

Procedures

Submissions shall be **incremental**. That is, the submitted price change file will contain only tables that have been added or changed, and only rows within those tables that are added, removed, or changed. Furthermore, any one submission shall contain only the changes for that one submission, **not any combination of the current and previous submissions.**

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To **add a new price** to a table, the "price_replaced_date" field is set to NULL. This, in combination with the row's presence in an incremental table, uniquely marks a row as "added." ¶
PROCEDURES AND EXAMPLES

All CLIN price changes, CLIN additions, and CLIN deletions require the contractor to submit at least one row to each affected b-table. The submitted row(s) shall contain the new price, the "price_start_date" and the "price_stop_date."

All price tables include a "price replaced_date" field. This field is to be completed only by the Government; the contractor shall not make an entry in the "price_replaced_date" field in its submissions. This field will remain NULL in all tables in the current contract schema (e.g. v0_networx_univ). After award of any contract modification that changes a price table, the Government will, as part of its process for integrating the awarded contract modification, enter the date the modification is executed into the "price_replaced_date" field in all new rows created in the contract archive schema (e.g. v0_networx_ent_archive).

Deleted: To **mark a price as "removed**," the row is included in the submission with the "price_replaced_date" set to valid effective date. Note that this field is used as a deletion flag to mark the price as removed from the given effective date¶

Adding a New CLIN to an Existing Table

To add a new CLIN to an existing table, the contractor must:

1. Define the new CLIN.
2. Define which b-table the CLIN is in (and, if applicable, the location or combination of location values), and
3. Provide prices, price_start_dates and price_stop_dates for the new CLIN.

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To define the new CLIN, the contractor shall add an additional row in the "clin" table to define each new CLN being added to the contract. The following are guidelines for defining a new CLIN

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- New CLIN descriptions should NOT contain the following:

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  - Service ID or Service Name (e.g., FRS, PLS, CPCS, Voice Services)
  - Frequency (e.g., MRC, NRC, Usage)

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- New CLIN descriptions should be formatted like similar existing CLINs

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- If necessary, CLIN descriptions should distinguish between CONUS/OCONUS/Non-Domestic. In the example below, there are two ATMS port CLINs for DS3 speed. The only difference is that one is for CONUS and one is for OCONUS. In this case the CLIN description should contain the allowed locations as shown below:

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  - for ATMS CLIN 53019: "Port CONUS DS3"
  - for ATMS CLIN 53049: "Port OCONUS DS3"

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Note: Service Enabling Devices (SEDs) CLINs are not defined in the "clin" table, but instead are defined in the sed_***_spec tables where *** is mgmt_app_sec, satellite, wireless, or wireline, depending on the SED type.

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To define which b-table the CLIN is in (and, if applicable, the location or combination of location values) the contract shall add additional row(s) in the "loc_base_input" table for each b-table_id to which the new CLIN is being added. For each new b-table_id, additional rows shall be added to indicate all valid location values or combinations of location values. (This step is not required for SEDs.)

To provide the price(s) and effective dates for the new CLIN, the contractor shall submit at least one row for each affected b-table; the submitted row(s) shall contain the price for the new CLIN, the "price_start_date" and the "price_stop_date."

Example
Table 1 represents the submission of the row to be added to the "clin" table to define the new CLIN. It includes the new CLIN number, the description of the new CLIN and several required characteristics of the CLIN.

clin	name	critical	frequency	icb	nsp	Unit_id	notes
519999	New feature per mailbox	0	mrc	0	0	217	

Table 1 Submitted clin table

Table 2 shows the entry required in the "loc_base_input" table to identify the b-table(s) into which the new CLIN is to be inserted. This table defines that CLIN 519999 occurs in table B.2.11.11.3-1; the -1 entries in the loc1 and loc2 fields define that the CLIN is not location specific.

clin	btable_id	loc1	loc2
519999	2111131	-1	-1

Table 2 Submitted loc_base_input table

Also, the price(s), price_start_dates and price_stop_dates for the new CLIN must be added to the appropriate b-table(s). Table 3a, below, represents the state of the table prior to submission of the contract modification.

Table 2.11.11.3-1 Unified Messaging Service Feature Prices

clin	price	price start date	price stop date	price replaced date
519998	1.00	2007-10-01	2009-09-30	
519998	0.80	2009-10-01	2010-09-30	
519998	0.60	2010-10-01	2017-03-28	

Table 3a: Contract b-table Prior to Mod Submissions

To add a new CLIN:519999 to the above table, with prices through the end of the contract, the contractor would submit the following table (Table 3b).

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Table B.2.11.11.3-1 Unified Messaging Service Feature Prices

clin	price	price start date	price stop date	price replaced date
519999	2.00	2009-05-01	2017-03-28	

Table 3b Submitted b-table

This provides a price for the new CLIN from the price start date to the end of the contract.

After the contract modification is executed, the Government will integrate the proposed modification. After integration of the modification, the new table B.2.11.11.3-1 would appear as shown below in Table 3c.

Table B.2.11.11.3-1 Unified Messaging Service Feature Prices

clin	price	price start date	price stop date	price replaced date
519998	1.00	2007-10-01	2009-09-30	
519998	0.80	2009-10-01	2010-09-30	
519998	0.60	2010-10-01	2017-03-28	
519999	2.00	2009-05-01	2017-03-28	

Table 3c Contract b-table After Mod Integration

Changing an Existing Price in a Table

To indicate a price change, new price row(s) shall be submitted to replace the previously submitted prices. Note that all current and future dates covered by the replaced price row(s) shall be covered by the added row(s). That is, contractors shall take care not to create "holes" in price coverage. Note that the new price shall be effective on the price_start_date.

Example

Table 4a, below, represents the state of the table prior to submission of the contract modification.

Table B.2.11.11.3-1 Unified Messaging Service Feature Prices

clin	price	price start date	price stop date	price replaced date
519998	1.00	2007-10-01	2009-09-30	
519998	0.80	2009-10-01	2010-09-30	
519998	0.60	2010-10-01	2017-03-28	
519999	2.00	2009-05-01	2017-03-28	

Table 4a: Contract b-table Prior to Mod Submissions

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To reduce the price of CLIN 519998 from the existing price of $1.00 to $0.90 for the period 2009-4-01 through 2009-09-30, the contractor would submit the following table with only one row as shown below (Table 4b).

Table B.2.11.11.3-1 Unified Messaging Service Feature Prices

clin	price	price start date	price stop date	price replaced date
519998	0.90	2009-04-01	2009-09-30	

Table 4b Submitted b-table

After award of the modification (e.g. the mod is executed on 2009-03-22), the Government makes the necessary database adjustments to integrate the modification. After integration of the modification, the new table B.2.11.11.3-1 would appear as shown below (Table 4c). Notice that the Government modified one row to change the price_stop_date from 2009-09-30 to 2009-03-31 and then added a new row reflecting the price reduction, with a price_start_date of 2009-04-01.

Table B.2.11.11.3-1 Unified Messaging Service Feature Prices

clin	price	price start date	price stop date	price replaced date
519998	1.00	2007-10-01	2009-03-31	
519998	0.90	2009-04-01	2009-09-30	
519998	0.80	2009-10-01	2010-09-30	
519998	0.60	2010-10-01	2017-03-28	
519999	2.00	2009-05-01	2017-03-28	

Table 4c Contract b-table After Mod Integration

In addition, the following would be added by the Government to Table B.2.11.11.3-1 in the contract archive schema.

Table B.2.11.11.3-1 Unified Messaging Service Feature Prices (archive)

clin	price	price start date	price stop date	price replaced date
519998	1.00	2007-10-01	2009-09-30	2009-03-22

Table 4d Row Added to Archive b-table After Mod Integration

Deleting a Price Row

To submit a price for deletion, the row shall be included in the submission with the "price_start_date" and the "price_stop_date" both set to the last day of the month the CLIN will be available. Note that the last date the price shall be in effect is on the price_stop_date.

Example

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Using Table 4c, above as a starting point, if the contractor proposes to delete pricing for CLIN 519998 effective at the end of calendar year 2012, the contractor would submit the following table with only one row as shown below (Table 5a).

Table B.2.11.11.3-1 Unified Messaging Service Feature Prices

clin	price	price start date	price stop date	price replaced date
519998	0.60	2012-12-31	2012-12-31	

Table 5a Submitted b-table

After award of the modification, the Government makes the necessary database adjustments to integrate the modification. After integration of the modification, the new table B.2.11.11.3-1 would appear as shown below (Table 5b). Notice that the Government modified one row to change the price_stop_ date from 2017-03-28 to 2012-12-31.

Table B.2.11.11.3-1 Unified Messaging Service Feature Prices

clin	price	price start date	price stop date	price replaced date
519998	1.00	2007-10-01	2009-03-31	
519998	0.90	2009-04-01	2009-09-30	
519998	0.80	2009-10-01	2010-09-30	
519998	0.60	2010-10-01	2012-12-31	
519999	2.00	2009-05-01	2017-03-28	

Table 5b Submitted b-table

In addition, the following would be added by the Government to Table B.2.11.11.3-1 in the contract archive schema.

Table B.2.11.11.3-1 Unified Messaging Service Feature Prices (archive)

clin	price	price start date	price stop date	price replaced date
519998	0.60	2010-10-01	2017-03-28	Mod Award Date

Table 5c Row Added to Archive b-table After Mod Integration

New Date Constraints

Price start and stop dates are no longer constrained to evaluation year boundaries. However, prices must start on the first day of a month and stop on the last day of a month.

Adding a New Price Table. The format of a new price table must be reviewed and approved by the Government prior to the submission of a modification. It should follow the basic guidelines of all current price tables, such as including the CLIN number field, a price field, and start, stop and replace date fields.

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Submission Contents

All submissions must be submitted as specified below.

- Incremental Updates
- Tables in pre-approved price table formats
- Tables stored in the Networx Hosting Center

At both the contractor's and the Government's discretion, Government resources may be made available to assist the contractor in the preparation of a submission (particularly when a new price table format is involved). All proposals for contract modification (submissions) that contain pricing data shall comply with these submission requirements; those that do not will be returned to the contractor unprocessed.

Verification Mechanism

The government will publish the general reference information useful for preparing the price submission such as country/jurisdiction IDs, services, their types and categories, price tables formats, valid starting and stopping dates, price units, etc. The contractor shall reference this information before preparing their new submission to the GSA. If the contractor needs any information that does not exist in the published material, such as country codes, price units, table and its format then the GSA will provide that information.

The government may also provide pre-submission modification support to the contractors to verify their submission for correctness. This support consists of validating price tables (their names, table_ids, formats), price dates, and verifying new CLINs for its uniqueness, and details.

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-- Microsoft Access XX ".mdb" file or at the Government's discretion via the Networx Hosting Center

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Further, new offerings require submission of extra information for the Government's systems. These requirements are given in the paragraphs entitled Recording New Offering Information.¶

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Contractors shall provide extra information when new services or CLINs are introduced. This information is necessary for the government's systems to price contractor defined additional offerings. The information to be provided is given in Table 1 below. The acronym **VSC** stands for vendor service code – a vendor (contractor) defined CLIN number. Contractors can define their own VSC numbers as discussed below in the CLIN structure section.¶

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<#>Microsoft Access XX ".mdb" file¶
¶
...

J.10 ABBREVIATIONS AND ACRONYMS

2.5G	Two-and-a-half-generation
3DES	Triple Data Encryption Standards
3G	Third Generation
3GPP	3rd Generation Partnership Project
A/R	Accounts Receivable
AAL	ATM Adaptation Layer
ABR	Available Bit Rate
ACD	Automatic Call Distributor
ACO	Administrative Contracting Officer
ACS	Audio Conferencing Service
ACT	Accounting Control Transaction
ADPCM	Adaptive Pulse Code Modulation
ADR	Alternate Dispute Resolution
ADSL	Asymmetric DSL
AES	Advanced Encryption Standards
AHC	Agency Hierarchy Code
AHS	Application Hosting Services
AIOD	Automatic Identification of Outward Dialing
AIS	Automated Information System
ALC	Agency Local Contact
ALDS	Applications Layer Data Service
ALNP	Aggregated Line and Node Protection
AMI	Alternate Mark Inversion
AMIS	Audio Message Interface Specification
AMPS	Advanced Mobile Phone Service
AMSC	American Mobile Satellite Corporation
AMSS	Advanced Mobile Satellite Service
ANI	Automatic Number Identification
ANSI	American National Standards Institute
API	Application Programming Interface
APOC	Advanced Paging Operators Code
APS	Automatic Protection Switching
AQL	Acceptable Quality Level
ARS	Automatic Route Selection
ASC	Accredited Standards Committee
ASCII	American Standard Code for Information Exchange
ASON	Automatic Switched Optical Network
ASP	Application Services Provider
ASRN	Agency Service Request Number

ASTN	Asynchronous Transfer Mode
ATMF	ATM Forum
ATMS	Asynchronous Transfer Mode Service
AU	Authorized Users
AUP	Acceptable Use Policy
AV(S)	Availability (Service)
AVI	Audio Visual Interleave
AVM	Anti-Virus Management
AVMS	Anti Virus Management Service
B8ZS	Bipolar and 8 zero substitution
BBAA	Broad Band Access Arrangement
BBAS	Broadband Access Service
BBKUP&R	Backup and Restore
BBS	Broadband Switching System
BER	Bit Error Ratio
BGP	Border Gateway Protocol
bit (b)	Binary Digit
BLSR	Bidirectional Line Switched Ring
BNC	Connector for Coaxial Cable
BOC	Bell Operating Company
BOD	Bandwidth On Demand
BOM	Bill of Materials
bps	Bits per second
BPSR	Bidirectional Path Switched Ring
BRI	Basic Rate Interface
BSC	Binary Synchronous Communication
BSS	Broadcast Satellite Service
BT	Burst Tolerance
C.O.	Contracting Officer
CA	Communications Assistant (Federal Relay Service)
CAP II	Computer Access Protocol Number II
CAS	Cost Accounting Standards
CBR	Constant Bit Rate
CBS	Committed Burst Size
CCEP	NSA Commercial ComSec Endorsement Program
CCIR	International Radio Consultative Committee
CCITT	International Telegraph and Telephone Consultative Committee
CCR	Central Contractor Registration (Section L.32)
CCS	Call Center/Customer Contact Centers Services
CDA	Contract Disputes Act

CDD	Custom Design Document
CDG	CDMA Development Group
CDMA	Code Division Multiple Access
CDNS	Content Delivery Network Services
CDPD	Cellular Digital Packet Data
CDPDS	Cellular Digital Packet Data Service
CDR	Call Detail Record
CD-ROM	Compact Disk Read Only Memory
CDS	Cellular Dispatch Service
CDV	Cell Delay Variation
CES	Circuit Emulation Services
CFR	Code of Federal Regulations
CHS	Co-Located Hosting Services
CIPS	Converged IP Services
CIR	Committed Information Rate
CLEC	Competitive Local Exchange Carrier
CLIN	Contract Line Item Number
CLLI	Common Language Location Identifier
CLNS	Connectionless Network Service
CLO	Control Link Oscillator
CMC	Common Messaging Calls
CMMTS	Customer-Monitored Managed Transport Services
CNM	Customer Network Management
C.O.	Contracting Officer
COAX	Coaxial Cable
CODEC	Coder-Decoder
ComPAS	Comparison of Publicly Available Services
CONUS	Contiguous United States
COOP	Continuity Of Operations
COR	Contracting Officer's Representative
COS	Class of Service
CoSS	Collaboration Support Services
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off-the-Shelf
CPCS	Cellular/ Personal Communications Service
CPDF	Central Personnel Data File
CPE	Customer Premises Equipment
CPO	Contractor's Program Office
CPNI	Customer Proprietary Network Information
CPU	Central Processing Unit
CRL	Certification Revocation List
CRM	Customer Relationship Management
CS	Combined Services
CSA	Communications Service Authorization
CSC	Customer Service Center
CSDE	Customer Specific Design and Engineering

CSDES	Customer Specific Design & Engineering Services
CSDS	Circuit Switched Data Services
CSO	Customer Support Office
CSS	Circuit Switched Service
CSTA	Computer Supported Telephony Applications
CSU	Channel Service Unit
CSU/DSU	Channel Service Unit/Data Service Unit
CSV	Comma Separated Values
CTF	Convergence Task Force
CTI	Computer Telephony Integration
CTP	Comprehensive Transition Plan
CTS	Comprehensive Telecommunications Service
CUG	Closed User Group
CV	Code Violation
CVS	Cellular Voice Service
CWD	Customer Want Date
CWDM	Coarse Wavelength Division Multiplexing
DAR	Designated Agency Representative
DARPA	Defense Advanced Research Agency
dB	Decibel
DBCES	Dynamic Bandwidth Circuit Emulation
DCCS	Digital Cross Connects System
DCE-RPC	Distributed Computing Environment-Remote Procedure Calls
DDA	Domain Defined Attribute
DECNet	Digital Equipment Corporation Protocol
DES	Data Encryption Standard
DFS	Dark Fiber Services
DHCP	Dynamic Host Configuration Protocol
DHS	Dedicated Hosting Services
DID	Direct Item Description
DIS	Draft International Standard
DISCO	Defense Industrial Service Clearance Office
DISN	Defense Information Services Network
DITSCAP	DoD Information Technology Security Certification and Accreditation Process
DLCI	Data Link Connection Identifier
DLS	Data Link Switching
DMS	Defense Message System
DMZ	Demilitarized Zones
DND	Do Not Disturb
DNI	Dialed Number Identification
DNIS	Dialed Number Identification Service
DNRC	Device Non-Recurring Charge
DMRC	Device Monthly Recurring Charge
DOCSIS	Data Over Cable Service Interface Specifications

DoD	Department of Defense
DOS	Denial of Service
DS	Digital Signal level n
DSA	Digital Signature Algorithm
DSL	Digital Subscriber Line
DSS	Digital Signature Standard
DSS1	Digital Subscriber Signaling System Number 1
DSU	Data Service Unit
DTE	Data Terminal Equipment
DTMF	Dual Tone Multifrequency
DTS	Dedicated Transmission Service
DUNS	Data Universal Numbering System
DVD ROM	Digital Video Disk Read Only Memory
DWDM	Dense Wavelength Division Multiplexing
E911	Enhanced 911
ECR	Enhanced Call Routing
ECS	Electronic Commerce Service
ECTF	Enterprise Computer Telephony Forum
EFMA	Ethernet in the First Mile Alliance
EFT	Electronic Funds Transfer
EGP	Exterior Gateway Protocol
EIA	Electronic Industries Association
EIGRP	Enhanced Interior Gateway Routing Protocol
E-LAN	Ethernet Private Local Area Network
E-LINE	Ethernet Private Line
EM	Element Manager
E-Mail	Electronic Mail
EMS	Electronic Messaging Service
EN	Event Notification
EOS	Elements of Service
EPA	Environmental Protection Agency
EPCRA	Emergency Planning and Community Right-to-Know Act of 1986
ER	Extended Reach
ERP	Enterprise Resource Planning
EthS	Ethernet Services
ES	Error Second
ESCON	Enterprise System Connection
ESF	Extended Super Frame
ESMR	Enhanced Specialized Mobile Radio
ETR	External Timing Reference
ETSI	European Telecommunications Standard Institute
EVC	Ethernet Virtual Connection
EVDO	Evolution-Data Optimized (Also EV-DO and 1xEV-DO)

FAR	Federal Acquisition Regulation
FAX	Facsimile
FB	Fixed Bandwidth
FC	Fiber Channel
FCC	Federal Communications Commission
FCIA	Fiber Channel Industry Association
FDDI	Fiber Distributed Data Interface
FDMA	Frequency Division Multiple Access
FED-STD	Federal Standard
FFP	Firm Fixed Price
FICON	Fiber Connectivity
FIPS	Federal Information Processing Standards
FISMA	Federal Information Security Management Act
FOCN	Firm Order Commitment Notice
FOIA	Freedom of Information Act
FOTS	Fiber Optic Transport System
FPMR	Federal Property Management Regulations
FR	Frame Relay
FRAD	Frame Relay Access Device
FRF	Frame Relay Forum
FRS	Frame Relay Service
FSO	Free Space Optics
FSS	Fixed Satellite Service
FT1	Fractional T1
FT3	Fractional T3
FTP	File Transfer Protocol
FTR	Federal Telecommunications Recommendations
FTS	Federal Technology Service (Federal Telecommunications Service prior to October 1997)
FTS2001	Federal Telecommunications System 2001
FTTP	Fiber to the Premises
FUSF	Federal Universal Service Fund
FWTS	Federal Wireless Telecommunications Service
GAM	Global Account Manager
GAO	General Accounting Office
Gbps	Gigabit per second
Gbyte	Gigabyte
GCRA	Generic Cell Rate Algorithm
GETS	Government Emergency Telecommunications Service
GFE	Government Furnished Equipment
GFP	Government Furnished Property (formerly Government Furnished Equipment)
GigE	Gigabit Ethernet
GHz	Gigahertz
GIF	Graphics Interchange Format

GMS	Government Management Service
GOS	Grade of Service
GPMP	General Project Management Plan
GPRS	General Packet Radio Services
GQ	Generational Qualifier
GRE	General Routing Encapsulation Protocol
GSA	General Services Administration
GSAM	GSA Acquisition Manual
GSA FTS	General Services Administration, Federal Technology Service
GSAR	GSA Regulation
GSII	Government Services Information Infrastructure
GVTP	General Verification Test Plan
HCO	Hearing Carry Over
HF	High Frequency
HPC	High Probability of Completion
HPPI	High Performance Parallel Interface
HR	Human Resources
HSDPA	High-Speed Downlink Packet Access
HSSI	High Speed Serial Interface
HTML	HyperText Markup Language
HTTP	HyperText Transfer Protocol
HTTPS	HyperText Transfer Protocol Secure
Hz	Hertz
I.R.C.	Internal Revenue Code
I/O	Input/Output
IA/RA	Interactive Announcement/Response Arrangement
ICB	Individual Case Basis
ICC	Implementation Control Center
ICI	Inter Carrier Interface
ICMP	Internet Control Message Protocol
ID	Identification (User)
IDC	Internet Data Center
IDPS	Intrusion Detection and Prevention Service
IDS	Intrusion Detection Systems
IDSL	ISDN DSL
IEC	International Electrotechnical Commission
IEEE	Institute of Electrical and Electronics Engineers
IEMS	International Emergency Multimedia Service
IETF	Internet Engineering Task Force
IFS	Internet Facsimile Service
IGMP	Internet Group Management Protocol
IGRP	Interior Gateway Routing Protocol
IIF	Interworking and Interoperability Function
ILEC	Incumbent Local Exchange Carrier
IM	Inverse Multiplexing

IM (UMS)	Instant Messaging
IMA	Inverse Multiplexing over ATM
IMAP	Internet Message Access Protocol
IMC	Interagency Management Council
IMP	Implementation Management Plan
IMT	International Mobile Telecommunications
INC	International Carrier
INCITS	International Committee for Information Technology Standards
INMARSAT	International Maritime Satellite Organization
INRS	Incident Response Service
INT	Integer function
IOPS	Input/Output per Second
IP	Internet Protocol
IPM	Interpersonal Messaging
IPS	Internet Protocol Service
IPT	Integrated Product Teams
IPTelS	IP Telephony Service
IPVPN	Internet Protocol Virtual Private Network
IPVTS	Internet Protocol Video Transport Services
IPX	Internet Protocol Exchange
IR1-SLM	Intermediate Reach – Single – Longitudinal Mode
IRS	Internal Revenue Service
IRU	Indefeasible Rights of Use
IS-41	North American Standard for Wireless Telecommunications Network Signaling
IS	In-Service (ITU M.2101)
ISC	Inter System Channel
iSCSI	Internet Protocol Small Computer System Interface
ISDN	Integrated Services Digital Network
ISDNUP	ISDN User Part
IS-IS	Intermediate System to Intermediate System
ISM	In-Service Monitoring
ISO	International Organization for Standardization
ISP	Internationally Standardized Profile; also, Internet Service Provider
ITS	Institute for Telecommunication Sciences
ITU	International Telecommunications Union
ITU-T	International Telecommunications Union-Telecommunications Standardization Sector
ITU-TSS	International Telecommunications Union-Telecommunications Service Sector
IVR	Interactive Voice Response
IXC	Inter-Exchange Carrier
JPEG	Joint Photographic Experts Group
kbps	Kilobit per second
kHz	Kilohertz
KPI	Key Performance Indicator

L2TP	Layer 2 Tunneling Protocol
L2VPNS	Layer 2 Virtual Private Network Services
LAN	Local Area Network
LAP	Link Access Protocol
LAPB	Link Access Protocol Basic for X.25
LAPD	Link Access Protocol for D Channel Signaling (ISDN)
LATA	Local Access and Transport Area
LCAS	Link Capacity Adjustment Scheme
LDAP	Lightweight Directory Access Protocol
LEC	Local Exchange Carrier
LEO	Low Earth Orbit
LERG	Local Exchange Routing Guide
LGC	Local Government Contact
LH	Long Haul
LLDS	Link Layer Data Service
LMDS	Local Multipoint Distribution System
LMR	Land Mobile Radio
LMRAS	Land Mobile Radio Access Service
LMRS	Land Mobile Radio Service
LND	Last Number Dialed
LNP	Local Number Portability
LOH	Line Overhead
LR	Long Reach
LR1-SLM	Long Reach – Single – Longitudinal Mode
MAA	Metropolitan Area Acquisition
MAC	Mandatory Access Control
MAN	Metropolitan Area Network
MAP	Mobile Application Part
MAPI	Message Application Program Interface
MAS	Multiple Award Schedule
MB	Mega Bytes
Mbps	Megabit per second
MBS	Maximum Burst Size
MCC	Migration Control Center
MCR	Minimum Cell Rate
MEAS	Managed E-Authentication Service
MEF	Metro Ethernet Forum
MEGACO	Media Gateway Control
MEN	Metro Ethernet Network
MF	Multifrequency
MFI	Multifunction Interpreter
MFS	Managed Firewall Service
MGCP	Media Gateway Control Protocol
MHz	Megahertz

MIB	Management Information Base
MIME	Multipurpose Internet Mail Extensions
MIP	Migration Interconnection Plan
MMC	Multimedia Commands
MMDS	Microwave Multipoint Distribution Service
MMP	Migration Management Plan
MMRC	Maintenance Monthly Recurring Cost
MMS	Multimedia Messaging Service
MNS	Managed Network Services
MOPS	Management and Operations
MOS	Mean Opinion Score
MP	Migration Plan
MPEG	Moving Picture Experts Group
MPIN	Marketing Partner Identification Number
MPLS	Multiprotocol Label Switching
MPOP	Minimum Point of Penetration
MRC	Monthly Recurring Charge
MRG	Minimum Revenue Guarantee
MS	Microsoft
MSA	Metropolitan Statistical Area
MSPRing	Multiplex Shared Section Protection Ring
MSS	Mobile Satellite Service
MTA	Message Transfer Agent
MTBF	Mean Time Between Failures
MTSP	Multi Tier Security Profiles
MTSS	Managed Tiered Security Services
MTTR	Mean Time To Repair
MTTR (ES)	Meantime To Restore
MUA	Mail User Agent
MUX	Multiplexor
MWLANS	Multimode/Wireless LAN Service
NACSZ	Name, Address, City, State, Zip code
NAICS	North American Industry Classification System
NANP	North American Numbering Plan
NAS	Network Attached Storage
NAT	Network Address Translation
NBIP-VPNS	Network-based IP-VPN Services
NCS	National Communications System
NECA	National Exchange Carrier Association
NFPA	National Fire Protection Association
NGN	Next Generation Network
NHC	Networx Hosting Center
NHCID	Networx Hosting Center Instruction Document
NIACAP	National Information Assurance Certification and Accreditation Process

NIDR	Network Information Discovery and Retrieval
NII	National Information Infrastructure
NISPOM	National Industrial Security Program Operating Manual
NIST	National Institute of Standards and Technology
NIUF	National ISDN Users Forum
NLDS	Network Layer Data Service
NLSP	Netware Link Services Protocol
NM	Network Management
NMLI	Native Mode LAN Interconnection
NMM	Network Monitoring and Management
NNI	Network to Network Interface
NNTP	Network News Transfer Protocol
NPA	Numbering Plan Area
NPR	National Performance Review
NPV	Net Present Value
NRC	Non-recurring Charge
NRIC	Network Reliability and Interoperability Council
NS/EP	National Security and Emergency Preparedness
NSA	National Security Agency
NSP	Not Separately Priced
NT	Network Termination
NTIA	National Telecommunications and Information Administration
NTMS	National Telecommunications Management Structure
NTP	Network Time Protocol
NTSC	National Television Standards Committee
NUI	Network User Identification
NXX	Office Code where N=2-9 and X=0-9
OADM	Optical Add-Drop Multiplexer
OAM	Operations, Administration and Management
OAM&P	Operations, Administration, Maintenance and Provisioning
OASIS	Organization for the Advancement of Structured Information Standards
OCD	Operational Capability Demonstration
OCN	Operating Company Number
OC-N	Optical Carrier level-N
OCONUS	Outside Contiguous United States
OGP	Office of Government wide Policy
OIF	Optical Internetworking Forum
OMB	Office of Management and Budget
OOS	Out-of Service (ITU M.2101)
OOSM	Out-of Service Monitoring
OPM	Office of Personnel Management
OPS	One-Way Paging Service
OS	Operating System
OSE	Open System Environment
OSF	Open Software Foundation
OSI	Open Systems Interconnect
OSNR	Optical Signal to Noise Ratio
OSPF	Open Shortest Path First

OSS	Operational Support System
OTAR	Over-the-air-rekeying
OTGR	Optical Transport Generic Requirements
OTM	Office of Transition Management
OTM (SONET)	Optical Terminal Multiplexer
OTN	Optical Transport Network
OVPN	Optical Virtual Private Network
OWS	Optical Wavelength Service
P&P	Policies & Procedures
PagS	Paging Service
PAL	Phase Alternation by Line
PAR	Personnel Action Request
PARTIES	Protected Area Run Time Interface Extension Services
PAV	Percentage Allocation Value
PBIP-VPNS	Premises-based IP-VPN Services
PBX	Private Branch Exchange
PC	Personal Computer
PC(O)	Permanent Connection (Optical)
PCM	Pulse Code Modulation
PCMCIA	Personal Computer Memory Card International Association
PCO	Procuring Contracting Officer
PCR	Peak Cell Rate
PCS	Personal Communications Service
PDA	Personal Digital Assistant
PDF	Portable Document Format
PDU	Protocol Data Unit
PDU (DHS)	Power Distribution Unit
PED	Price Engine Documentation
PEP	Performance Enhancement Proxy
PFL	Performance Factor Level
PIC	Primary Interexchange Carrier
PICC	Pre-subscribed Inter exchange Carrier Charge
PIN	Personal Identification Number
PIR	Peak Information Rate
PKCS	Public Key Cryptography Standards
PLS	Private Line Service
PMD	Polarization Mode Dispersion
PMM	Price Management Mechanism
PMO	Program Management Office
PMP	Program Management Plan
POC	Point of Contact
POCSAG	Post Office Code Standardization Advisory Group
POH	Path Overhead
PON	Passive Optical Network
POP	Point of Presence

POP3	Post Office Protocol Version 3
POS	Packet over SONET
POSAG	Post Office Standardization Advisory Group
POTS	Plain Old Telephone Service
PPA	Pollution Prevention Act
PPIRS	Past Performance Information Retrieval System
PPP	Point-to-Point Protocol
PPSN	Public Packet Switched Network
PPSNGR	Public Packet Switched Network Generic Requirement
PPTP	Point-to-Point Tunneling Protocol
PRI	Primary Rate Interface
PSAP	Public Safety Answering Point
PSMP	Project-Specific Management Plan
PSN	Public Switched Network
PSS	Packet Switched Service
PSTN	Public Switched Telephone Network
PTMP	Preliminary Transition Management Plan
PTT	Postal Telephone and Telegraph
PVC	Permanent Virtual Circuit
PWE	Pseudo Wire Emulation
QA	Quality Assurance
QoS	Quality of Service
RADIUS	Remote Authentication Dial In User Service
RAID	Redundant Arrays of Inexpensive Disks
RAMP	Radio Access Mail Protocol
RCS	Routing Control System
RD-LAP	Radio Data-Link Access Protocol
RDR-A	Remote Data Replication for Archiving
RDR-M	Remote Data Replication for Mirroring
RESP ORG	Responsible Organization
RF	Radio Frequency
RFC	Request for Comment
RFP	Request for Proposal
RIP	Routing Information Protocol
RPR	Resilient Packet Ring.
RSA	Rural Service Area
RSVP	Resource Reservation Setup Protocol
RT	Response Time
RTP	Real-Time Transport Protocol
RTT	Radio Transmission Technology
S/N	Signal-to-Noise Ratio
SAC	Service Access Code
SALT	Speech Application Language Tags

SAM	SCSI-3 Architecture Model
SAN	Storage Area Network
SANS/FBI	SysAdmin, Audit, Network, Security Institute/Federal Bureau of Investigation
SatAA	Satellite Access Arrangement
SatAS	Satellite Access Service
SBU	Sensitive but Unclassified
SC	Service Coordinator
SC (O)	Switched Connection (Optical)
SCCP	Skinny Client Control Protocol
SCI	Sensitive Compartmented Information
SCR	Sustained Cell Rate
SCSI	Small Computer System Interface
SDH	Synchronous Digital Hierarchy
SDLC	Synchronous Data Link Control
SDP	Service Delivery Point
SDPP	Service Delivery Project Plan
SDS	Switched Data Service
SDSL	Symmetric DSL
SECAM	Système Electronique Couleur Avec Memoire
SED	Service Enabling Device
SES	SCSI Enclosure Services
SES (OWS)	Severe Error Seconds
SF	Standard Form
SF (SONET)	Super Frame Format
SF-52	Standard Form 52, Request for Personnel Action (a U.S. Government form)
SFTP	Secure File Transfer Protocol
SHA	Secure Hash Algorithm
SIC	Service Initiation Charge
SIMPLE	Session Initiation Protocol and Presence for Instant Messaging Leveraging Extensions
SIOP-ESI	Single Integrated Operational Plan-Extremely Sensitive Information
SIP	Session Initiation Protocol
SLA	Service Level Agreement
SMC	SCSI-3 Medium Changer Commands
SMEMS	Secure Managed E-Mail Service
SMS	Short Messaging Service
SMSC	Short Messaging Service Center
SMTP	Simple Mail Transfer Protocol
SNA	System Network Architecture
SNI	SNA Network Interconnect
SNIA	Storage Networking Industry Association
SNMP	Simple Network Management Protocol
SO	Service Order
SOAP	Simple Object Access Protocol

SOC	Service Order Confirmation
SOCN	Service Order Completion Notice
SOH	Section Overhead
SONET	Synchronous Optical Network
SONETS	Synchronous Optical Network Services
SOW	Statement of Work
SPC	Soft Permanent Connection
SPC (SS)	Storage Performance Council
SPC-1	SPC Benchmark-1
SPE	SONET Payload Envelope
SPX/IPX	Sequenced Packet Exchange/Internet Packet Exchange
SQRT	Square root function
SR	Short Reach
SR-MLM	Short Reach Multi-Longitudinal Mode
SS	Storage Services
SS7	Signaling System 7
SSA	Source Selection Authority
SSH	Secure Shell
SSL	Secure Sockets Layer
ST	Scheduled Transfer
STA	SCSI Trade Association
STM-N	Synchronous Transport Module Level N
STP	Shielded Twisted Pair
STS-N	Synchronous Transport Signal Level-N
STU-III	Secure Telephone Unit III
SVC	Switched Virtual Circuit
SVS	Switched Voice Service
SWC	Serving Wire Center
TA	Terminal Adaptor
TACACS	Terminal Access Controller Access Control System
TALS	TDM Access Line Service
TAP	Telocator Alphanumeric Protocol
TAPI	Telephony Application Program Interface
TCC	Transition Control Center
TCIF	Telecommunications Industry Forum
TCOS	Travel Class of Service (Generally 'TCM' is used for Traveling Classmark)
TCP/IP	Transmission Control Protocol/Internet Protocol
TD	Transport Demultiplexing
TDD	Telecommunications Device for the Deaf
TDD/TTY	Telecommunications Device for the Deaf/Teletypewriter
TDM	Time Division Multiplexing
TDMA	Time Division Multiple Access
TE	Terminal Equipment
TELNET	Terminal-remote Host Protocol Program

TESP	Telecommunications Electric Service Priority
TFS	Toll Free Service
TIA	Telecommunications Industry Association
TIFF	Tag Image File Format
TIN	Taxpayer Identification Number
TLS	Transport Layer Security
TMF	Tele Management Forum
TMN	Total Management Network
TMP	Transition Management Plan
TMS	Technical and Management Support
Tn	Trunk level n
TNPP	Telocator Network Paging Protocol
TO	Task Order
TOD	Time of the Day
TOH	Transport Overhead
TOPS	Telecommunications Ordering and Pricing System
TP	Transition Plan
TP (Billing)	FTS Non-Itemized Purchase Order
TPA	Transition Plan Agreement
TPS	Two-Way Paging Service
TPSP	Transition Project Specific Plan
TS	Telecommunications Services
TSAPI	Telephony Services Application Program Interface
TSP	Telecommunications Service Priority
TTR	Time to Restore
TWS	Teleworking Services
U.S.	United States
UBI	Unique Billing Identifier
UBR	Unspecified Bit Rate
UBS	Unclassified But Sensitive
UDP	User Datagram Protocol
UI	User Interface
UIFN	Universal International Free Phone Number
UITN	Universal International Toll Free Number
UM	Unified Messaging
UMS	Unified Messaging Services
UMTS	Universal Mobile Telecommunications System
UN	United Nations
UNI	User-to-Network Interface
UPS	Uninterruptible Power Supply
UPSR	Unidirectional Path Switched Ring
URL	Uniform Resource Locator
USC	United States Code
USF	Universal Service Fund
UTP	Unshielded Twisted Pair

V&H	Vertical and Horizontal Coordinates
VAS	Value Added Service
VBR	Variable Bit Rate
VBR-NRT	Variable Bit Rate-Near Real-Time (also: nrt-VBR)
VBR-rt	Variable Bit Rate-Real Time
VC	Virtual Circuit
VC (SONET)	Virtual Container
VCAT	Virtual Concatenation
VCO	Voice Carry Over
VESDA	Very Early Smoke Detection Apparatus
VINES	Virtual Integrated Network Service
VLAN	Virtual Local Area Network
VOATM	Voice over Asynchronous Transfer Mode
VOFR	Voice over Frame Relay
VOIP	Voice over Internet Protocol
VOIPTS	Voice over Internet Protocol Transport Services
VP/VC	Virtual Path/Virtual Channel
VPIM	Voice Profile for Internet Mail
VPN	Virtual Private Network
VS	Voice Services
VSAT	Very Small Aperture Terminal
VSR	Very Short Reach
VSS	Vulnerability Scanning Service
VT	Virtual Tributary
VTS	Video Teleconferencing Services
VXML	Voice Extensible Markup Language
WACFO	Where Available Commercially From Offeror
WAN	Wide Area Network
WAP	Wireless Application Protocol
WCS	Web Conferencing Services
WDM	Wavelength Division Multiplexing
WDPDS	Wireless Digital Packet Data Service
WEP	Wireless Encryption Protocol
WEP (TWS)	Wired Equivalency Privacy
WFM	Workforce Management
WGI	Within Grade Increase
WIFI	Wireless Fidelity
WLAN	Wireless Local Area Network
WLNAA	Wireline Access Arrangement
WLNAS	Wireline Access Service
WLSAA	Wireless Access Arrangement
WLSAS	Wireless Access Service
WORM	Write Once, Read Many
WPS	Wireless Priority Service
WWW	World Wide Web

WZ1 **World Zone 1**

XML **Extensible Markup Language**

J.11 Glossary of Terms

24x7 - Twenty-four hours a day, seven days a week, without exception (e.g., national holidays are not excluded)

3rd Generation Partnership Project (3GPP) – An agreement formed in December 1998 by several telecommunications standard bodies to create technical specifications for the International Telecommunication Union's third-generation standards; represented in the group are companies form China, Europe, Japan, Korea, and the United States.

Acceptable Quality Level (AQL) – The performance level for each KPI associated with a Networx service that is guaranteed by the contractor.

Access - The facility-based service arrangements that provide net locations and their associated points of connection with the transport service providers (such points of connection with the transport service providers are called Points of Presence (POPs).

Access Circuit - A dedicated facility, varying by type (e.g., analog, digital signal, or synchronous optical network) and by bandwidth, which is used to carry service(s) between an SDP and its POP.

Access Control - The process of limiting access to the resources of a system only to authorized personnel, programs, processes, or other systems (in a network). Synonymous with controlled access and limited access.

Access Type - The categorization of facilities used to provide access.

Accessories - Accessories are separately-priced additional SEDs-related components that enhance the use of a stand alone or packaged device, but are not needed to implement the essential function(s) of the device, e.g., a spare battery or carrying case for a cellular or mobile satellite handset or an additional copy of a user manual.

Accounting Control Transaction Number - A specific number assigned to each contract award winner authorizing the invoicing of services.

Ad Hoc Reporting - The generation of reports at sporadic intervals with varying contents and purposes.

Administrative Contracting Officer (ACO) - In FAR definition, "Administrative contracting officer" refers to a contracting officer who administers contracts.

Advanced Mobile Phone Service (AMPS) - An analog cellular communications system that uses frequency-division multiple Access (FDMA) for control and frequency division duplex (FDD) for two transmission.

Advanced Paging Operators Code (APOC) - Advanced Paging Operators Code (APOC) is a high-speed standard paging coded system.

Agency - An organizational entity of the United States Federal Government. Also used in this document to refer to a Government entity that is authorized to purchase Networx services.

Agency Hierarchy Code - The Agency Hierarchy Code designates the Agency to which services are to be invoiced and the level within the Agency where

these costs are grouped. Except for the first 4 characters, the AHC is a 28 character string that belongs solely to the Agency; it is not to be tampered with by any other outside organization. The AHC is determined by the Agency and should follow that Agency's rules concerning the setup of their [A] - Own budgetary accounting codes (I.E., should ultimately identify the office that will actually pay for the service being provided), and/or [B] - Reporting Requirements. The AHC may also be identified with whoever is actually receiving the service being provided.

Agency Locations – In this contract, the physical address of Agencies, sub-Agencies, or other authorized users of Networx services.

Agency Service Request Number (ASRN) - Agency provided service request order number.

Aggregated Line and Node Protection (ALNP) - Provides protection against local link and nodal failure by using local path detour mechanisms.

Alarm Indication Signal (AIS) – A signal transmitted in lieu of the normal signal to maintain continuity, and to indicate to the receiving terminal that there is a transmission fault which is located at, or upstream of, the transmitting terminal.

Alliance for Telecommunications Industry Solutions (ATIS) - A North American organization, formerly called ECSA, was established to develop standards and guidelines for the methods and procedures needed in the telecommunications industry. ATIS has four committees, T1, SONET, Internet Work Interoperability Test Coordination, and Order and Billing Form.

Alphanumeric - Consist of any of the 26 upper case alphabetic letters (A through Z) and 10 numerals only (0 through 9).

Alternate Government Contact – An individual who has been identified by an Agency to interface with the contractor at a specific location in the event the local government contact (LGC) is unavailable.

Alternate Mark Inversion (AMI) - A line coding method used in T-1 and other digital wire transmission systems.

American National Standards Institute (ANSI) - The US organization that sets the rules and procedures for, and also authorizes specific standards setting organizations. ATIS and EIA/TIA are two ANSI authorized standards setting organizations in the US in the subject area of telecommunications.

American Sign Language (ASL) - A visual language based on hand shape, position, movement and orientation of the hands in relation to each other and the body.

American Standard Code for Information Interchange (ASCII) - The standard code used for information interchange among data processing systems, data communications systems, and associated equipment in the United States.

Americans with Disabilities Act (ADA) - Public Law 101-336. (Public Law 336 of the 101st Congress), enacted July 26, 1990. The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities

in employment, State and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay telecommunications services.

Analog Data - Data represented by a physical quantity that is considered to be continuously variable and whose magnitude is made directly proportional to the data or to a suitable function of the data

Anti-Virus Management (AVM) - AVM enables the detection and removal of computer viruses. Anti-virus software scans executable files, boot blocks and incoming traffic for malicious code.

Application Hosting Services (AHS) - Application Hosting Services take advantage of the Internet and economies of scale for the delivery of enterprise software applications. A contractor acting as an Applications Services Provider (ASP) installs and maintains mission-critical applications at one or more of its Internet Data Centers.

Application Programming Interface (API) - A software program that has defined information entry and exit points in that allows other programs or devices to communicate with the software program.

Application Service Provider (ASP) - A company that provides an end user with an information service. An ASP owns or leases computer hardware and software system that allows one or more users to access information services on or through that computer systems.

Asymmetrical Digital Subscriber Line (ADSL) – A modem technology that provides greater bandwidth via an ordinary telephone line or unbundled loop; asymmetrical implies a higher capacity incoming and a lower capacity outgoing

Asynchronous (ASYNC) - A signal which does not have synchronization with some other reference signal. The communications on an asynchronous channel is not sequential and may appear random in nature.

Asynchronous Transfer Mode (ATM) - A packet data and switching technique that transfers information by using fixed length 53 byte cells. The ATM system uses high-speed transmission and is a connection-based system.

ATM Adaptation Layer (AAL) - A process that disassembles Class A, B, C and/or D traffic into the format of an asynchronous transfer mode cell on the originating side and reassemble the data on the terminating side

Audio Message Interface Specification (AMIS) – A set of standards for connecting separate voice messaging systems.

Audio Video Interleave (AVI) - A standard file format (known as "filename.avi"). It is a MS Windows multimedia video format that interleaves waveform audio and digital video.

Audit Trail - A record of system activities that is sufficient to enable the reconstruction, reviewing, and examination of the sequence of environments and activities surrounding or leading to an operation, a procedure, or an event in a transaction from its inception to final results.

Authentication - Verification of the identity of a user, device, or other entity in a computer system, often as a prerequisite to allowing access to resources in a system.

Authorization Code - An assigned code that is dialed or verbally given by the user or passed to an operator to gain access to presubscribed Networx contractor provided services and features.

Authorized User - An organization that is authorized to use the Networx contract and/or associated systems, including all Federal Agencies, authorized Federal contractors, Agency-sponsored universities and laboratories, and when authorized by law or regulation, state, local, and tribal Governments, and other organizations. All organizations listed in General Services Administration (GSA) Order ADM 4800.2E (as updated) are also eligible.

Automatic Call Distributor (ACD) – The device used by many offices to distribute incoming calls among employees; answers calls, determines how to handle the call, alerts the caller to remain on the line and then transfers the call to the first available employee

Automatic Identification of Outward Dialing - The automatic identification of the calling station number based on EIA RS464/464-1 standard. (See Automatic Number Identification.)

Automatic Identification of Outward Dialing (AIOD) - The capability of some PBX or Centrex switches to provide an itemized breakdown of calls and charges, including individual charges for toll calls, for calls made from each telephone extension station. *See also ANI.*

Automatic Message Accounting (AMA) - An automatic system for recording data describing the origination time of day, dialed number and time duration of a call for purposes of billing.

Automatic Number Identification (ANI) - A service feature in which the directory number or equipment number of a calling station is automatically obtained.

Automatic Protection Switch (APS) – A device which monitors a channel and automatically switches the channel to another facility whenever the channel fails or when specified parameters go beyond a specified threshold.

Automatic Protection Switching (APS) - Switching architecture designed for SONET to perform error protection and network management from any point on the signal path.

Automatic Switched Optical Network (ASON) - The ASON is a multi-client versatile intelligent platform that enables the introduction of optical network functionality and facilitates efficient and future proof network architecture.

Automatic Switched Transport Network (ASTN) – A technology that uses the Generalized MPLS signaling protocol to set up and monitor edge-to-edge transport connections. ASTN is a type of optical transport network that uses Multi-Protocol Label Switching (MPLS) signaling to specify both the Network-to-Network (NNI) interface and the User-to-Network (UNI) interfaces and manages optical paths to enable Agencies to contract

multi-point-to-multi-point connections in different configurations and class-of-service options.

Availability - Availability is the ratio of the time during which a service is available to the user (e.g., to originate and terminate calls) to the total amount of time in the calendar month. Availability is expressed as a decimal between 0 and 1 and is normally calculated for one calendar month of service.

Availability (Service) = Av(S) - is measured end-to-end for each service and calculated as a percentage of the total reporting interval time that a service is operationally available to the customer. Availability is computed by the standard formula:

$$Av(S) = \frac{RI(HR) - COT(HR)}{RI(HR)} \times 100$$

Available Bit Rate (ABR) – A class of ATM service, normally used for applications that do not require real-time delivery of data, e.g., local area network (LAN) interconnection, distributed file services, and Frame Relay to ATM Service Interworking (FRASI).

B Channel - The International Telegraph and Telephone Consultative Committee (CCITT) designation for a clear channel, 64 kb/s service capability provided to a subscriber under the Integrated Services Digital Network offering. (See Integrated Services Digital Network)

Backup and Restore (BBKUP&R) - The combination of manual and machine procedures that can restore lost data in the event of hardware or software failure. Routine backup of databases and logs of computer activity are part of a backup & recovery program.

Bandwidth – The difference, in hertz (Hz), between the highest and lowest frequencies of a transmission channel. Also used to identify the maximum amount of data that can be sent through a given transmission channel per second.

Bandwidth On Demand (BOD) - A system that allows different data transmission rates based on requests from the customer, their application (e.g. voice or video), and the data transmission capability of the system.

Baseband - The original band of frequencies produced by a transducer, such as a microphone, telegraph key, or other signal-initiating device, prior to initial modulation

Basic Rate Interface (BRI) - An Integrated Services Digital Network (ISDN) multipurpose user's interface standard that denotes the capability of simultaneous voice and data services provided over 2B+D channels, two clear 64 kb/s channels and one clear 16 kb/s channel access arrangement to each subscriber's location as defined by International Telecommunications Union/Telecommunications Service Sector (ITU-TSS) I.412. (See B Channel and D Channel)

Basic Service - A set of technical capabilities that are defined in Section C. They are inherent within the base prices and may not be unbundled from these base prices.

Batch Service Request - Multiple requests for service in which individual service requests have been aggregated into a composite file that is forwarded via electronic file transfer to the contractor.

Best Commercial Practice - That method(s), process(es), procedure(s), system(s), and/or usage that is commonly implemented in the business world and that is generally agreed to have produced the most satisfactory or desirable result(s) on a consistent basis.

Bidirectional Line Switched Ring (BLSR) - A form of synchronous optical network (SONET) transmission that uses 2 rings for communication. The data flow on these two rings is opposite: clockwise on one and counterclockwise on the other. The use of BLSR transmission allows half of the data communication devices to be served by one ring and half to be served by the other.

Bidirectional Path Switched Ring (BPSR) - SONET transport network configuration in which network nodes are connected in a ring and traffic can be instantly re-routed in the other direction around the ring in the event of a cable cut or degradation of optical signal, thereby routing around the point of failure.

Bill of Materials (BOM) - A list of parts (components and other assemblies) that are the materials that are used to produce a product, quantity of product, or an assembly. In Networx, the listing of parts in a BOM is often assigned a cost (CLIN) to estimate the construction cost of the product or assembly.

Billable Agency Hierarchy Code - This represents an Agency Hierarchy Code (see also Agency Hierarchy Code) that is designated by an Agency to be assigned by the contractor to charges for a specific service or services under the contract. The corresponding charges should be billed to the Agency using this Agency Hierarchy Code.

Billed Eligible Revenue - This represents revenue billed by the contractor that is included in the calculation of the GSA Management Service (GMS) fee.

Billed Price – Includes the actual price of equipment and/or services, GMS fees, and any billed charges that are defined in the Networx contract(s).

Billing Codes - These are specific alpha and/or numeric identifiers that are used in the contractor's commercial billing systems to represent various billing elements (e.g., feature charge type, transmission type, etc.).

Billing Dispute – A government notification to the contractor noting a difference between an actual invoiced amount and the correct amount, based on the contract.

Billing Inquiry – A question or issue in the area of billing which may lead to a billing dispute.

Billing Output files - This represents contractor output files related to contractual billing deliverables that are required by the government.

Bit – The smallest unit of data transmission, representing either a binary 1 or a 0.

Bit Error – An error in the transmission of a single bit.

Bit Error Rate Test (BERT) – A test in which a known digital test pattern is transmitted on a data circuit and is compared to the pattern actually

received. The comparison yields an average count of bit errors per second over the period of the test.

Bit Error Ratio (BER) - The number of bits errors divided by the total number of bits transmitted, received, or processed over some stipulated period.

Bulk Order - A single order submitted by authorized persons, directing a contractor to provide multiple instances of the same service from a single ordering Agency.

Burst Size – The number of 56 byte ATM cells that can be transmitted from an ATM port in a contiguous stream.

Business Day - Any Monday through Friday that is not a US Federal holiday.

Busy Hour Grade of Service (GOS) – Busy hour GOS is a KPI for VS and is defined as the proportion of calls that cannot be completed during the customer's busy hour because of limits in the call handling capacity of one or more network elements (e.g., all trunks busy). For example, P.01 GOS indicates that one percent of the calls attempted are not being completed during the busy hour.

Byte – A set of bits that represent a single unit. A byte is usually defined to contain eight bits.

Calendar Month – The period beginning at 12:00 midnight on the first day of a month and ending at 11:59 PM on the last day of that month. Normally the Networx billing month is a calendar month.

Call - Any demand to set up a connection. A unit of traffic measurement.

Call Detail Records (CDR) – Network record (voice, data, or other) that includes call or event details, such as type, time, duration, originator, and destination; CDR can be used for network monitoring, traffic accounting, and billing.

Cancellation Order - An order submitted by authorized persons, directing a contractor to cancel a pending order.

Central Contractor Registration (CCR) – A web-based registration system used by the contractors to register for the first time or to update their information profile to indicate a past performance Point of Contact. In CCR, contractors assign themselves a Marketing Partner Identification Number (MPIN), which they will use to gain access to PPIRS (Past Performance Information Retrieval System (PPIRS). In order to access their own information in PPIRS, contractors must first gain access through the CCR online process and register. CCR can be accessed at: *http://www.ccr.gov* . *See "Past Performance Information Retrieval System (PPIRS)"*

Central Remit -*See Centralized Billed Invoice*

Centralized Billed Invoice - This represents summarized invoice data for multiple Agencies or sub-Agencies that has been combined into a single invoice and delivered to GSA. It may not be an actual request for payment.

Centralized Billing - The process by which the contractor combines the invoice data for multiple Agencies or sub-Agencies into a single invoice delivered to GSA. Agencies are invoiced directly by GSA and pay the invoice

directly to GSA. GSA is responsible for the collection of charges directly from the centralized-billed Agencies or sub-Agencies. The contractor invoiced consolidated billing charges directly to GSA. *See Direct Billing.*

Centralized Payment - This represents payment made to the contractor by the GSA Office of Finance for the amount of the invoice less the GSA Management Service (GMS) fee, non-compliance amounts, and any amounts withheld by GSA.

Change Control – The introduction of changes in the Networx OSS, services, processes, and documentation in a controlled fashion so as to minimize the impact on quality or availability of service.

Change Order – An order submitted by authorized persons, directing a contractor to make a change to a previously completed order and existing service.

Channel Service Unit/Data Service Unit (CSU/DSU) - Devices that combine the functionality of data service units (DSU) and channel service units (CSU) to adapt data from user communication systems to communication lines with multiple channels. The DSU portion as an interface between a customer's data terminal equipment and a data communication network. DSU are the digital equivalent of the analog modem and are translation codecs (COde and DECode) coupled with a network termination interface (NTI). The CSU portion is used to coordinate communication from one or more data terminal equipment (DTE) devices to logical channels on a multi-channel communication circuit.

Circuit - The complete transmission path between two terminals over which one-way or two-way communication may be provided. A circuit may provide one or more channels.

Circuit Emulation Services (CES) - A service that transports TDM-based traffic over a Metro Ethernet Network.

Circuit Grooming - The practice of efficiently using both incoming and outgoing facilities by cross-connection and multiplexing of lower rate signals (or channels) into higher rate aggregated signals, and vice versa. Consolidation and segregation of voice and data or service types, as appropriate, are included in this practice. The objective is to minimize the cost to the Government of both access and transport.

Class A Expedited Implementation – Expedited service implementation when the ordering Agency requires priority provisioning for NS/EP circumstances or other circumstances in which the Telecommunications Service Priority (TSP) system is invoked.

Class B Expedited Implementation – Expedited service implementation when the ordering Agency requires priority provisioning due to potential hardship to the Agency, however, not due to circumstances covered by TSP.

Class of Service (COS) – A grade of service that is defined by specific service KPIs. For example, for Asynchronous Transfer Mode Service (ATMS), the class of service is defined by the constancy of the cell delivery rate and the amount of bandwidth available for use. ATMS classes of service include Constant Bit Rate and Variable Bit Rate.

Classmark - A designator used to describe the service feature privileges, restrictions, and circuit characteristics for lines or trunks that access a switch. *Note:* Examples of classmarks include precedence level, conference privilege, security level, and zone restriction. *Synonym: class-of-service mark.*

Clear Channel - In networking, a signal path that provides its full bandwidth for a user's service. *Note:* No control or signaling is performed on this path. (e.g., 64 kb/s clear channel.)

Closed User Group (CUG) - (1- access restriction) A group of directory numbers sharing an access restriction such that any directory number can reach others in the group but cannot access outside numbers. (2- cellular system) Advanced features such as 4-digit dialing authorized for a closed group of users of the service. (3 - X25 protocol) In the X.25 packet-switching protocol, a facility indicating a virtual grouping of terminals that can communicate only with other members of that group. The feature can be extended to a closed user group with outgoing access, or a closed user group with incoming access.

Coarse Wavelength Division Multiplexing (CWDM) - Combines up to 16 wavelengths onto a single fiber. CWDM technology uses an ITU standard 20nm spacing between the wavelengths, from 1310nm to 1610nm.

Code Division Multiple Access (CDMA) - A system that allows multiple users to share one or more radio channels for service by adding a unique codes to each data signal that is being sent to and from each of the radio transceivers. These codes are used to spread the data signal to a bandwidth much wider than is necessary to transmit the data signal without the code.

Code Violations (CV) - A transmission error detected by the difference between the transmitted and the locally calculated bit-interleaved parity.

Coder-Decoder (CODEC) - An assembly consisting of an encoder and a decoder in the same equipment.

Commercial Best Practice - Synonymous with "Best Commercial Practice"

Commercially Available - As applied to a telecommunications service in a geographic area, the service or service related feature that is currently legally provided by a service provider to one or more other entities, independent from the service provider, for their own legal commercial business purposes.

Commercially Interoperable Services - A commercially available telecommunications service offering is considered to be commercially interoperable when any subscriber on that commercially available telecommunication service can establish connectivity with a majority of subscribers on similar, but independent, commercially available telecommunication services within the same country.

Committed Burst Size (CBS) - Committed burst size defines the number of bits that a router can transmit over a specified time interval when congestion is occurring.

Committed Information Rate (CIR) - Committed information rate (CIR) is a guaranteed minimum data transmission rate of service that will be available to the user through a network. Applications that use CIR services include voice and real time data applications. CIR can be measured in bits per second, burst size, and burst interval. Some service providers allow users to transmit data above the CIR level. However, when data is transmitted above the CIR level, some of the data may be selectively discarded if the network becomes congested.

Common Language Location Identification Code (CLLI) – An eleven character location identification code that complies with American National Standard Institute (ANSI) standard T1.201-1987. The eleven character mnemonic code is used to uniquely identify a location in the United States, Canada or other countries. These codes are known as CLLI or "Location Codes" and may be used in either a manual or mechanized record keeping system.

Communications Assistant (CA) - The Federal Relay Service operator who acts as an intermediary between the hearing/speech impaired Federal Relay Service user (who uses a TDD/TTY or personal computer) and a hearing Federal Relay Service user (who uses a standard telephone device).

Compatibility - A property of systems that allows the exchange of necessary information directly and in usable form. *Note:* This implies use of identical or compatible protocols.

Competitive Local Exchange Carrier (CLEC) - A telephone service company that provides local telephone service that competes with the incumbent local exchange carrier (ILEC).

Complaint Report – A verbal or written notice submitted by a customer Agency to notify the contractor and formally document dissatisfaction with the responsiveness or customer service of the contractor.

Complex Price Quote - Involves complex service solutions requiring coordinated effort between the Government and the contractor to develop technical, scheduling, and costing alternatives. The contractor provides the Government a service price quote describing the technical details, price, and proposed schedule information regarding implementation of the proposed service solution.

Compliance Appraisal - As used in the Request for Proposal (RFP), the process of determining the contractor's level of compliance with the requirements of the RFP.

Computer Supported Telephony Applications (CSTA) - An interface created by ECMA to support computer telephony integration (CTI). ECMA is an industry association dedicated to the standardization of Information and Communication Technology (ICT) Systems.

Computer Telephony Integration (CTI) - CTI is the integration of computer processing systems with telephone technology. Computer telephony provides PBX functions along with advanced call processing and information access services. These services include, pre-paid telephony

access control, interactive voice response (IVR), call center management, and private branch exchanges (PBX).

Confidentiality - The concept of holding sensitive data in confidence, limited to an appropriate set of individuals or organizations.

Configuration – Identification, arrangement, and setup of parts, elements or components of a Networx service or OSS.

Configuration Control – Assembly and release of parts, elements, and components of a Networx service or OSS in a controlled fashion so as to ensure the consistency of the released parts, elements and components, and to communicate the characteristics of the released configuration.

Conformance Appraisal - As used in the RFP, the process of verifying that the offeror's proposal conforms to the proposal preparation instructions in the RFP.

Connection - A call, session, or virtual communications link provided via switched service types or the use of the fixed transmission media of dedicated facility-based service types.

Connection-Oriented – A protocol for exchanging data in which a logical connection is established between the end points (e.g., virtual circuit)

Consolidated Invoice - An invoice containing charges for multiple services (e.g., voice, data, cellular, paging). The contractor invoices all services having the same billing period on a consolidated invoice.

Constant Bit Rate (CBR) - A class of ATM service that supports the transport and delivery of services that require a constant, unvarying rate of information delivery, e.g., high quality video, high quality voice, and emulated circuit switching. The cell rate is constant with time.

Consultative Committee for International Telephony And Telegraphy (CCITT) - Original French language name "Comité Consultatif International Télégraphique et Téléphonique" abbreviated CCITT. A part of the United Nations Economic Scientific and Cultural Organization (UNESCO), based in Geneva, develops worldwide telecommunications standards. In 1993, after a reorganization, the organization's name was changed to International Telecommunication Union-Telecommunications Sector (ITU-T or just ITU)

Contract Line Item Number (CLIN) - A unique number used to identify billable items; a term used to describe an item that can have a single unit price; a contract line item must be identified separately from any other items or services on the contract.

Contracting Officer (CO) – In FAR definition, means a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The Contracting Officer signs contracts on behalf of the Government and bears the legal responsibility for each contract. They alone can enter into, terminate, or change a contractual commitment on behalf of the Government.

Contracting Officer's Representative (COR) – (formerly called COTR) COR is a person designated in accordance with the Federal Acquisition Regulation Supplement, and authorized in writing by the contracting

officer, to perform specific technical or administrative functions. COR has specific authority to act on behalf of the contracting officer. The COR is not authorized to make any commitments or changes that will affect price, quality, quantity, delivery, or any other term or condition of the contract. The COR performs essential responsibilities during the various stages of the contracting process:

- Pre-solicitation phase - the COR has the lead and the Contracting Officer operates in an advisory capacity.
- Award phase - the lead responsibility shifts to the Contracting Officer, with the COR acting largely as an advisor.
- Post-award administration - the COR assumes lead responsibility for some functions, and the Contracting Officer for others.
- While the contract is in force, CORs monitor compliance with all contract terms and conditions, and must report any deviation to the Contracting Officer.

Contracting Officer's Technical Representative (COTR) – In Networx, the COR replaces the title for a COTR. *See also Contracting Officer's Representative (COR)*

Contractor Billing Period - This represents the time frame during which the contractor's billing system completes its processing cycle (e.g., billing records may be captured by a contractor's billing system for a period running from the 1st to the 31st of a calendar month. However, the "contractor billing period" represents the applicable date that has been established as a monthly recurring billing platform cycle end date).

Contractor's Program Organization (CPO) - An organization which will be established by the contractor to be the direct interface with the Networx PMO.

CONUS - The 48 contiguous United States plus the District of Columbia.

Corrected Order - An order submitted by authorized persons directing a contractor to make a correction to an previously submitted order prior to delivery of the SOCN.

Credit — An arrangement to reduce the amount owed by the customer in a future invoice by an agreed amount for failure to meet an SLA performance objective.

Creditable Outage or Impairment – A condition in which the service is not capable of supporting the customer's intended application and the contractor is responsible.

Critical Service Level – A level of service defined for Government applications that specify higher levels of availability and performance than is assured by Routine Service.

Critical Users - Critical users of NS/EP telecommunications are key Government officials whose position requires special access and network treatment to assure telecommunications services during emergencies. During an emergency, critical users at Federal agencies generally interact with the management of critical industries, other Federal agencies, and state, local,

and tribal Governments, on both an individual and regional basis, for developing emergency response options.

Cumulative Outage Time (Hours) = COT (HR) – The total sum of Outage Time(Hours) over the complete Reporting Interval(Hours) time period for a specific service.

Custom Call Record (CCR) – CCR's are ASCII coded records that contain information about each individual call answered by a network based Interactive Voice Response (IVR) platform. CCR data provides the ability to create custom reports on call statistics, CCR reports capture DTMF (or speech recognition entries) that the caller selected while using the IVR menu feature (i.e. menu option selections).

Customer - The Agency, including GSA, sub-Agency, or other Government entity that purchases a Networx service.

Customer Network Management (CNM) - A data integration system that takes data from a service provider's fault, performance, and order management and provisioning systems, and integrates the data into a near real-time view for the enterprise customer.

Customer Network Management (CNM) Function - Provides an interface between users and the contractor's administrative and operational data, allowing users on-line access to "read" and download user's data while ensuring the service providers maintain information security and control.

Customer Premises Equipment (CPE) - All telecommunications terminal equipment located on the customer's premises, including telephone sets, private branch exchanges (PBXs), data terminals, and customer-owned coin-operated telephones.

Customer Proprietary Network Information (CPNI) – Information which is available to a telecommunications service provider by virtue of the provider's basic service customer relationship. May include service description, billing information, customer address, etc. Provision of this information to the Government may be prohibited by law or regulation.

Customer Relationship Management (CRM) - A process or system that coordinates information that is sent and received between contractors and customers. CRM systems are used to order, bill, to schedule activities, allocate resources, and help control the sales activities within a company.

Customer Service Authorization Circuit Number - A reference number designated by GSA which in many cases corresponds to the commercial circuit number. All customer service authorization circuits are unique, eliminating confusion and duplication in circuit numbering. These numbers are used for circuit identification and circuit payment processes.

Customer Service Unit (CSU) - A device that provides an accessing arrangement at a user location to either switched or dedicated data-conditioned circuits at a specifically established data signaling rate. A CSU typically provides local loop equalization, transient protection, isolation, and central office loop-back testing capability. A CSU is commonly integrated with a DSU to form a CSU/DSU package.

Customer Support Office (CSO) - An organization which will be established by the contractor to provide direct, day-to-day customer service to the Government. Also referred to as Customer Service Center (CSC).

Customer Want Date (CWD) - This represents the data by which the Agency/Customer desires to have service installed.

Cutover - The physical changing of circuits or lines at a telecommunications location after completion of service installations by a contractor.

D Channel - In ISDN, the 16 kb/s segment of a 144 kb/s, full-duplex subscriber service channel that is subdivided into 2B+D channels, i.e., into two 64 kb/s clear channels (B Channel) and one 16 kb/s channel (D Channel) for the ISDN basic rate. The D channel is usually used for out-of-band signaling. (See Integrated Services Digital Network.)

DAR Administrator – An Agency DAR Administrator is an employee of an Agency who compiles, tracks and maintains a listing of all DARs specific to that Agency. The Agency DAR Administrator provides to the contractor a current list of DARs who are authorized to initiate service requests. (See Designated Agency Representative (DAR)).

Dark Fiber – An Optical Fiber through which no light is transmitted as no electronics or lasers are attached to any of its ends. Usually, optical fiber strands traveling in the same conduit or multiple conduits providing secure and reliable infrastructure to build single point-to-point connections or more complex network topologies.

Data - Representation of facts, concepts, or instructions in a formalized manner suitable for communication, interpretation, or processing by humans or by automatic means.

Data Block – A set of consecutive bits associated with a signal path. A block typically contains an error correction code (e.g., a cyclic redundancy check code) for in service performance monitoring. Block size may vary with the data application being used.

Data Circuit Terminating Equipment - In a data station, the equipment that provides signal conversion, coding, and other functions at the network end of the line between the data terminal equipment and the line, and that may be a separate or an integral part of the data terminal equipment or of the intermediate equipment.

Data Delivery Rate (DDR) – A measure of the success rate with which FRS data packets are transmitted and received over the Networx core network. A DDR of 1.00 would mean that 100% of packets transmitted were successfully received over a one month period.

Data Dictionary- A separate data dictionary is provided by the contractor for each required file it presents to the government. The data dictionary includes: description of required file, description of data elements and formats, and translation of codes.

Data Encryption Standard (DES) - A cryptographic algorithm for the protection of unclassified computer data, issued as Federal Information Processing Standard Publication 46-1. *Note:* The Data Encryption Standard, which was promulgated by the National Institute of Standards and Technology, is intended for public and Government use.

Data Integrity - The property that data meets a predefined level of quality or acceptability.

Data Link Connection Identifier (DLCI) - A temporary channel identifier used in a communication system to identify a specific circuit along with its required communication parameters (such as peak data rates). The DLCI in a frame relay system is 10 bits. (It is pronounced "dill-see").

Data Over Cable Service Interface Specifications (DOCSIS) – An interface specification for cable modems and related equipment; the former name of CableLabs certified cable modem project, which resulted in high-speed modems being certified for retail sale.

Data Service Unit (DSU) - DSU is equipment that acts as an interface between a customer's data terminal equipment and a data communication network. DSU are the digital equivalent of the analog modem and are translation codecs (COde and DECode) coupled with a network termination interface (NTI). The DSU formats the data for transmission on the data network and ensures that the data network operators required data formats are provided. A DSU is commonly integrated with a CSU to form a CSU/DSU package.

Data Terminal Equipment (DTE) - Equipment that converts user information into data signals for transmission, or reconverts the received data signals into user information.

Decibel (dB) - A measurement that expresses the ratio of two amounts of power by use of the logarithm.

Dedicated Access - A type of access in which a communications channel is assigned to specific users for an extended period of time. Dedicated access service is generally billed on a monthly basis.

Dedicated Hosting Services (DHS) - Dedicated Hosting Services (DHS) provide federal Agencies the alternative of outsourcing Web hosting operations. DHS are fully managed by the service provider. The various equipment and facilities comprising the Web hosting environment are operated and administered by the service provider.

Dedicated Service Types - The access and transport service types generally based on the use of fixed transmission media and generally billed on a monthly recurring basis.

Dedicated Transmission Service (DTS) – *See Private Line Service*

Defense Advanced Research Projects Agency (DARPA) – Also known as the Advanced Research Projects Agency (ARPA). DARPA is the central research and development Agency of the U.S. Department of Defense.

Delay - The interval of time between transmission and reception of a signal.

Dense Wavelength Division Multiplexing (DWDM) – A fiber-optic transmission technique that employs light wavelengths to transmit data parallel-by-bit or serial-by-character.

Department of Defense Trusted Computer System Evaluation Criteria - A document published by the National Computer Security Center containing a uniform set of basic requirements and evaluation classes for assessing degrees of assurance in the effectiveness of hardware and software

security controls built into systems. These criteria are intended for use in the design and evaluation of systems that will process and/or store sensitive or classified data. This document is Government Standard Department of Defense (DOD) 5200.28-Standard and is frequently referred to as The Criteria or *The Orange Book*.

Designated Agency Representative (DAR) - A DAR is an employee of a Government Agency who has been authorized by the Agency to initiate and track the Agency's Networx orders. Through the Agency DAR Administrator, an Agency designates and authorizes one or more individuals to perform DAR functions to the contractor.

Detail Billing File - This represents the billing support data portion of the charges delivered and the amounts due and payable by the government, and made available in a processible exchange medium.

Dial Back-Up Connections - An alternate method of connection to a service provider's system using dialed digits over a switched network to establish the connection.

Dialed Number Identification Service (DNIS) - A call identification service typically provided by a toll free (800 number) network. The DNIS information can be used by the PBX or automatic call delivery (ACD) system to select the menu choices, call routing, and customer service representative information display based on the incoming telephone number.

Digital Data - Data represented by discrete values or conditions, as opposed to analog data.

Digital Signal 0 (DS0) – Digital signal level zero. The base unit of digital transmission capacity (Digital signal level zero) for the North American digital hierarchy. It represents 1 communication channel = 1 simultaneous voice grade equivalent with a communication capacity of 64 thousand bits per second (64Kbps)

Digital Signal 1 (DS1) – Digital Signal level one. In the North American Digital hierarchy it is the equivalent of 24 multiplexed voice grade channels (DS-0s). 1.544 million bits per second (1.5Mbps). Also commonly referred to as a T-1.**Digital Signal 3 (DS3) –** Digital Signal level 3. In the North American digital hierarchy a DS3 signal has a transmission rate of 44.736 Megabits per second and represents a total of 28 DS-1 circuit. Also commonly referred to as a T-3.

Digital Signature - A quantity associated with a message or file, e.g., a message digest encrypted with a private key, which only someone with access to a person's private key could have generated, but that can be verified through access and use of the associated public key.

Digital Subscriber Line (DSL) - The transmission of digital information, usually on a copper wire pair. Although the transmitted information is in digital form, the transmission medium is usually an analog carrier signal (or the combination of many analog carrier signals) that is modulated by the digital information signal.

Direct Billing - Agencies are invoiced directly by the contractor and pay the invoice directly to the contractor. The contractor is responsible for the collection of charges directly from the billed Agencies or sub-Agencies. GSA will not be responsible for any charges directly invoiced to any Agency or sub-Agency. (See Centralized Billing)

Direct Inward Dialing (DID) - Direct Inward Dialing (DID) connections are trunk-side (network side) end office connections. The network signaling on these 2-wire circuits is primarily limited to 1-way, incoming service. DID connections employ different supervision and address pulsing signals than dial lines. Typically, DID connections use a form of loop supervision called reverse battery, which is common for 1-way, trunk-side connections. Until recently, most DID trunks were equipped with either Dial Pulse (DP) or Dual Tone Multifrequency (DTMF) addresses pulsing.

Direct Ordering – A process in which Agencies place Orders directly with the contractor by using the contractor's online electronic ordering system.

Direct-Billed Agency - A government Agency or sub-Agency that has elected to receive its billing directly from the contractor. Additionally, this represents a government Agency or sub-Agency that pays the contractor directly for services provided by the contractor.

Direct-Billed Invoice - This represents a summarized request for payment consisting of total charges delivered and the amounts due and payable by an Agency/sub-Agency that has selected direct-billing.

Discard Eligibility (DE) – A tag which is applied to low priority frames to indicate that they may be discarded prior to delivery if network congestion is high. All frames which are part of an Excess Burst Size (Ec) transmission are automatically marked with a DE tag.

Discovery Meeting – A meeting between the contractor and Agency to gather requirements for an Agency-specific application, to discuss scope of work, proposed solution, roles and responsibilities, project plan and schedule, deliverables, cost estimate, and project risk assessment.

Discovery Session – A meeting between the contractor and Agency to gather requirements and identify the scope of work, schedule, and deliverables required to meet the Agency's needs for Call Center/Customer Contact Center Services.

Dispute Receipt Acknowledgement – A notice sent by the contractor to acknowledge receipt of a dispute.

Dispute Resolution Confirmation – A notice sent by the contractor to the Agency describing the resolution of a dispute submitted by the Agency.

Distributed Computing Environment-Remote Procedure Calls (DCE-RPC) – A process that allows application at distant servers to be used. Procedures can be called from one application to another, regardless of hardware, operating system, or available network transports between systems.

Do Not Disturb (DND) -- A term to describe telephony feature that enables a user to temporarily block all calls to their telephone extension. DND provides the ability to temporarily block calls to a station number. The

feature can be activated and de-activated by the subscriber. Outgoing calling capability is allowed when the DND state is activated. This capability can be administered on a station basis according to the subscribing Agencies needs.

Document Change Control – The introduction of changes to Networx documentation in a controlled fashion so as to ensure that: a) changes to Networx documentation are adequately tracked, b) documentation distributed as part of a Networx service or OSS release/change corresponds with the particular release/change, and c) users have the latest updates to the documentation.

Domestic - Within the United States, Puerto Rico, the U.S. Virgin Islands, Guam, the Northern Marianas, and American Samoa.

Dual-Tone Multifrequency Signaling - A telephone signaling method employing standard set combinations of two specific voice band frequencies, one from a group of four low frequencies and the other from a group of four relatively high frequencies.

Dynamic Allocation - A method for allocating charges among Agencies in a shared tenant arrangement which applies to situations where the ANI is known for the Agencies*. See Shared Tenant.*

E&M Signaling - In telephony, an arrangement that uses separate leads, called respectively the “E” lead and “M” lead, for signaling and supervisory purposes.

E-Carrier ES1 (European Standard E1) - A CCITT standard for a trunk of 30 DS0 channels, similar to US T1 trunk of 24 DS0 channels.

Effective Billing Date (EBD) – This represents the billing start date and may not precede the Service Order Completion Notice (SOCN) “complete date.” Likewise, the billing end date must be the actual disconnect date indicated on the SOCN.

Elapsed Time – Calculate as follows:

Elapsed Time = 24 Hours x 60 Minutes x Days in Month x Number of Sites.

Electronic Access - The capability to access information via on-line access (dedicated or dial-up), electronic mail, and facsimile.

Electronic and Information Technology (EIT) - The meaning is the same as "information technology" except EIT also includes any equipment or interconnected system or subsystem of equipment that is used in the creation.

Electronic Fund Transfer (EFT) - Any transfer of funds, other than a transaction originated by cash, check, or similar paper instrument, that is initiated through an electronic terminal, telephone, computer, or magnetic tape, for the purpose of ordering, instructing, or authorizing a financial institution to debit or credit an account. The term includes Automated Clearing House transfers, Fedwire transfers, and transfers made at automatic teller machines and point-of-sale terminals. For purposes of compliance with 31 U.S.C. 3332 and implementing regulations at 31 CFR part 208, the term

"electronic funds transfer" includes a Government-wide commercial purchase card transaction.

Electronic Mail (e-Mail) - A process of sending messages in electronic form. These messages are usually in text form. However, they can also include images and video clips

Electronic Stapling – The process of combining individual invoices created by separate billing systems into a single invoice. The contractor invoices all services having the same billing period using electronic stapling. *Also see Consolidated Invoice*

Emergency Change - Represents a change to an invoice's content or format that is required to occur prior to the minimum 60-day frequency.

Emergency Planning and Community Right-to-Know Act of 1986 (EPCRA) - In October 1986, the President signed into law the Superfund Amendments and Reauthorization Act of 1986 (SARA). This act amended the Comprehensive Environmental Response, Compensation and Liability Act of 1980 (CERCLA), commonly known as "Superfund". Included under Title III of SARA, was a free standing law, the Emergency Planning and Community Right-to-Know Act of 1986 (EPCRA), commonly known as SARA Title III.

Its purpose is to encourage and support emergency planning efforts at the State and local levels and provide the public and local governments with information concerning potential chemical hazards present in their communities. EPCRA does not place limits on which chemicals can be stored, used, released, disposed, or transferred at a facility. It only requires a facility to document, notify, and report information. Each section of the law, however, applies different requirements, has different deadlines and covers a different group of chemicals. These specific requirements are contained in the sections of EPCRA:

- Emergency Planning
- Emergency Release Notification
- Community Right-to-Know Reporting Requirements
- Toxic Chemical Release Inventory Reporting

Emergency Routing Request – A request from the Agency to the contractor to re-route (or re-direct) call traffic for a specific toll-free number to an Agency designated termination. This can include an alternate terminating telephone number or announcement.

Emerging Services (ES) - Telecommunication services currently not commercially available in many locations but which are expected to become widely commercially available as the commercial infrastructure supporting them evolves and their technical standards become generally acknowledged and accepted by industry.

Enclave – In this contract, refers to Security Enclaves. A set of information and processing capabilities that are protected as a group. The information processing capabilities may include networks, hosts, or applications.

Encrypt - To convert plain text into an unintelligible form by means of a crypto system.

End of Unacceptable Service Performance – The time following the start of a period of unacceptable service performance at which time all KPIs once again meet or exceed their associated AQLs.

Enhanced 911 (E911) - An emergency telephone calling system that provides an emergency dispatcher with the address and number of the telephone when a user initiates a call for help. The E911 system has the capability of indicating the contact information for the local police, fire, and ambulance services that are within a customers calling area.

Envelope - In the context of message handling systems, as used in this document, envelope is an object that carries addressing information, and attributes (e.g., date, time, priority and subject) required for transporting the message.

Equipment – Anything that is instrumental in accomplishing some end needed for an undertaking or to perform a service (e.g., hardware, software, firmware)

Error Free Second (EFS) – A one second interval of digital signal transmission in which no transmission error occurs.

Errored Block – A data block in which one or more bits are in error.

Errored Second (ES) – A one second interval of digital signal transmission in which at least one transmission error occurs.

Ethernet Private LAN (E-LAN) – A multi-point to multi-point service where disparate LAN segments are connected to form a single virtual LAN. Appropriate applications are inter and intra-city LAN connectivity, router interconnect and server consolidation. E-LAN can be offered over either a Metropolitan Area Network (MAN) or a Wide Area Network (WAN).

Ethernet Private Line (E-LINE) – A point-to-point service where bandwidth is reserved. E-LINE ES is useful for mission critical traffic. E-LINE resembles traditional Time Division Multiplexing (TDM) private line service. Appropriate applications are router interconnect, business continuity, and disaster recovery.

Excess Burst Size (Ec) – The amount of additional data above the Committed Burst Size" which the contractor agrees to attempt to deliver if network congestion is not too high.

Expedited Order – An order the Agency specifically designates to meet reduced contractual service implementation intervals.

Expedited Service Class A - The ordering Agency requires priority provisioning for National Security / Emergency Preparedness (NS/EP) circumstances, or under circumstances in which the National Communications System (NCS) invokes the Telecommunications Service Priority (TSP) system. *See also Class A Expedited Implementation*

Expedited Service Class B - The ordering Agency requires priority provisioning due to potential hardship to the Agency, however not due to urgent, compelling, emergency, NS/EP, or TSP circumstances. *See also Class B Expedited Implementation*

External Timing Reference (ETR) - Facilitates the synchronization of time-of-day (TOD) clocks to ensure consistent time stamp data in an installation with multiple, coupled systems.

Fail-Over Time – The time interval between the loss of a restorable network data link and its automatic restoration by imbedded management protocols.

Fault - A problem with the contract services that the contractor detects through its fault management function. Recorded as a Trouble Report.

Feature - An additional capability beyond basic service that is to be selected at the option of the user. Features are normally separately priced, although some features have been defined to be not separately priced.

Federal Acquisition Regulation (FAR) - The primary regulation for use by all Federal Executive Agencies in their acquisition of supplies and services with appropriated funds. It became effective April 1, 1984 and is issued within applicable laws under the joint authorities of the Administrator of General Services, the Secretary of Defense, and the Administrator for the National Aeronautics and Space Administration, under the broad policy guidelines of the Administrator, Office of Federal Procurement Policy, Office of Management and Budget.

Federal Agency – In FAR definition, means any executive Agency or any independent establishment in the legislative or judicial branch of the Government (except the Senate, the House of Representatives, the Architect of the Capitol, and any activities under the Architect's direction).

Federal Communications Commission (FCC) – Federal Agency established by the Communication Act of 1934 that oversees commercial spectrum usage, interstate telecommunications, and all international services originating and terminating in the United States.

Federal Relay Service - A Federal Government-provided service that acts as an intermediary between hearing individuals and individuals who are deaf, hard of hearing, or have speech disabilities.

Federal Technology Service (FTS) - The Government organization responsible for planning, developing, establishing and managing the FTS program to meet Federal requirements for common-user local and long-distance telecommunications services government-wide (Federal Telecommunications Service prior to October 1997).

Federal Telecommunications Recommendations (FTR) – A set of telecommunications recommendations for the design and procurement of telecommunications equipment/services for the National Communications System (NCS). The FTR are issued by the NCS technology and program division, after approval by the FTR standards committee and deputy manager, NCS, pursuant to Executive Order 12472, Public Law 104-113 and NCS directive 4-1. *{Source: NCS web page}*

Fiber Channel Industry Association (FCIA) - A nonprofit international organization of manufacturers, systems integrators, developers, systems vendors, industry professionals and end users.

Fiber Connectivity (FICON) - An I\O protocol used between IBM (and compatible) mainframes and storage. It takes the higher layer ESCON

protocol, analogous to SCSI, and maps into onto a Fiber Channel transport.

Fiber Optic Transmission System (FOTS) - A term sometimes used by carriers to describe the generic application of SONET and SDH optical networks.

File Transfer Protocol (FTP) - A Transmission Control Protocol/Internet Protocol (TCP/IP) service that supports bidirectional transfer of binary and ASCII files without loss of data between local and remote computers on the Internet. The FTP command set allows a user to log onto a remote server over the network, list file directories and copy files.

Firewall - A system that manages a boundary between two networks to control access between the networks. A firewall as a single point of entry to an organization's intranet from the Internet provides a method for the security official to limit public access to data on an organization's intranet while allowing users on the intranet to access the WWW.

Firm Order Commitment Date – The date that the contractor commits to provide the service in a state ready for the customer to use and the date that the Government expects to accept the service and billing to become effective. It is the date specified on the Firm Order Commitment Notice in accordance with Section C.3.5 (Ordering). The Firm order commitment date may not be adjusted for any reason. The contractor may record delays in service delivery due to the customer delaying the customer want date or the customer not being ready to accept the service on the firm order commitment date, but the contractor shall not change the firm order commitment date from what was delivered on the Firm Order Commitment Notice.

Fixed Allocation - A method of allocating charges among Agencies in a shared tenant arrangement where the ANI is not known for the Agencies. *See Shared Tenant.*

Fixed Bandwidth (FB) - The standard bandwidth amount listed for a given circuit (i.e., a T1 circuit, which has a standard bandwidth of 1.54 Mbps, would have 1.54 Mbps of "fixed bandwidth"). FB is different from BOD (bandwidth on demand) where bandwidth can vary from the standard amount of a given circuit.

Fractional T-Carrier DS1 (FT-1) - A digital transmission service that provides a customer with multiple 64 kbps channels but less than the full 24 channels offered by a T-1 channel.

Fractional T-Carrier DS3 (FT3) - Fractional T3 supports n times DS1s over a T3 carrier, where n is less than 28.

Frame Relay Assembler/Dissembler (FRAD) - A communications access device that converts data from a user's network into the format that is required by a frame relay network.

Frame Relay Service (FRS) - A metropolitan and wide area networking solution that implements data link switching techniques.

Fraudulent Use of Services - Any use of Networx services for any functions or activities not authorized by the Government.

Free Space Optics (FSO) - A line-of-sight technology that uses lasers to provide optical bandwidth connections that can send and receive voice, video, and data information on invisible beams of light.

FTP Media - Distribution media by which electronic documents, reports, or files are distributed via a File Transfer Protocol (FTP) server over the Internet.

Full-Duplex - A mode of operation in which simultaneous communication in both directions may occur between two terminals. Contrast with half duplex or simplex operation in which communications occur in only one direction at a time.

General Packet Radio Service (GPRS) - A portion of the GSM specification that allows packet radio service on the GSM system. The GPRS system adds (defines) new packet control channels and gateways to the GSM system.

Gigabit Ethernet (GigE) - Gigabit Ethernet (GE) is a data communication system that combines Ethernet technology with fiber optic cable transmission to provide data communication transmission at a Gigabit rate.

Gigahertz (GHz) - A measure of frequency equal to one billion cycles per second. Signals operating above 1 GHz are commonly known as microwaves.

Global – Of, relating to, or involving the entire world; worldwide.

Global Account Manager (GAM) - The FTS manager assigned to an Agency account that provides customer support required for implementation and maintenance of Networx services. Also, called Customer Service Representative.

GMS Fee Structure - The structure for calculating the GMS fee presented by GSA to the contractor (e.g., The GMS fee structure may be a fixed percentage of the billed eligible revenue).

Government Data Elements - Data elements related to billing that are required by the government, and allows the government to:

- Verify information back to an order,
- Validate all charges,
- Verify adjustments at the lowest level (e.g., service period of original charge type/description),
- Enable the Government to re-bill its own customers,
- Assist with the management of inventory.

Government Furnished Equipment (GFE) – Property in the possession of, or directly acquired by the government and subsequently made available to the contractor. *See Government Furnished Property (GFP)*

Government Furnished Property (GFP) - Property in the possession of, or directly acquired by the government and subsequently made available to the contractor.

Grade of Service (GOS) - A term associated with telecommunications service indicating the probability of a call being blocked during a call attempt during the busy hour, expressed as a decimal fraction.

Ground Start - A supervisory signal from a terminal to a switch in which one side of the line is temporarily grounded.

GSA Management Service – Direct or indirect services, primarily in contract administration, performed by GSA to support the management of FTS contracts.

GSA Management Service (GMS) Fees - Charges levied by GSA to each Agency or sub-Agency for their utilization of Networx services.

Half-Duplex - That mode of operation in which communication between two terminals occurs in either direction but in only one direction at a time. Contrast with duplex or simplex operation. *Note*: Half-duplex operation may occur on half-duplex circuits or on duplex circuits, but it may not occur on simplex circuits.

Hardcopy - Used in this document in reference to paper copies of an contractor's contract, etc.; also, anything printed on paper.

Hearing Carry Over (HCO) - A feature offered in a relay service that allows a person who is speech impaired and has hearing capabilities to listen to the other end user and in reply utilize the relay operator/CA who speaks the text as typed by the person with the speech impairment. The relay operator/CA does not type any conversation.

Hypertext Markup Language (HTML) - Authoring software language used on the Internet and for creating WWW pages. HTML is essentially text with embedded HTML commands identified by angle brackets and known as HTML tags.

Hypertext Transfer Protocol (HTTP) - The communications protocol used by a Web Browser to connect to Web servers on the Internet.

Hypertext Transfer Protocol Secure (HTTPS) - The protocol for accessing a secure Web server. The use of HTTPS in the Uniform Resource Locator (URL) directs the message to a secure port address instead of the default Web port address of 80.

Identification (User ID) - The process that enables recognition of an entity by a system, generally by the use of unique machine-readable user names.

Inbound - A switched connection made from a non-domestic location to a domestic location.

Indefeasible Rights of Use (IRU) - In telecommunications, Indefeasible Right of Use (IRU) is the effective long-term lease (temporary ownership) of a portion of the capacity of an international cable. This term is used in Dark Fiber Services.

Individual Case Basis (ICB) – Applies to a situation with special end-user requirements, for which special arrangements are made with the contractor where fixed pricing could not have been determined or could not apply.

Infrastructure Security Services - services that include both the intrinsic services necessary to ensure satisfactory availability and connectivity of the specified communications services and solutions; and the National Security and Emergency Preparedness (NS/EP) and other Agency-specific services necessary to ensure that the underlying services and networks are maintained in a state of readiness for national emergencies. *Also see "Service Types"*

Institute of Electrical and Electronics Engineers (IEEE) - An organization formed in 1963 that represents of electrical and electronics scientists and engineers.

Integer Function (INT) – Mathematical function that replaces a fractional number with an integer according to standard rules of rounding.

Integrated Services Digital Network (ISDN) - A service that provides end-to-end digital connectivity to support a wide range of services, including voice and non-voice services, to which users have access by a limited set of standard multi-purpose user network interfaces, as defined in the ITU-TSS I series. (See basic rate interface and primary rate interface.)

Integration Group - Access channel or group of access channels carried within a single access circuit that is providing Access Service Integration.

Interactive Voice Response (IVR) - IVR is a process of automatically interacting with a caller through providing audio prompts to request information and store responses from the caller. The responses can be in the form of touch-tone(tm) key presses or voice responses. Voice responses are converted to digital information by voice recognition signal processing. IVR systems are commonly used for automatic call distribution or service activation or changes.

Interagency Management Council (IMC) - The Interagency Management Council (IMC) for Federal Telecommunications is a group of senior Federal executives, representing 14 Cabinet-level departments and several other Agencies. The Council serves as an advisory body for the development, coordination, and customer-driven oversight of the telecommunications programs of the Federal Government and related activities and organizations. The Council advises the Administrator of the General Services Administration on telecommunications matters.

Interconnection - The linking together of interoperable systems.

Inter-exchange Carrier (IXC) - Also known as long distance carriers, inter-exchange carriers (IXCs) interconnect local systems with each other. For inter-exchange connection, networks as a rule connect to long distance networks through a separate toll center (tandem switch). In the United States, this toll center is called a point of presence (POP) connection.

Intermediate Reach – Single – Longitudinal Mode (IR1-SLM) - Intermediate Reach (IR) optical interfaces refer to optical sections with system loss budgets from 0 dB to 11 or 12 dB. Typically, low power SLM or MLM laser transmitters are used at the lower bit-rates, while high-power SLM lasers are used at the higher bit-rates.

International Committee for Information Technology Standards (INCITS) - The forum of choice for information technology developers, producers and users for the creation and maintenance of formal de jure IT standards. INCITS is accredited by, and operates under rules approved by, the American National Standards Institute (ANSI).

International Telecommunications Union (ITU) – see “Consultative Committee for International Telephony And Telegraphy (CCITT)”

Internetworking - The process of interconnecting a number of individual networks to provide a path from a terminal or a host on one network to a terminal or a host on another network. The networks involved may be of the same type, or they may be of different types. However, each network is distinct, with its own addresses, internal protocols, access methods, and administration.

Interoperability - The ability of systems to provide services to and accept services from other systems and to cause services from different systems to operate effectively together so as to achieve the throughput and service quality (i.e., required grade-of-service, transmission quality, and feature capability) that is agreed to be acceptable. The condition achieved among telecommunication systems when information or services can be exchanged directly and satisfactorily between them and/or their users. Interface devices or gateways may be placed between equipments or systems in order to achieve interoperability.

Invoice - A request for payment consisting of (1) total charges for services delivered and the amounts due and payable, and (2) billing support data.

Invoice Billing Data File Out-of-Balance Report - An email notification provided by the GSA to the contractor intended to alert the contractor of an out-of-balance situation between the contractor's invoice files and detail billing files.

Invoice Change Notice - A report provided by the contractor to the Government indicating changes to the invoice content or format.

Invoice file - This represents summarized invoice data that is delivered by the contractor to the Government in a processible format (e.g., Electronic file, such as a spreadsheet, ASCII file; or a file made available through the internet).

Invoicing - The process of preparing and forwarding a list of charges to the Government for services rendered by the contractor.

IP-Security (IPsec) – A group of IP security measures which together comprise a highly secure tunneling protocol for IP communications. “Frame” – A packet, or coherent logical unit of data. FRS frames can vary greatly in length, thus facilitating the “protocol independent” nature of FRS.

Javits Wagner O’Day Act (JWOD) - The Javits-Wagner-O’Day (JWOD) Act appears in Title 41 of the United States Code, Sections 46 through 48c. The program’s mission is to create employment opportunities for people who are blind or have other severe disabilities.

Jitter - Jitter, also known as cell delay variation or packet delay variation, is a measure of the variance of cell transfer delay. High variation implies the need for larger buffering for delay-sensitive traffic such as voice and video. Jitter is caused by several factors that combine to cause packet delay variation, including variations in the propagation delay, queuing delays at various intermediate switches, and service times at switching points.

Key Performance Indicator (KPI) - A measurable service attribute that is critical to the proper functioning and delivery of a telecommunications service.

Each Networx service is associated with KPIs that are specified in Section C.2 (Technical Requirements).

Kilohertz (kHz) - A unit of measure of frequency equal to one thousand hertz.

Land Mobile Radio (LMR) – Traditionally, these are private systems that allow communication between a base and several mobile radios. LMR systems can share a single frequency or use dual frequencies. LMR in the United States is regulated by the FCC in part 90, Private Land Mobile Radio Services, includes various types of private radio services including police, taxi, fire and other types of two-way and dispatch services.

Last Number Dialed (LND) – A term to describe a telephony feature that enables a telephone device to dial the most recently dialed telephone number.

Latency – Also known as cell latency, cell transfer delay, or packet transfer delay, it is the round-trip delay between transmission and receipt of a packet measured between network access points. Normally latency is expressed in milliseconds and the rate of delay is sampled over a brief period, typically one minute or less, to arrive at an average latency figure. Latency includes propagation delays, queuing delays at various intermediate components such as routers and switches, and service times at switching and routing points.

Layer 2 Tunneling Protocol (L2TP) - A protocol that is used to allow a secure communication path, a virtual private network link, between computers. It is an evolution of earlier point-to-point tunneling protocol (PTPP) as it offers more reliable operation and enhanced security. L2TP enables private communication lines through a public network. L2TP was developed via the Internet engineering task for (IETF).

Layer 3 – The network layer in the Open Standards Interconnection Model (OSI). Layer 3 protocols handle routing within and between networks.

Line Overhead (LOH) – Comprises 18 Bytes Total. Originated And Terminated By All Line Terminating Devices (Multiplexers, ADMs, CPE, etc) to provide Automatic Switching, Synchronization, Error Detection, Pointer and Order wire Functions.

Link Capacity Adjustment Scheme (LCAS) - Provides a control mechanism for the "hitless" increasing or decreasing of the capacity in a Virtual Concatenation Group (VCG) link to meet the bandwidth needs of the application. It also provides the capability to temporarily remove member links that have experienced a failure. The LCAS assumes that, in cases of capacity initiation, increase, or decrease, the modification of the end-to-end path of each individual VCG member is the responsibility of the network and element management systems. That is, LCAS provides a mechanism for bandwidth re-provisioning, but it is not the controlling mechanism that decides when or why the operation is made.

Local Area Network (LAN) - A data communications system that (a) lies within a limited spatial area, (b) has a specific user group, (c) has a specific topology, and (d) is not a public switched telecommunications network, but may be connected to one. .

Local Exchange Routing Guide (LERG) – A Telcordia publication that relates Numbering Plan Area (NPA)/NXX to the Vertical and Horizontal (V&H) and CLLI Code of the associated wire center.

Local Government Contact (LGC) – An individual designated by a DAR on a service request to interface with the contractor at a specific Agency location on his behalf. LGC participates in service transition planning and implementation activities for a location, however, the decision to change or modify an order placed by the DAR, remains with the DAR unless otherwise specified in writing by the DAR on the service request of record.

Local Number Portability (LNP) - LNP is the process that allows a subscriber to keep their telephone number when they change service provider in their same geographic area. Local number portability requires that carriers release their control of one of their assigned telephone numbers so customers can transfer to a competitive provider without having to change their telephone number. LNP also involves providing access to databases of telephone numbers to competing companies that allow them to determine the destination of telephone calls delivered to a local service area.

Local Technical Contact - An individual who has been identified by an Agency to interface with the contractor's technical staff at a specific location.

Location – In this document, is a physical place where (1) a user of Networx services resides or (2) telecommunications services are available or (3) Networx services are delivered. Also construed to include wireless terminals. *(See Agency locations, SDP locations, PSTN locations)*

Locator Service Numbers - Numbers for Government or tribal locations where direct information for Government or tribal Agencies is available.

Long Haul (LH) – A communication system which includes a number of drop/add points, repeaters locations, over long distances that extend outside the local service area; a microwave system that the longest radio circuit of tandem radio paths exceeds 402 km (250 miles).

Loop Start - A supervisory signal given by a telephone or other telecommunications device after the loop path to the central office or other switching system is completed.

Loss - The amount of electrical attenuation in a circuit, or the power consumed in a circuit component.

Low Earth Orbit (LEO) - A satellite system where the satellites are located approximately 500-1,000 miles above the Earth. LEO systems typically provide mobile satellite services (MSS) to handheld or mobile satellite telephones.

Mail User Agent (MUA) - Program enabling the sending and receiving of email messages

Management Information Base (MIB) - A collection of management information.

Mandatory – These are services, features, or equipment which the contractor must provide. Any mandatory service, feature or equipment proposed must be priced.

Mandatory Feature - A feature to be provided by the contractor at least in limited areas and extended to other geographic areas at the same time that the contractor makes them commercially available in those areas.

Mapping - In EDI mapping refers to a defined process to translate a company's proprietary data layout to an interoperable EDI format.

Mean Opinion Score (MOS) - In voice communications, particularly Internet telephony, the mean opinion score (MOS) provides a numerical measure of the quality of human speech at the destination end of the circuit. The scheme uses subjective tests (opinionated scores) that are mathematically averaged to obtain a quantitative indicator of the system performance.

Mean Time Between Failures (MTBF) - A measurement of performance for storage systems availability.

Mean Time to Repair (MTTR) - The average time required to return a failed service or equipment to full operational status.

Mean Time to Restore (MTTR) – *See Mean Time to Repair*.

Meet-Me Conference - Allows stations to be connected in a conference by dialing one access code at a particular time.

Metropolitan Statistical Area (MSA) – Sometimes known as SMSA. MSAs are areas based on population as defined by the U.S. Census Bureau. MSAs include cities and surrounding areas with population of 50,000 or more.

Minimum Point of Penetration (MPOP) - An FCC defined location in a building/premises where an SDP is located normally.

Mobile Application Part (MAP) - A set of call processing messages, originally defined for use with GSM, for setup and control of wireless calls via the public switched telephone network. It is normally implemented in conjunction with SS7 call processing messages. The North American standard IS-41 is similar in principle but different in details.

Mobile Satellite Service (MSS) - A form of wireless service that employs satellites as part of the wireless infrastructure and is capable of serving very large geographic areas. The use of MSS may be appropriate for areas that are economically not viable for land based radio towers or to provide wide area group call (dispatch type) services**.**

Monthly Billing Informational Memorandum - A report provided by the contractor to the Government which includes, but is not limited to, items that will explain changes in billing, changes to data formats, new services added to the billing, and issues pertaining to balancing charges.

Monthly Recurring Charge (MRC) - A fixed charge paid monthly

Multifrequency Signaling (MF) - Multifrequency (MF) signaling is a type of in-band address signaling method that represents decimal digits and auxiliary signals by pairs of frequencies from the following group: 700, 900, 1100, 1300, 1500 and 1700 Hz. These audio frequencies are used to indicate telephone address digits, precedence, control signals, such as line-busy or trunk-busy signals, and other required signals.

Multi-Line Key Telephone Systems - Telephone station equipment conforming to the Electronic Industries Association (EIA) standard RS-478, first published in July 1981.

Multimedia - Pertaining to the processing and integrated presentation of information in more than one form, e.g., video, voice, music, data.

Multi-Mode Fiber (MMF) – Optical fiber that is designed to carry multiple light rays or modes of light concurrently, each at a slightly different reflection angle within the optical fiber core, that is used for relatively short distances.

Multimode/Wireless LAN Service (MWLANS) - A wireless transmission service for mobile terminals. MWLANS provides Agency users with wireless access points, i.e., Wi-Fi hotspots with connections to the Internet and/or to the contractor's IP network. These wireless access points are at locations such as hotels, airports, convention/conference centers, or other public establishments. MWLANS supports IP packet-mode transmission.

Multiprotocol Label Switching (MPLS) - A network routing protocol that is based on switching through the use of tag labels. The MPLS standard is being developed by the IETF.

National Agency Check - The computerized search of the National Crime Information Center computer network of various Government (state, local, Federal, and tribal) Agencies.

National Capital Region - The National Capital Region comprises of the District of Columbia, Montgomery and Prince George's counties in Maryland, and Alexandria City and the counties of Arlington, Fairfax, Loudoun, and Prince William in Virginia.

National Communications System (NCS) – The mission of the NCS is to assist the President, the National Security Council, the Director of the Office of Science and Technology Policy and the Director of the Office of Management and Budget in (1) the exercise of the telecommunications functions and responsibilities, and (2) the coordination of the planning for and provision of national security and emergency preparedness communications for the Federal government under all circumstances, including crisis or emergency, attack & recovery and reconstitution. *(source www.NCS.gov website)*

National Security and Emergency Preparedness Requirements (NS/EP) - Requirements for capabilities that maintain a state of readiness or respond to and manage an event or crisis (local, national, or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the national security and emergency preparedness posture of the U.S. Networx NS/EP requirements are consistent with guidance from the NCS. *See National Communications System (NCS)*

National Telecommunications and Information Administration (NTIA) - A policy unit of the Department of Commerce which assigns frequencies in the spectrum used by the federal government. The NTIA also advises the President and Congress on telecommunications issues.

National Telecommunications Management Structure (NTMS) - NTMS is a principal Government Emergency Telecommunications Service (GETS) supported functions for providing network management during national emergency.

National Television Standards Committee (NTSC) Standard - The North American standard (525-line interlaced raster-scanned video) for the generation, transmission, and reception of television signals.

Network Audio Conference - A feature that allows a call to be established among three or more stations in such a manner that each of the stations are able to carry on a communication with all the other stations.

Network Entry Point - A system that receives ANSI X12 Electronic Data Interchange transactions and transfers them to Value Added Networks. A Network Entry Point can provide services such as archival, date and time stamp, file transfer, and access to other networks such as the Internet.

Network Fault - A total failure or partial performance degradation of any network element such that it causes a loss or degradation of Networx service quality or performance.

Network Management Contact – An Agency representative with whom contractors coordinate change notification of network problems and who has access to the contractor's configuration information.

Network Site Code –- A unique code used to represent buildings, structures, enclosures or other locations. The code is defined by eight alphanumeric characters, where the first four characters are the Geographical representation of the city, the next two are the Geopolitical representation of the state or country, and the final two represent the building associated with that Geographical/Geopolitical pair.

Networx Hosting Center (NHC)-A secure web site containing software and data to be used by contractor to enter Networx prices and compute costs.

Networx Hosting Center Instruction Document (NHCID)-A document containing instructions for accessing and using the NHC. The NHCID is available on the Networx website http://www.gsa.gov/networx

Networx Inventory Code- A code used for billing, ordering, inventory and service management. Identified by eleven alphanumeric characters. The first eight characters are the Network Site Code, and the last three represent the contract and the service ordered by the agency at the Network Site Code.

Networx Services - Services provided by the contractor to the Government under the Networx contract acquisition(s).

New or Improved Service - An addition or enhancement that adds a new service or feature, or improves a service or feature under this contract. The Government intends that new or improved services will be implemented in this contract as the Government's requirements evolve and/or as such services or features become available.

Node - Center for the interconnection of two or more branches of a telecommunications network.

Non-Domestic - The worldwide countries and locations other than those defined herein as domestic.

Non-Mandatory - Those service, features, or equipment which offerors may propose but are not required to propose. Any service feature or equipment proposed must be priced. Also referred as optional service.

Non-Mandatory Feature - A feature that is not mandatory but may be offered at the option of the contractor.

Non-recurring Charge (NRC) - A cost for a facility, service, or product that only occurs one time or is not periodically charged.

Normal Traffic Load - The offered load to the network during the normal business day busy hour.

North American Numbering Plan (NANP) – The numbering system that creates unique phone numbers for network dialing in the US, Canada, and some Caribbean islands; a numbering plan which allows all stations conforming to the 10-digit dialing pattern of the Public Switched Network (PSN) to be accessed. The pattern is of the form NPA-NXX-XXXX where NPA= (Area Code); N = 2-9; P = 0-9; A = 0-9; and X = 0-9. The NANP is a subset of and consistent in format with the ITU/TSS ISDN E.164 Uniform numbering and addressing plan used worldwide.

North American Standard for Wireless Telecommunications Network Signaling (IS-41) – See "Intersystem Signaling 41 (IS-41)"

Not Separately Priced (NSP) - A capability or feature that is included in the price of the basic service.

Notification of Data File Loading Problems - An email notification provided by the GSA to the contractor intended to alert the contractor of system file loading problems associated with the media or data the contractor provided.

Number Administrator - A third-party entity designated by the Government responsible for managing the information related to the contractor's number assignments to ensure that the same number is not assigned to any other user or contractor's network. The contractor coordinates with the Number Administrator for the exchange of information related to the assignment of: On-net numbers including NANP, non-commercial Agency-specific private numbers, non-domestic, and other individual network contractor assigned numbers that are utilized for specific network functions such as security, customer assistance, and other situations where assignment of an NANP or non-domestic number is not appropriate.

Numbering Plan Area (NPA) – The first three digits of a North American telephone number, often called an area code, in which the first digit cannot be a 1 or a 0 and that the remaining numbers can be 2 through 9.

OCONUS - U.S. territories and possessions outside of the contiguous 48 states. It includes Alaska, Hawaii, Guam, Puerto Rico, US Virgin Islands, American Samoa, and the Northern Marianas Islands.

Official Manufacturer's List Price – The manufacture's list price for a SED as found on an up-to-date document containing undiscounted list price information that is provided to a lessor or reseller of the SED by the manufacturer, and that can be confirmed by similar documents provided by the manufacturer to other equipment or service providers or is available on its website.

Off-Net Call - A call between two or more stations, at least one of which is a presubscribed user or service delivery point (usually a PBX or Centrex) and at least one of which is not.

Off-Net Location – For a specific service (such as Voice Service), a location that is not presubscribed to the service if provided by the Networx contractor, i.e., a location "off" of the network that is used to provide the contractor's Networx service. Certain Networx services can transmit and receive communications with locations not "on" the contractor's Networx network, such as commercial telephone lines on the PSTN and personal computers connected to the Internet.

On-Net Call - A call between two or more on-net locations.

On-Net Location - For a specific service (such as Voice Service), a location that is presubscribed to the service if provided by the Networx contractor, i.e., a location "on" the network that is used to provide the contractor's Networx service. On-net locations may be implemented using either dedicated access or a presubscribed switched access arrangement. On-net locations shall be construed to include presubscribed terrestrial and satellite service-based wireless handsets or terminals.

Operating Company Number (OCN) - A four-digit number supplied by the National Exchange Carriers Association (NECA).

Operational Support System (OSS) - A system that is used to allow a network operator to perform the administrative portions of the business. These functions include billing, service ordering, customer support, service management, inventory management, and program management. For purposes of this contract, the definition includes all systems required to support the communications company including billing, service ordering, customer support, service management, inventory management, and program management.

Optical Add-Drop Multiplexer (OADM) - An optical amplifier-like network element that allows the extraction/insertion of one or more wavelengths from/to the multi-wavelength signal as it is passed through the amplifier.

Optical Carrier Hierarchy Level-N (OC-n) – Optical carrier (OC-n) transmission is a hierarchy of optical communication channels and lines that range from 51 Mbps to tens of Gbps (and continues to increase). The "n" is an integer (typically 1, 3, 12, 48, 192, or 768) representing the data rate.

Optical Transport Network (OTN) – A type of high-capacity backbone network that carries data over equipment where several wavelengths are multiplexed into a composite signal that is transported over a single fiber. The composite signal is then de-multiplexed at the receiver end, and each wavelength is recovered.

Optical Wavelength Service (OWS) - Provides connectivity to data centers, carrier hotels, and enterprise businesses and tremendous bandwidth capacity of a dedicated wavelength connection, without the significant upfront capital costs or the management and maintenance issues associated with a dark fiber network.

Optional – *See Non-Mandatory*

Optronics – The combination of optical and electronic functions in one piece of telecommunications equipment that provide an interface between electrical and optical telecommunications modes.

Order Receipt Acknowledgement - The acknowledgement provided by a service provider (contractor) that an order has been received from the ordering Agency.

Order Tracking Number – The identification assigned by the contractor for a corrected order.

Outage - A telecommunication service condition wherein a user is deprived of service due to a malfunction of the contractor's communication system.

Outage Time – The duration of a service outage. Outage time starts when the contractor creates a trouble report, whether from a customer report of trouble or contractor-detected fault, and ends when the service is restored.

Outbound - A switched connection made from a domestic location to a non-domestic location.

Packet Delivery Rate (PDR) – A measure of the success rate with which data packets are transmitted and received over the core network.

Packet Loss Ratio (PLR) - Packet loss ratio is the percentage of packets not delivered to their destination because they were lost in the network due to congestion and buffer overflow. Also known as cell loss ratio (CLR).

Packet Switched Network - A network designed to carry data in the form of packets. The packet format, internal to the network, may require conversion at a gateway.

Password - A word, character, or combination of characters that permits access to otherwise inaccessible data, information, or facilities. Also referred to in this document as an authorization code.

Past Performance Information Retrieval System (PPIRS) - A database retrieval system utilized by the Contracting Officer in assessing past performance of contractors. In conformance with the Government's need to record and maintain information on contractor performance during the life of this contract, the Government periodically evaluates the manner in which the contractor performed in accordance with contract requirements such as: quality of service; cost efficiencies; timeliness; business relations; history of reasonable and cooperative behavior; commitment to customer satisfaction; and key personnel. In order to access their own information in PPIRS, contractors must first gain access through the Central Contractor Registration (CCR) process. *Also see Central Contractor Registration (CCR)*

Path Overhead (POH) - Overhead assigned to and transported with the payload until the payload is de-multiplexed. It is used for functions that are necessary to transport the payload.

Payload - In a set of data, such as a data field, block, or stream, being processed or transported, the part that represents user information and user overhead information, and may include user-requested additional information, such as network management and accounting information.

Note: The payload does not include system overhead information for the processing or transportation system.

Pending Order - An order for service that the Agency has not yet accepted.

Percentage Allocation Value (PAV) - The percentage allocation for each Agency Hierarchy Code as provided by the government, which is used to calculate charges for Agencies in a shared tenant arrangement. *See Shared Tenant*.

Performance-based Contracting – In FAR definition, means structuring all aspects of an acquisition around the purpose of the work to be performed with the contract requirements set forth in clear, specific, and objective terms with measurable outcomes as opposed to either the manner by which the work is to be performed or broad and imprecise statements of work.

Period of Unacceptable Service Performance - Period of time during which the service provided is incapable of supporting one or more of the customer's uses or applications that normally would be supported by the service. The start and end of a period of unacceptable service performance may be reported either by the contractor or by the customer. *See Unacceptable Service Performance.*

Permanent Virtual Circuit (PVC) – A PVC is a virtual data circuit created for a continuous communication connection. After a permanent communications circuit is established, a data path (logical connection) is maintained until the PVC is disconnected. Multiple PVCs may be constructed from a single customer data port.

PMM Demand Set - A statistically significant traffic set extracted from the contractor's Networx usage for each of the services subject to the PMM process and for the contract period under review by the PMM process.

Point of Presence (POP) – A contractor-owned or controlled physical location (1) at which contractor-owned or controlled network facilities used to provide Networx services are located and (2) at which access to and/or from on-net user Agency locations is connected to network services.

Post Dial Delay (PDD) – Post dial delay is the interval of time the end of dialing a number and receipt of ring-back tone.

Post Office Protocol Version 3 (POP3) –Post Office Protocol version 3. A protocol used to retrieve e-mail from an e-mail server. POP3 is described in detail in IETF RFC 1939 (*source: www.ietf.org web site)*

Post Telephone and Telegraph (PTT) - A term used for a government Agency in many countries that supplies and maintains the infrastructure and provides basic telecommunication services.

Post-Dial Delay (PDD) – Post-dial delay is the interval of time from the end of dialing a number to receipt of ring-back tone.

Post-Dialing Delay - The interval between the end of dialing and the receipt of acknowledgment of the call setup/establishment (e.g., ring back signal for voice services).

Preset Conference - A feature that allows designated users to establish a conference by dialing a single number.

Pre-Subscribed Inter-exchange Carrier Charge (PICC) - A fee that long distance companies pay to incumbent local telephone companies to recover part of the costs of providing the "local loop."

Price Engine - A software system developed and provided to support the preparation and evaluation of cost proposals.

Price Management Mechanism (PMM) - A special contract requirement establishing a process to ensure that Networx service prices remain competitive with prices paid by other large users of telecommunications services. The competitiveness of Networx service prices is examined by comparing the cost when Networx prices are applied to demand sets with the cost when pricing from comparison commercial and other government contracts, price schedules, and tariffs are applied to the same demand set. Reductions in Networx contractor prices will be required if a lower comparison cost is found through the PMM process.

Price Reduction – The lowering by a contractor of specific prices below current contract prices. Price reductions may be implemented under the PMM clause or Price Re-determination clause of this contract. Price reductions may also be implemented by the contractor according to Section H.8 (Price Reductions).

Primary Inter-exchange Carrier (PIC) - Refers to the company that is selected by the subscriber to be its main long distance company. It is the carrier chosen by a subscriber to be accessible via simplified dialing pattern.

Primary Rate Interface (PRI) - An ISDN interface standard that is designated in North America as having a 23B+D channels. (See Integrated Services Digital Network)

Prime Contract - A contract or contractual action entered into by the U.S. for the purpose of obtaining supplies, materials, equipment, or services of any kind.

Prime Contractor - A corporation partnership, business association of any kind, trust, joint-stock company, or and individual who has entered into a prime contract with the U.S.

Private Branch Exchange (PBX) - Telephone switching equipment conforming to the EIA standards RS-464 and RS-464-1, published in December 1977 and August 1982, and meeting Federal Communications Commission (FCC) registration requirements for interconnection to the public switched network.

Private Line Service (PLS) - The service category covering provision of private-line transmission of voice or data using end-to-end transmission media. *See Dedicated Transmission Service.*

Procuring Contracting Officer (PCO) - The Contracting Officer for a specific acquisition (e.g. Networx). *See Contracting Officer.*

Program Management Office (PMO) - An office within the GSA/FTS organization responsible for management and contract administration of a telecommunications program. Within the context of this document, it refers to the specific PMO responsible for the Networx program.

Project – A project requires special treatment by the contractor due to the size, complexity, or importance of the services ordered as a project. The customer may request that the order be implemented as a project. In such cases, the contractor shall develop a Service Delivery Project Plan or Transition Project Specific Plan with FOC dates for each individual service, whose provisioning intervals will be as agreed to between the contractor and the ordering Agency.

Project Identifier - A Project Identifier is a code or number assigned by the contractor or Government and shown by the contractor on a series of orders to identify each order that is part of a larger group in progress.

Project Service Request - Multiple requests for service that are associated with a particular project and are related in such a manner that they should be implemented in a coordinated fashion.

Prompt Payment Clock - This represents the date and time, or the period of time, from which the Government has received all monthly billing deliverables as required by the contract until the payment has been made by the Government to the contractor.

Protected Area Run Time Interface Extension Services (PARTIES) - A standard from the ANSI/ATAPI committee, also known as HPA (Hidden Protected Area). PARTIES serves as the new method for service partition.

PSTN location - A location where PSTN circuit switched voice service is available to general customers in the country/jurisdiction in question. PSTN locations include wireless handsets and terminals as well as traditional wireline telecommunications customer addresses.

Public Safety Answering Point (PSAP) – A physical location where 911 emergency telephone calls are received and then routed to the proper emergency service.

Public Switched Network (PSN) - Any common carrier network that provides circuit switching among public users, including foreign Postal Telephone and Telegraphs. Note: The term is usually applied to the public switched telephone network, but it could be applied more generally to other switched networks that are available to the public, e.g., packet-switched public data networks.

Public Switched Telephone Network (PSTN) – Common domestic telecommunications network that is accessed by private branch exchange trunks, telephones, Centrex systems, and wireless terminals and handsets.

PVC Availability – PVC availability is defined as the ratio of the time during the month that a PVC connection is available to the user to carry traffic to the total amount of time in the calendar month. It is expressed as a fraction between 0 and 1 and is calculated for one calendar month of service.

Quality of Service (QoS) – A defined set of measurable engineering values for a service that is guaranteed by the contractor and that will support different classes of service. For example, Asynchronous Transfer Mode (ATM) Constant Bit Rate (CBR) service class QoS is equivalent to a digital private line. Variable Bit Rate Real Time (VBRrt) service class QoS can

support applications such as videoconferencing. Available Bit Rate (ABR) service class QoS can support applications such as e-mail and file transfer.

R Reference Point - Reference point located at the physical interface between TE2 and TA, as it is defined in ITU-TSS I.411 for ISDN.

Radio Frequency (RF) - Those frequencies of the electromagnetic spectrum normally associated with radio wave propagation. RF sometimes is defined as transmission at any frequency at which coherent electromagnetic energy radiation is possible, usually above 150kHz.

Receipt Date – The date when the contractor receives the order. The Receipt Date is a field of the Order Receipt Acknowledgement**.**

Receipt of Acceptably Balanced Centralized Billing Data Files Acknowledgement - An email notification provided by the GSA to the contractor acknowledging [1] the receipt of all invoice copies and all billing data files required by the contract; [2] the files have been loaded; [3] that invoice and detail billing charges have been balanced; and [4] that GSA has authorized payment to the contractor.

Redact – To make a document correct for publication. In this contract, redactions are the contractor deletions from its contract of sensitive or corporate proprietary information. The burden of proof is on the Contractor to show that its proposed redactions are protected from public disclosure by law or regulation or that otherwise, the disclosure is not necessary and/or would cause harm to the contractor.

Relay Service – *See Federal Relay Service*

Reporting Interval (Days) – The number of calendar days that have elapsed from the start date until the completion date of a given service reporting period.

Reporting Interval (Hours) = RI(HR) – Reporting Interval(Days) times 24.

Re-route Time – The time taken to reroute the traffic over a redundant path before a failure is repaired.

Routine Order – An order for which the contractor's standard provisioning interval applies.

Routine Service Level – A level of service that applies for most Government applications and is expected to reflect commercial best practices for service availability and performance.

Rural Service Area – An area not included in either an MSA or a New England County Metropolitan Area for which a common telecommunications carrier may have a license to provide cellular service.

Sawtooth Effect – In this contract, the effect observed when using declining unit prices in a set of increasing dollar ranges to determine a cost associated with a particular range. The cost is determined such that the last cost within a lower dollar range is higher than the first cost within the next higher dollar range, and the first cost within the next dollar range is lower than the last cost within the previous dollar range.

Scorecard Format - A summary view of performance data intended to quickly portray whether performance meets the targets and the trend since last report.

SDP Locations – *See Service Delivery Point (SDP)*

Secured E-Mail - Process by which electronic documents, reports, or files are provided or delivered to the Government via E-Mail in a secured manner (e.g., E-Mail over a private network, encrypted E-Mail, encrypted attachment in an E-Mail).

Secured FTP Media - Distribution media by which electronic documents, reports, or files are provided or delivered to the Government via File Transfer Protocol (FTP) server in a secured manner (e.g., SFTP, FTP over a Virtual Private Network, and FTP over a private network).

Secured Web-based Media - Distribution media by which electronic documents, reports, or files are provided or delivered to the Government via a HTTP server in a secured manner (e.g., HTTPS, HTTP over a Virtual Private Network, and HTTP over a private network).

Security Violation - Any unauthorized action taken by any domestic or international party (contractor employee or non-employee) that: a) violates contractor's security policies, b) bypasses contractor's security mechanisms, C) gains unauthorized access to contractor's facilities, information, information systems, or management systems, d) intentionally affects the quality, integrity, or availability of services offered to the Government, e) alters or destroys any Networx services information held by the contractor and/or provided to the Government, f) discloses confidential or secret information, and/or g) compromises national security.

Service - The term "Service" refers to the primary unit of Networx technical and pricing requirements. It includes all components and functions provided by the contractor to deliver a specific service, including the contractor's network, contractor-provided access arrangements and service enabling devices. Specific Networx services are identified in Section C.2.1.

Service Access Code (SAC) - The 3-digit codes in the NPA (N 0/1 X) format which are used as the first three digits of a 10-digit address in a North American Numbering Plan dialing sequence. Although NPA codes are normally used for the purpose of identifying specific geographical areas, certain of these NPA codes have been allocated to identifying generic services or to provide access capability, and these are known as SACs. The common trait, which is in contrast to an NPA code, is that SACs are non-geographic.

Service Coordinator (SC) – An individual designated by the Government on a service request to provide liaison and coordination for the services being requested. The SC is normally an Agency project or network manager responsible for the coordinated installation of multiple services, service trials, demonstrations, orders, and/or projects. An SC is appointed by the DAR of record for specific services being ordered. Unless specified in writing by the DAR of record, an SC may not change or modify an order.

The SC is provided to the contractor for convenience, however, the contractor is not required to maintain a directory of SCs.

Service Delivery – A process which begins at the time an order is accepted by the contractor and ends at the time service is accepted by the customer. Service delivery includes service provisioning and service acceptance sub-processes.

Service Delivery Point (SDP) - The interface point at which a service is delivered by the contractor to the Government or its designated agent. The SDP is the interface point for the physical or logical delivery of a service, the point at which performance parameters are measured to determine compliance with the contract, and the point used by the contractor to identify the pricing for services rendered.
SDPs may be located on or off Agency premises. Possible SDP locations include but are not limited to:

a) Network side of a Private Branch Exchange (PBX), Central Office, Centrex system, or other communications system or network.
b) User side of contractor-provided access facilities (e.g., gateway router).
c) Standard carrier/user demarcation point.
d) Minimum Point of Penetration (MPOP) [FCC defined demarcation point].
e) Desktop (e.g., telephone set, personal computer [PC]).
f) Contractor's POP.
g) Wireless phones and satellite earth stations.

Services may or may not have a physical SDP, depending on the characteristics of the individual services.

Service Enabling Device (SED) - A unit of, or separately priced component within or directly associated with, contractor-provided and owned equipment used to meet the User to Network Interface (UNI) requirements for an individual service and/or to implement access aggregation and integration to provide a lower service delivery cost to the Government. A SED is also a unit of, or separately priced component, within or directly associated with, contractor-provided and owned equipment or software used to enable the requirements associated with the Management and Applications Services and Security Services. Generally located at the customer's premises, a SED will be offered only as needed to provide delivery of a service which is acquired under a Networx contract.

Service Impairment – A service or network fault for which there is partial degradation of Networx service quality or performance.

Service Level Agreement (SLA) - An agreement between the Government and the contractor that the contractor delivers a specified service at a performance level that meets or exceeds the agreed performance objectives for the service. The SLA also specifies the measurement approach and the type and amount of credits that the Government is entitled to receive.

Service Order Completion Notice (SOCN) - The notice that contains data elements notifying the Agency that the service for a given order has been fully installed and is ready for acceptance.

Service Order Confirmation - The notice a contractor provides the Agency that contains the data elements that a service for a given order is accepted as a valid service with all the information needed to start service provisioning.

Service Outage – Either a complete loss of service or degradation of service that is so severe that it is not able to support customer use.

Service Restoration – The point in time at which the contractor returns service to a condition in which all KPIs meet or exceed their associated AQLs following the opening of a trouble ticket for either unacceptable service performance or for a service outage.

Service Trial - The use of proposed future enhancements by an Agency that takes place for an agreed upon period of time, at agreed upon locations.

Service Type – Describe a group of individual services that are similar and are grouped to simplify specification, offering and evaluation processes. Within each Service Type, individual services are specified. In Networx, there are six (6) Service Types as follows:

1. *Telecommunications Services*. These include services which are basic transport level (OSI level 1, 2, and 3) services.
2. *Management and Applications Services*. These include services which address the Agency's need for management services and applications that are directly associated with, and add value to, the delivery of telecommunications services and solutions.
3. *Security Services*. These include services which provide additional end-to-end security solutions and management.
4. *Special Services*. These include services which are based on satellite and land mobile radio transmission systems.
5. *Wireless Services*. These include services which are based on terrestrial wireless transmission systems.
6. *Access Services*. These include services which can be used to connect to Agency designated networks. [Note: Not applicable in Universal. Applies to Enterprise only]

Service-Affecting Fault - An outage, limitation, or degradation of service that impedes the customer's ability to use the service for its intended function or a failure of a supporting element (such as failure of the network management system or a hazard in a facility) or feature (such as a protected path) that is integral to the operation of the service.

Serving Wire Center –The physical location of the Local Exchange Carrier's central office. It is identified by the first eight characters of Telcordia's CLLI Code and is stored in the Local Exchange Routing Guide.

Severely Errored Second (SES) – A one second interval of digital signal transmission in which 30% or more of the data stream contains errors. The occurrence of 10 or more contiguous severely errored seconds on a Private Line Service data circuit causes service unavailability.

Shared Tenant - Use by multiple government Agencies of the same channel on an access circuit or other facilities to a building or complex. This occurs

most frequently in conjunction with GSA owned voice switches. *See Fixed Allocation, Dynamic Allocation, and Percentage Allocation value.*

Shared Tenant Allocation - This represents the percent allocation of charges assigned to an Agency or Agencies in a shared-tenant arrangement.

Signaling System 7 (SS7) - The signaling system #7 (SS7) is an international standard network signaling protocol that allows common channel (independent) signaling for call-establishment, billing, routing, and information-exchange between nodes in the public switched telephone network (PSTN). SS7 system protocols are optimized for telephone system control connections and they are only directly accessible to telephone network operators.

Simple Price Quote - Involves standard services, including features, which the Government can order directly from the contract. The contractor provides the Government a quote of the current contract pricing including all recurring and non-recurring charges, expedite charges, if applicable, and service availability.

Simplex Operation - That mode of operation in which communication between two points occurs in only one direction at a time. Contrast with half duplex or duplex operation.

Single-Mode Fiber (SMF) – Optical fiber that is designed for the transmission of a single ray or mode of light as a carrier and is used for long-distance signal transmission.

Site-Specific Special Construction - The installation or removal of wiring (e.g., wire, cable, coax, fiber) at a specific location for the purpose of establishing or supporting an SDP.

Specification - A document that clearly and accurately describes the essential technical requirements for items, materials, or services, including performance requirements.

Standard Form 52 (SF-52) - Request for Personnel Action; a U.S. Government form.

Start of Unacceptable Service Performance – The time at which any of the KPIs for the service begins to fail to meet its associated AQL. This may be documented from the contractor's monthly performance report or from a trouble ticket initiated by the customer or the contractor.

Sub-Agency - A subsidiary billing entity as defined by the parent Agency and identified by an Agency Hierarchy Code.

Switched Access - A type of access in which a communications channel is provided to users on a demand basis, via circuit switching and is generally billed on a per call, or per session basis.

Switched Virtual Circuit (SVC) - A switched virtual circuit is an automatically and temporarily created virtual connection that is used for a communication session.

Tariff – Document filed by a regulated telephone company with a state public utility commission or the Federal Communications Commission. The tariff is a public document that details services, equipment and pricing offered by the telephone company to all potential customers.

Task Order- The document that contains all information required to provision all services related to a project or complex order.

Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY) - A device that permits individuals with speech and/or hearing impairments to make and receive telephone calls without assistance from others. A TDD or TDD-compatible device will be used by the speech/hearing-impaired user community to access the Federal Relay Service. A TDD generally consists of a keyboard, display screen, and a means (via modem or direct connection) to access a telecommunications network. It is recognized that this function can be performed by a computer with software enhancements. The term TTY may also be used in referring to this type of device.

Telecommunications Service Priority (TSP) - The TSP System (National Communications System [NCS]-3-1-2 and NCS-3-1-3) provides a framework for telecommunications services vendors to initiate, restore, or otherwise act on a priority basis to ensure effective NS/EP telecommunications services during national emergency. The TSP System applies to common carriers, to Government, and to private systems that interconnect with commercially provided services or facilities.

Telecommunications Services - The services and solutions that deliver or augment communications between users up to and including interstate and international communications. It refers to a communications service or solution specified as a discrete offering or set of capabilities. *Also see "Service Types"*

The Internet - A worldwide interconnection of individual networks operated by Government, industry, academia, and private parties. *Note*: The Internet originally served to interconnect laboratories engaged in Government research, and has now been expanded to serve millions of users and a multitude of purposes.

Time to Restore (TTR) - The elapsed time of a service outage (outage time) minus any (1) time due to scheduled network configuration change or planned maintenance or (2) time, as agreed to by the Government, that the restoration of the service cannot be worked due to Government caused delays. Examples of Government caused delays include: 1) the customer was not available for required testing or to allow the contractor to access the Service Delivery Point or other customer-controlled space or interface at the scheduled time; 2) the customer gave the contractor an incorrect address for the SDP; 3) the customer failed to inform the contractor that a security clearance was required to access the SDP or customer-controlled space; 4) or the Government required service at a remote site and agreed that a longer transit time is required.

TP Document Number - GSA assigned "TP - FTS Non-Itemized Purchase Order" Number is the purchase order document used in the GSA finance system which is signed by a contracting officer at the beginning of the contract.

Traffic Model - A representation of traffic. In this contract, a model of 10-year traffic to be used in preparation and evaluation of the Networx cost proposals.

Transition - is the process for the coordinated transfer of service from a specified GSA FTS incumbent contract, such as FTS2001, Crossover, and FTS satellite and wireless contracts, to a Networx contract.

Transition Project Specific Plan (TPSP) - This plan identifies the project management process, procedures, and tools for a Transition Project.

Transport - The facility-based service arrangements that provide service specific connections between the contractor's POPs.

Trouble - A problem with the contract services that the customer detects and reports to the contractor. Recorded as a Trouble Report.

Trouble Report – The record in the contractor's Trouble Management System that records a service fault or trouble and all information leading to the resolution thereof.

Unacceptable Service Performance – A period during which the service provided is not capable of properly supporting the customer's intended application or use. Unacceptable service performance is caused by the failure of any combination of the key performance indicators (KPIs) to meet their specified acceptable quality levels (AQLs). Unacceptable service performance may or may not result in a service outage depending on the severity of service degradation; i.e., the amount by which the KPIs fail to meet their AQLs.

Uninterruptible Power Supplies (UPS) - An Uninterruptible Power Supply is a device that sits between a power supply (e.g. a wall outlet) and a device (e.g. a computer) to prevent undesired features of the power source (outages, sags, surges, bad harmonics, etc.) from adversely affecting the performance of the device.

Unique Billing Identifier (UBI) – The purpose of a UBI is to uniquely identify a single service and all components of that service separately from all other services being provided from within that same category of Networx services. The contractor must provide a Unique Billing Identifier (UBI) to identify each billed record. The Government requires the contractor to assign a unique identifier for each component of the billed service that maps to the UBI. The contractor may use existing fields in its systems to provide the UBI. The contractor is allowed to determine the form of the UBI for each service (especially those with multiple components).

User - An individual or Agency that utilizes Networx services. *Also see Authorized User.*

User Registration- The process for a user that orders NETWORX Services to establish access to the contractor provided ordering system.

User-to-Network Interface (UNI) – The specification of the physical, electrical, and signaling/protocol interface at the SDP for a specific information

payload bandwidth or data transfer rate for interconnection of user equipment to an access segment.

Variable Bit Rate/non-real time (VBRnrt) – A class of ATM service used mainly for time-critical transaction processing, data transfer, and frame relay-to-ATM internetworking (FRASI) in which bandwidth is made available only as needed but with somewhat less control of latency and jitter than with VBRrt.

Variable Bit Rate/real time (VBRrt) - A class of ATM service, used primarily for voice, lower quality video, and media, in which bandwidth is made available only as needed but with a enough control of latency and jitter to deliver acceptable application quality.

Vertical and Horizontal (V&H) - Vertical and Horizontal coordinates result from a complex algorithm that projects the curvature of the earth onto a flat plane. These coordinates have been used in telephony since the late 1950's as a means to determine "airline" distance between two points via a simple formula. The projection algorithm uses latitude and longitude as well as various other factors in deriving V&H values. V&H's are used to identify locations and hence relative distances between network elements (e.g. switch locations), and between "rate centers" (e.g. the "center" of a rate exchange area). Such computations are necessary in cases where rates and costs for services are based on distance sensitive factors.

Very Early Smoke Detection Apparatus (VESDA) - A highly sensitive aspirating smoke detector installed in a data center is linked to the building management system which is monitored continually from a network operations centre, providing very early detection to help avoid fire, loss and business disruption. This is coupled with a gas based fire retardant that is environmentally friendly to put out fires instantly without damaging equipment.

Virtual Private Network (VPN) - Secure private communication path(s) through one or more data network that is dedicated between two or more points. VPN connections allow data to safely and privately pass over public networks (such as the Internet). The data traveling between two points is encrypted for privacy.

Voice over Frame Relay (VoFR) – Real time voice communications using Frame Relay Service as the transmission medium.

Voice over Internet Protocol (VoIP) - A combination of technology and Internet protocols that allow the transmission of real-time voice communications across a data network.

Wavelength Division Multiplexing (WDM) - A process of transmitting several distinct communication channels through a single optical fiber via the use of a distinct separate infrared wavelength (optical frequency or "color") for each communication channel. Each such channel may be further subdivided into several logical channels via time division multiplexing or other methods**.**

Web Browser - Client software for connecting to and viewing documents on the WWW. A browser interprets HTML documents and displays them.

Web Browser/Server (WBS) - A Web Browser, a Web Server and their intended interaction. Web Browsers and Servers may communicate over the Internet and/or intranets.

Web Server - A Web site including hardware and software that includes the operating system, Web software, other software and data, or the software that manages Web functions at a Web site.

Web Site - A computer on the Internet or an intranet running a Web Server that responds to HTTP and HTTPS request from Web Browsers.

Web-based - *See Web-based Media.*

Web-based Media - Distribution media by which electronic documents, reports, or files are provided or delivered to the Government via a Hyper-Text Transmission Protocol (HTTP) server over the Internet.

Wide Area Network (WAN) - A communications network serving geographically separate areas. A WAN can be established by linking together two or more metropolitan area networks, which enables data terminals in one city to access data resources in another city or country.

Wire Center – The location of one or more local switching systems; a point at which customer loops converge.

Wire Center Serving Area – The area of an authorized telephone company's Local Exchange Service local calling area served by a single wire center.

Wireless - A categorization of switched and non-switched service types that generally use radio (e.g., mobile, cellular, or satellite radio) as their primary transmission medium. Generally excludes point-to-point terrestrial microwave.

Wireless Priority Service (WPS) - Wireless Priority Service (WP) allows authorized National Security and Emergency Preparedness personnel to gain access to the next available wireless radio channel in order to initiate calls during an emergency when channels may be congested. WPS is invoked by dialing *272 prior to the destination number on wireless terminals that have subscribed to the WPS feature. Refer to http://wps.ncs.gov/

Wireline - A categorization of switched and non-switched service types that generally use metallic cable, optical fiber cable, and point-to-point terrestrial microwave radio as their primary transmission media.

World Wide Web (WWW) - An Internet function for sharing of documents with text and graphic content that links documents locally and remotely.

World Zone 1 (WZ1) - That area of the world composed of 18 members (U.S., Canada, Bermuda, and 15 Caribbean countries) that use the NANP portion of ITU E.164.

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J.12 Ordering and Billing Data Elements

The contractor shall provide, at a minimum but not limited to, the data elements in the tables contained herein for ordering and billing activities as defined in Sections C.3.5 and C.3.6.

J.12.1 Ordering Data Elements

Table J.12.1-1 Ordering Data Elements

Field Name	Description
Unit 1: Order Heading	
Contract Number	For Networx, assigned by GSA
Contractor Name	Contractor Name
Contractor Customer Account Number	Contractor's selection of account numbers or other identifier(s)
Order sent date	The date the order was sent to the contractor
ASRN (Agency Service Request Number)	Service Request Number assigned by Agency at time Service Order is placed.
AHC (s)	Agency Hierarchy Code(s) (identifies agency billing/budget organization responsible for the service being reported on)
ICB Case Number	Used in conjunction with CLIN
Billing Agency Name	Name of the agency to be billed for this order
Billing Address 1	First line of Address where invoice is to be sent
Billing Address 2	Second line of Address where invoice is to be sent
Billing City	City where invoice is to be sent
Billing State	State where invoice is to be sent
Billing ZIP Code	Zip Code where invoice is to be sent
Billing Phone Nr. and Email address	Phone number and Email address for agency billing office contact
DAR Name	Name of authorized individual who prepared the order
CWD (Customer Want Date)	Agency/Customer Want Date to have service installed by
Early Installation	Is it okay for the contractor to install this service early? (Y/N)
Order Type	Identifies whether order is for New services, a Change order, Cancellation, or a Disconnect order
Transition Order	Y/N
Shared Tenant Order	Y/N
Unit 2: Service Location Information	
Networx Inventory Code(s)	11 character Originating and Terminating code(s) for services as defined in Section C.3.2.

Field Name	Description
O-Address1	First line of new originating address for this order
O-Address2	Second line of new originating address for this order
O-City	Originating City for this order
O-St	Originating State for this order
O-ZIP	Originating Zip Code for this order
O-Country	Originating Country for this order
O- Local Government Contact (LGC)	Local Government Contact or Agency Technical Point of Contact (POC) also Agency person accepting service at Originating site
O-LGC Phone and Email address	Agency LGC's phone number and Email address at Originating site
T-Address 1	First line of new terminating address for this order. (Some services may have multiple terminating addresses)
T-Address 2	Second line of new terminating address for this order
T-City	New terminating City for this order
T-St	New terminating State for this order
T-ZIP	New terminating Zip Code for this order
T-Country	New terminating Country for this order
T- Local Government Contact (LGC)	Local Government Contact (LGC) or Agency Technical Point of Contact (POC) also Agency person accepting service at Terminating site
T-LGC Phone and Email address	Agency LGC's phone number and Email address at Terminating site
Unit 3: Service Specific Data	
Unique Billing Identifier (UBI)	A unique identifier for a single service and all components of that service. (See Section C.3.5 Service Ordering, and See C.3.6 Billing and Section J.11, Glossary of Terms)
Service	Contract service being provided. See Section C.2. Technical Requirements.
Bandwidth	Data Rate selection.
Feature Type(s)	Feature description(s) (e.g. Call-Forwarding)
CLIN(s)	Contract Line Identification Number(s)
Quantity(ies)	Numerical count of quantity identified with this CLIN record.
Jurisdiction ID(s)	Originating and Terminating, as required. See Table B.6.6-1 – Country/Jurisdiction Identifications
Access Type(s)	Identifies the type(s) of access required and adequately covers access location (on-net or off-net access, inbound, outbound, etc) and access characteristics (dedicated or switched).
Access provisioning	Contractor or Agency provided? (C/A)
Routine or Critical Service levels	Certain services require the Agency to select whether Critical or Routine service levels apply when placing an order.
Service Enabling Devices (SEDs) Description	Model number, manufacturer, etc. associated with the CLIN(s).
Phone Number/Range	Phone number or range of phone numbers to be ordered.

Field Name	Description
Card Name	Name to be printed on Calling Card
Directed to number	The number toll free service is to be directed to
Originating Serving Wire Center	Originating Serving Wire Center (8 character CLLI code)
Terminating Serving Wire Center	Terminating Serving Wire Center (8 character CLLI code)
Expedite	Expedite charges assigned
Telecommunication Service Priority	TSP provisioning, TSP restoral, TSP design change, (indicate all that apply) OR not applicable.
Unit 4: Additional Instructions	
Additional Instructions	Additional instructions for this order. (Contractor Account number, Incumbent contractor, etc.) other items, associated with the order, that are required in special circumstances. Elements required to verify the price and elements that may be generally independent of the service type.

J.12.2 Acknowledgements Data Elements

J.12.2.1 Unit 1: Order Receipt Acknowledgement

Table J.12.2-1 Unit 1: Order Receipt Acknowledgement

Field Name	Description
Contract number	For Networx assigned by GSA
Contractor name	Contractor Name
ASRN (Agency Service Request Number)	Agency provided service request order number
Receipt Date	Date contractor was in receipt of Agency's order

J.12.2.2 Unit 2: Service Order Confirmation

Table J.12.2-1 Unit 2: Service Order Confirmation

Field Name	Description
Contract number	For Networx, assigned by GSA.
Contractor name	Contractor name.
Agency Service Request Number (ASRN)	Service request number assigned by agency at time service order is placed.
Receipt Date	Date Contractor was in receipt of Agency's order
Agency Hierarchy Code (AHC)	Agency Hierarchy Code (identifies agency billing organization responsible for the service being reported on).
Customer Want Date (CWD)	Agency/Customer Want Date to have service installed by
Order Type	Identifies whether order is for New Services, a Change order, Cancellation, or a Disconnect order
Transition Order	(Y/N)
Shared Tenant Order	(Y/N)
Unique Billing Identifier (UBI)	A unique identifier for a single service and all components of that service. (See Section C.3.5 Service Ordering, C.3.6 Billing and Attachment, J.11 Glossary of

Field Name	Description
	Terms)
Networx Inventory Code(s)	11 character Originating and Terminating code(s) for service, as defined in Section C.3.2.
Jurisdiction ID(s)	Originating and terminating as required. See Table B.6.6-1 Country/Jurisdiction Identifications
Service	Contract service being provided. See Section C.2. Technical Requirements.
Access Type(s)	Identifies type(s) of access required and adequately covers access location (on-net or off-net access, inbound, outbound, etc.) and access characteristics (dedicated or switched).
Access provisioning	Contractor or Agency provided? (C/A)
Service Enabling Devices (SEDs) Description	Model number, manufacturer, etc. associated with the CLIN.
Bandwidth	Data Rate selection.
Feature Type(s)	Feature description(s) (e.g., call forwarding).
CLIN (s)	Contract Line Identification Number(s)
Quantity(ies)	Numerical count or quantity(ies) of CLINs .
Routine or Critical Service Level(s)	Certain services require the Agency to select whether Critical or Routine service levels apply when placing an order.
Service Order Number	Contractor's tracking number for this order
Service Order Confirmation Date	Date Contractor has confirmed the order is valid.
Additional Instructions	Additional instructions for this order. (Contractor Account number, Incumbent contractor, etc.) Other items, associated with the order, that are required in special circumstances. Elements required to verify the price and elements that may be generally independent of the service type.

J.12.2.3 Unit 3: Firm Order Rejection Notice

Table J.12.2-2 Unit 3: Order Rejection Notice

Field Name	Description
Contract number	For Networx, assigned by GSA
Contractor name	Contractor name
ASRN (Agency Service Request Number)	Service Request Number assigned by Agency at time service order is placed
Receipt Date	Date contractor was in receipt of Agency's order
Order Rejection	Comment field explaining all the reasons the order is rejected

J.12.2.4 Unit 4: Firm Order Commitment Notice

Table J.12.2-3 Unit 4: Firm Order Commitment Notice

Field Name	Description
Contract number	For Networx, assigned by GSA
Contractor name	Contractor Name.
Agency Service Request Number (ASRN)	Service request number assigned by agency at time service order is placed.
Receipt Date	Date contractor was in receipt of Agency's order
Agency Hierarchy Code (AHC)	Agency Hierarchy Code identifies agency billing organization responsible for the service being reported on.
Customer Want Date (CWD)	Agency/Customer Want Date to have service installed by
Order Type	Identifies whether order is for New services, a Change order, Cancellation, or a Disconnect order
Transition Order	(Y/N)
Shared Tenant Order	(Y/N)
Unique Billing Identifier (UBI)	A unique identifier for a single service and all components of that service. (See Section C.3.5 Service Ordering, C.3.6 Billing, and Attachment J.11 Glossary of Terms)
Networx Inventory Code(s)	11 character Originating and Terminating code(s) for service as defined in Section C.3.2.
Service	Contract service being provided. See Section C.2. Technical Requirements.
Access Type(s)	Identifies type(s) of access required and adequately covers access location (on-net or off-net access, inbound, outbound, etc.) and access characteristics (dedicated or switched).
Access Provisioning	Contractor or Agency provided? (C/A)
Service Enabling Devices (SEDs)	Model number, manufacturer, etc. associated with the CLIN.

Field Name	Description
Description	
Bandwidth	Data Rate selection.
Feature Type(s)	Feature description(s) (e.g., call forwarding).
CLIN(s)	Contract Line Item Number(s)
Quantity(ies)	Numerical count or quantity of CLINs.
Routine or Critical Service Level	Certain services require the Agency to select whether Critical or Routine service levels apply when placing an order.
Service Order Number	Contractor's tracking number for this order
Firm Order Commitment Date	Firm order commitment date for this order
Additional Instructions	Additional instructions for this order. (Contractor Account number, Incumbent contractor, etc. Other items, associated with the order that are required in special circumstances. Elements required to verify the price and elements that may be generally independent of the service type.
Unit Price	Price of Ordered component
Description(s)	Description(s) of each ordered CLIN other than Feature Type or SED

J.12.2.5 Unit 5: Service Order Completion Notice (SOCN)

Table J.12.2-4 Unit 5: Service Order Completion Notice (SOCN)

Field Name	Description
Contract Number	For Networx, assigned by GSA.
Contractor Name	Contractor Name
DAR name	Name of authorized individual who prepared the order.
Networx Inventory Code(s)	11 character Originating and Terminating code(s) for service, as defined in Section

Field Name	Description
	C.3.2.
ASRN (Agency Service Request Number)	Service request number assigned by agency at time service order is placed.
Jurisdiction ID(s)	Originating and Terminating, as required. See Table B.6.6-1 Country/Jurisdiction Identifications.
Receipt Date	Date contractor was in receipt of Agency's order
Agency Hierarchy Code(s) (AHC)	Agency Hierarchy Code(s) (identifies agency billing/budget organization responsible for the service being reported on).
CWD (Customer Want Date)	Agency/Customer Want Date to have service installed by
Order Type	Identifies whether order is for New services, a Change order, Cancellation, or a Disconnect order
Transition Order	(Y/N)
Shared Tenant Order	(Y/N)
Unique Billing Identifier (UBI)	A unique identifier for a single service and all components of that service. (See Section C.3.5 Ordering, C.3.6 Billing, and Attachment J.11 Glossary of Terms)
Circuit ID	Contractor specific internal Circuit Identifier
Phone Number Range	Phone number or range of phone numbers to be ordered
Service	Contract service being provided. See Section C.2. Technical Requirements.
Access Type(s)	Identifies type(s) of access required and adequately covers access location (on-net or off-net access, inbound, outbound, etc.) and access characteristics (dedicated- or switched).
Access provisioning	Contractor or Agency provided? (C/A)
Service Enabling Devices (SEDs) Description	Model number, manufacturer, etc. associated with the CLIN(s).
Bandwidth	Data Rate selection.
Feature Type(s)	Feature description(s) (e.g. call forwarding).
CLIN(s)	Contract Line Identification Number(s)
Quantity(ies)	Numerical count or quantity identified with this CLIN record.
Routine or Critical Service Level	Certain services require the Agency to select whether Critical or Routine service levels apply when placing an order.
Service Order Number	Contractor's service order number associated with the service being ordered.
Firm Order Commitment Date	Firm order commitment date for this order

Field Name	Description
Additional Instructions	Additional instructions for this order (Contractor account number, incumbent contractor, ICB Case Number, etc.) Other items, associated with the order, that are required in special circumstances. Elements required to verify the price and elements that may be generally independent of the service type.
Unit Price	Price of Ordered component
Description(s)	Description(s) of each ordered CLIN other than Feature Type or SED
Directed to number	The number toll free service is to be directed to
Originating -Serving Wire Center	Originating Serving Wire Center (8-character CLLI code)
Terminating -Serving Wire Center	Terminating Serving Wire Center (8-character CLLI code)
Completion Date	Date service installation was completed. This also represents the Effective Billing Date of the service
Contractor Customer Account Number	Contractor's selection of account numbers or other identifier(s)
Expedite (Y/N)	Expedite charges assigned (Y/N)
Telecommunication Service Priority	TSP provisioning, TSP restoral, TSP design change (indicate all that apply) OR not applicable.

J.12.3 Service Provisioning Intervals

For routine orders and Class B expedited orders with originating and terminating SWCs that are CONUS, the contractor shall complete the order within the provisioning intervals defined in Table J.12.3-1 below. The provisioning interval for routine and Class B expedited orders shall be measured in calendar days from the service order confirmation date in the Service Order Confirmation to the completion date in the Service Order Completion Notice (SOCN) in accordance with Section C.3.5, Service Ordering. For orders for which a provisioning interval is not defined in Table J.12.3-1, including services with originating or terminating SWCs that are either OCONUS or Non-Domestic, the completion date shall be less than or equal to the firm order commitment date on the Firm Order Commitment Notice.

Table J.12.3-1 Service Provisioning Intervals Table

Service (CONUS Originating and Terminating SWCs only)	Performance Objective: Routine Orders (Calendar Days)	Performance Objective: Class B Expedited Orders (Calendar Days)
Disconnect (all services)	30	30
Voice Services (VS)	45	23
Circuit Switched Data Service (CSDS)	45	23
Toll-Free Service (TFS)	45	23
Private Line Service (PLS)		
≤ DS1	45	23
DS1 < PLS ≤ DS3	85	43
> DS3	Firm Order Commitment Date	Firm Order Commitment Date
Frame Relay Service (FRS)	65	33
Asynchronous Transfer Mode Service (ATMS)	65	33

Service (CONUS Originating and Terminating SWCs only)	Performance Objective: Routine Orders (Calendar Days)	Performance Objective: Class B Expedited Orders (Calendar Days)
Ethernet Services (ES)	60	30
Internet Protocol Service (IPS)	45	23
Managed Trusted Internet Protocol Service (MTIPS)	90	60
Premises-Based IP-VPN Services (PBIP-VPNS)	60	30
Network Based Internet Protocol (IP) VPN Services (NBIP-VPNS)	45	23
Voice over IP Transport (VOIPTS)	45	23
IP Telephony Services (IPTelS)	60	30
Synchronous Optical Network Services (SONETS)	Firm Order Commitment Date	Firm Order Commitment Date
Optical Wavelength Services (OWS)	Firm Order Commitment Date	Firm Order Commitment Date
Dedicated Hosting Services (DHS)	45	23

J.12.4 Billing Invoice and Detail

J.12.4.1 Unit 1: Invoice File

		Applies to Direct-Billing	Applies to Centralized-Billing
Field Name	**Description**	**DB**	**CB**
Contract Number	For Networx, assigned by GSA	x	x
Contractor (Invoice Header)	Contractor Name	x	x
TP Document Number	GSA assigned TP – “FTS Non-Itemized Purchase Order" number	N/A	x
Invoice Number	A unique number assigned to this invoice only (used for reference purposes)	x	x
Contractor Customer Account Number	Contractor's selection of account numbers or other identifier(s)	x	N/A
AHC	Agency Hierarchy Code (identifies agency billing organization responsible for the service being reported on)	x	N/A
Invoice Date	Date of Contractor Invoice	x	x
Billing Period	Beginning and Ending dates associated with the Billing/Dispute/Adjustment cycle (or period) of this service	x	x
Vendor "Remit To" Address	“Remit To” contact information (who to send the bill to).	x	x

Field Name	Description	Applies to Direct-Billing	Applies to Centralized-Billing
		DB	CB
"Billed To" Address in Full	For Centralized Remit, this should be the GSA Finance Center. Direct billed will be sent directly to the customer agency	x	x
Current Charges	Current Monthly Charges (excluding Taxes/State and Local Surcharges)	x	x
Taxes and Surcharges	Eligible State taxes, Local taxes and Surcharges (may also be referred to as Gross Receipts Tax)	x	x
Payment	Payments received during current month	x	x
Adjustment	Adjustment amount issued by the contractor, changing the amount of the invoice.	x	x
GMS Fee	Total GMS fee for the billing period.	N/A	x
Total Balance Due	Grand total for the entire invoice (Summation of all charges due on this invoice)	x	x

J.12.4.2 Unit 2 Detail Billing File

See Networx Universal Attachment J.12.4.2

J.12.5 Disputes

J.12.5.1 Unit 1: Disputes Data Elements

Field Name	Description
Contract Number	For Networx, assigned by GSA.
Contractor Name	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	Contract supplied adjustment/resolution number. Populated only if related to a dispute.
Contractor Dispute Enter Date	Date the dispute was entered into the Contractor system and dispute number created.
Invoice Number	Invoice Number
Invoice Date	Date of Contractor Invoice
Contractor Customer Account Number	Contractor's selection of account numbers or other identifier(s)
AHC	Agency Hierarchy Code (identifies agency billing organization responsible for the service being reported on).
Service	Contract service being provided. See Section C.2. Technical Requirements.
Circuit ID	Contractor specific internal circuit identifier
Unique Billing Identifier (UBI)	A unique identifier for a single service and all components of that service. (See Section C.3.5.D Ordering section and Attachment J.11 Glossary of Terms)
Dispute Description	Dispute Description when additional information is required
Requestor Name	"Requestor" contact information (this identifies the Agency submitting this dispute)
Requestor Title	Requestor contact information
Address Line 1	Requestor Address Line 1
Address Line 2	Requestor Address Line 2
City	Requestor City
State	Requestor State
Postal/Zip Code	Requestor Zip Code
Phone Number	Requestor Phone Number includes country code
CLIN	Contract Line Identification Number
Networx Inventory Code(s)	11 character Originating and Terminating code(s) for service as defined in Section C.3.2
Charged Amount	Amount that was charged associated with this dispute
Disputed Amount	Amount that was disputed
Explanation	Detailed explanation of adjustment/resolution made/dispute being filed, including an explanation of why amount is less than disputed amount.
Dispute Status	Status of Dispute – (i.e., open, closed, new, entered by submitter and revised by contractor)
Billing Period	Beginning and Ending Dates associated with the billing/dispute/adjustment cycle (or period) of this service.
Adjustment Date	Anticipated date of Invoice on which adjustment/credit/debit will appear.

J.12.5.2 Unit 2: Disputes Receipt Acknowledgement

Field Name	Description
Contract Number	For Networx, assigned by GSA.
Contractor Name	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 adjustments/resolution number. Populated only if related to a dispute.
Dispute Receipt Date	Date contractor received the dispute.

J.12.5.3 Unit 3: Dispute Resolution Confirmation

Field Name	Description
Contract Number	For Networx, assigned by GSA.
Contractor Name	Contractor name
Contractor Dispute Number	Contractor supplied Adjustment/Resolution number. Populated only if related to a dispute.
Government Dispute Number	Government provided dispute tracking number (i.e., may be populated with Agency dispute system number or Agency order number, etc.).
Invoice Number	Invoice Number
Invoice Date	Date of Contractor invoice
Contractor Customer Account Number(s)	Contractors' selection of customer account number(s) or other identifier(s)
AHC	Agency Hierarchy Code (identifies agency billing organization responsible for the service being reported on).
Service	Contract services being provided.
Unique Billing Identifier (UBI)	A unique identifier for a single service and all components of that service. (See Section C.3.5, Ordering, C.3.6, Billing and Attachment J.11, Glossary of Terms)
CLIN(s)	Contract Line Identification Number(s)
Charged Amount	Amount that was charged associated with this dispute
Disputed Amount	Amount that was disputed
Adjustment	Adjustment amount issued by the contractor, changing the amount of the invoice.
Explanation	Detailed explanation of adjustment/resolution made/ dispute being filed, including an explanation of why an amount is less than disputed amount
Billing Period	Beginning and Ending Dates associated with the billing/dispute/adjustment cycle (or period) of this service.
Charge Type	Charge Description (e.g., "Port", "PVC", "Calling card", video conferencing, etc. and/or MRC, NRC and usage).
Adjustment Date	Anticipated date of invoice on which adjustment/credit/debit will appear.

J.12.6 Adjustments

Field Name	Description
Contract Number	For Networx as assigned by GSA
Contractor Name	Contractor name
Contractor Dispute Number	Contractor supplied Adjustment/Resolution number. Populated only if related to a dispute.
Government Dispute Number	Government provided dispute tracking number (i.e. may be populated with Agency dispute number or Agency order number, etc.).
Invoice Number	Invoice Number
AHC(s)	Agency Hierarchy Code(s) (identifies agency billing/budget organization responsible for the service being reported on).
Invoice Date	Date of Contractor Invoice
Service	Contract services being ordered. See Section C.2. Technical Requirements.
Unique Billing Identifier (UBI)	A unique identifier for a single service and all components of that service. (See Section C.3.5, Service Ordering, C.3.6, Billing and Attachment J.11, Glossary of Terms)
Networx Inventory Code(s)	11 character Originating and Terminating code(s) for services as defined in Section C.3.2.
CLIN(s)	Contract Line Item Number(s)
Charged Amount	Amount that was charged associated with this dispute
Disputed Amount	Amount that was disputed
Adjustment	Adjustment amount issued by the contractor, changing the amount of the invoice.
Explanation	Detailed explanation of adjustment/resolution made/dispute being filed, including an explanation of why an amount is less than disputed amount
Billing Period	Beginning and ending dates associated with the billing/dispute/adjustment cycle (or period) of this service.
Charge Type	Charge description (e.g., ”Port”, “PVC”, “Calling Card”, Video Conferencing, etc.. And/or MRC, NRC and usage).

J.13 Service Level Agreements

J.13.1 Introduction

A Service Level Agreement (SLA) is an agreement between the General Services Administration (GSA) and the contractor to provide a service at a performance level that meets or exceeds the specified performance objective(s). Seventeen of the SLAs are for technical services specified in Attachment J.13.3, SLA Performance Objectives. These SLAs are service specific. If awarded the service cited in the SLA, the contractor shall comply with the SLA. Four SLAs apply to all services awarded, except where otherwise indicated, and are termed service-independent. The contractor shall comply with each service-independent SLA for all awarded services.

The 17 service-specific SLAs are:

1. Voice Services SLA
2. Circuit-Switched Data Services SLA
3. Toll-Free Service SLA
4. Combined Services SLA
5. Private Line Service SLA
6. Frame Relay Service SLA
7. Asynchronous Transfer Mode Service SLA
8. Ethernet Service SLA
9. Internet Protocol Service SLA
10. Premises-Based Internet Protocol Virtual Private Network Services SLA
11. Network-Based Internet Protocol Virtual Private Network Services SLA
12. Voice over IP Transport Services SLA
13. IP Telephony Services SLA
14. SONET Services SLA
15. Optical Wavelength Service SLA
16. Dedicated Hosting SLA
17. Managed Trusted Internet Protocol Service SLA

The four service-independent SLAs are:

18. Service Outage SLA
19. Time to Restore SLA
20. On-Time Provisioning SLA
21. Billing Accuracy SLA

Each SLA consists of five elements: definitions, measurement approach, performance objectives, credit arrangements, and credit notification forms, as shown in Figure J.13.1-1.

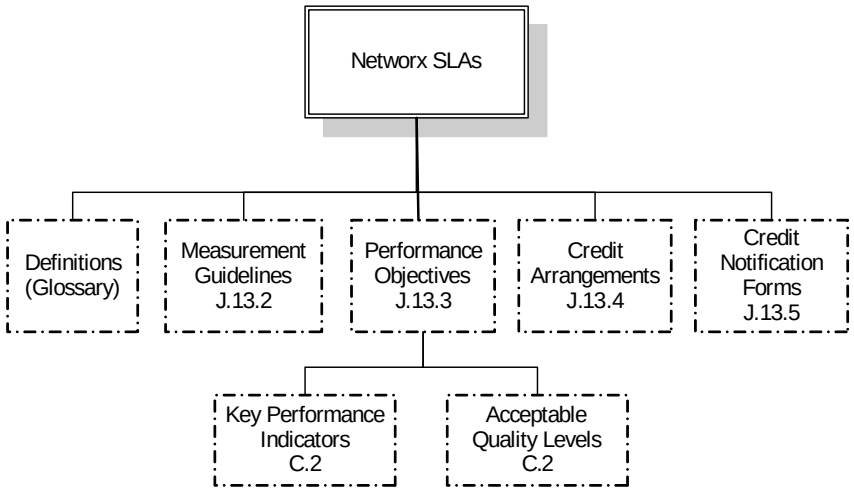

Figure J.13.1-1. Networx Service Level Agreements

Definitions of the terms used in each SLA are established in Attachment J.11, Glossary. Measurement guidelines are specified in Sections C.2, Technical Requirements, and C.3, Management and Operations. The performance objectives are based on Key Performance Indicators and Acceptable Quality Levels specified in Section C.2. The credit arrangements are specified in Attachment J.13.4; and suggested forms for requesting credit if the contractor fails to meet a performance objective are described in Attachment J.13.5, Networx Credit Notification Forms.

In addition to the SLAs specified herein, GSA may negotiate additional SLAs with the contractor at any time after contract award that may result in a contract modification as defined in Section G.3, Contract Modification. A format for specifying additional SLAs is provided in Attachment J.13.6, Suggested Format for Future Service Level Agreements. Once established, an SLA may only be changed in accordance with the contract modification process defined in Section G.3.

J.13.2 SLA Measurement Guidelines

Networx performance objectives are measurable service attributes that are key indicators of contractor performance. Networx performance objectives use metrics that are either incident based or aggregate based. Incident-based metrics (e.g., Time to Restore or On-Time Provisioning) are based on a single occurrence of service delivery. Aggregate-based metrics (e.g., Availability) are based on multiple incidents of service delivery that shall be aggregated at the level of the Agency Hierarchy Code that corresponds to the Agency's billing organization as defined in Section J.12.4.1 and averaged over a calendar month.

There is a direct correlation between the performance objectives required for each service in Attachment J.13.3 and the Key Performance Indicators (KPIs) specified in Section C.2, Technical Requirements. The Government has streamlined the Section C.2 KPI requirements associated with each Attachment J.13.3 service. The performance objectives for each service in Attachment J.13.3 are a subset of the KPIs specified in Section C.2, Technical Requirements. The selected KPIs are called SLA performance objectives. The threshold of acceptability for each service-specific SLA performance objective is called an Acceptable Quality Level (AQL), which is specified in Section C.2, Technical Requirements. Contractors shall refer to the appropriate technical subsection of Section C.2 for measurement guidance regarding each performance objective specified in Attachment J.13.3.

The service-specific SLAs are based on five performance objectives; and each of these five performance objectives uses an aggregate-based performance metric, as shown in Table J.13.2-1:

Table J.13.2-1 Service-Specific Performance Objectives

Performance Objective	Type of Metric
Availability	Aggregate Based
Grade of Service (GOS)	Aggregate Based
Jitter	Aggregate Based
Latency	Aggregate Based
Response Time	Aggregate Based

The type of metric used by the service-independent SLAs is shown in Table J.13.2-2:

Table J.13.2-2 Service-Independent SLAs

SLA	Type of Metric
Service Outage SLA	Incident Based
Time to Restore SLA	Incident Based
On-Time Provisioning SLA	Incident Based
Billing Accuracy SLA	Aggregate Based

The contractor shall measure the performance objectives of each applicable SLA and report the results in the monthly SLA Compliance Report, which is part of the contractor's Program Monthly Status Report that is described in Section C.3.2.4 and included in the Agency-Specific SLA Monthly Compliance Report, also described in Section C.3.2.4. For each awarded service, the contractor shall show numerically whether the measured results equal or exceed the AQL for that SLA performance objective and comment on any performance deficiencies. The Government intends to use information from other sources, including Section C.3.3, Service Management, Section C.3.5, Service Ordering, and Section C.7, Technical Reports, to provide confirmation.

The contractor shall describe its procedure for measuring and sampling applicable SLA performance for each service awarded in the quality assurance section of the Program Management Plan (see Section C.3.2.2.2, Program Management Plan) and shall comply with the guidance contained in this attachment, Section C.2, Technical Requirements, and Attachment J.13.3, SLA Performance Objectives.

J.13.3 SLA Performance Objectives

This section lists the service-specific and the service-independent SLAs. For most service-specific SLAs, two service levels are specified, routine and critical. Routine service levels describe the basic performance objectives required to meet the needs of most agencies. Routine service levels are priced as part of the basic service (see Section B.2, Pricing Tables). Critical service levels meet the needs of agencies that require higher performance levels and are priced separately (see Section B.2).

J.13.3.1 Performance Objectives for Voice Services SLA

The Voice Services (VS) SLA performance objectives are:

1. **Availability –** The contractor shall meet the AQLs for the Availability (SDP-to-SDP) KPIs specified in Section C.2.2.1.4.1.

2. **Grade of Service (Call Blockage) –** The contractor shall meet the AQLs for the Grade of Service (SDP-to-SDP Call Blockage) KPI specified in Section C.2.2.1.4.1.

J.13.3.2 Performance Objectives for Circuit-Switched Data Services SLA

The Circuit Switched Data Service (CSDS) SLA performance objectives are:

1. **Availability –** The contractor shall meet the AQLs for the Availability (POP-to-POP and SDP-to-SDP) KPIs specified in Section C.2.2.2.4.1.

2. **Grade of Service (Call Blockage)–** The contractor shall meet the AQLs for the Grade of Service (SDP-to-SDP Call Blockage) KPI specified in Section C.2.2.2.4.1.

J.13.3.3 Performance Objectives for Toll-Free Service SLA

The Toll-Free Service (TFS) SLA performance objective is:

1. **Availability –** The contractor shall meet the AQLs for the Availability (POP-to-POP and POP-to-Terminating SDP) KPIs specified in Section C.2.2.3.4.1.

J.13.3.4 Performance Objectives for Combined Services SLA

The Combined Services (CS) SLA performance objectives are:

1. **Availability –** The contractor shall meet the AQLs for the Availability (SDP-to-SDP) KPIs specified in Section C.2.6.1.4.1.

2. **Grade of Service (Call Blockage) –** The contractor shall meet the AQLs for the Grade of Service (Call Blockage) KPI specified in Section C.2.6.1.4.1.

In addition, if the contractor is awarded (optional) Toll-Free Calling Service under CS, the following SLA performance objective applies:

3. **Availability –** The contractor shall meet the AQLs for the Availability (POP-to-POP and POP -to-Terminating SDP) KPIs specified in Section C.2.2.3.4.1.

If the contractor is awarded (optional) Internet Protocol Service under CS, the following SLA performance objectives apply:

4. **Availability (Port) –** The contractor shall meet the AQLs for the Availability (Port) KPI specified in Section C.2.4.1.4.1.

5. **Latency –** The contractor shall meet the AQLs for the CONUS Latency KPIs specified in Section C.2.4.1.4.1.

6. **Grade of Service (Data Delivery Rate) –** The contractor shall meet the AQLs for the Grade of Service (Data Delivery Rate) KPIs specified in Section C.2.4.1.4.1.

J.13.3.5 Performance Objectives for Private Line Service SLA

The Private Line Service (PLS) SLA performance objective is as follows:

1. **Availability –** The contractor shall meet the AQLs for the Availability (SDP-to-SDP) KPIs specified in Section C.2.5.1.4.1.

J.13.3.6 Performance Objectives for Frame Relay Service SLA

The Frame Relay Service (FRS) SLA performance objectives are:

1. **Availability (Permanent Virtual Circuit (PVC)) –** The contractor shall meet the AQL for the Availability (PVC) KPI specified in Section C.2.3.1.4.1.

2. **Grade of Service (Data Delivery Rate) –** The contractor shall meet the AQLs for the Grade of Service (Data Delivery Rate) KPIs specified in Section C.2.3.1.4.1.

3. **Latency (PVC) –** The contractor shall meet the AQLs for the CONUS Latency (PVC) KPIs specified in Section C.2.3.1.4.1.

J.13.3.7 Performance Objectives for Asynchronous Transfer Mode Service SLA

The Asynchronous Transfer Mode Service (ATMS) SLA performance objectives are:

1. **Availability (PVC) –** The contractor shall meet the AQL for the Availability (PVC) KPI specified in Section C.2.3.2.4.1.

2. **Grade of Service (Max Cell Transfer Delay) –** The contractor shall meet the AQLs for the CONUS Grade of Service (Max Cell Transfer Delay) KPIs specified in Section C.2.3.2.4.1 for Constant Bit Rate (CBR) if provided, Variable Bit Rate - real time (VBRrt), and Variable Bit Rate – non-real-time (VBRnrt) ATMS.

3. **Grade of Service (Max Cell Loss Ratio) –** The contractor shall meet the AQLs for the Grade of Service (Max Cell Loss Ratio) KPIs specified in Section C.2.3.2.4.1 for CBR if provided, VBRrt, and VBRnrt ATMS.

4. **Grade of Service (Max Cell Delay Variation) –** The contractor shall meet the AQLs for the Grade of Service (Max Cell Delay Variation) KPIs specified in Section C.2.3.2.4.1 for CBR if provided, VBRrt, and VBRnrt ATMS.

J.13.3.8 Performance Objectives for Ethernet Services SLA

If the contractor is awarded (optional) Ethernet Service (ES), the following SLA performance objectives apply:

1. **Availability –** The contractor shall meet the AQLs for the Availability KPI specified in Section C.2.7.1.4.1.
2. **Grade of Service (Packet Delivery Rate) –** The contractor shall meet the AQLs for the Grade of Service (Packet Delivery Rate) KPI specified in Section C.2.7.1.4.1.
3. **Jitter (Packet) –** The contractor shall meet the AQL for the Jitter (Packet) KPI specified in Section C.2.7.1.4.1.

J.13.3.9 Performance Objectives for Internet Protocol Services SLA

The Internet Protocol Service (IPS) SLA performance objectives are:

1. **Availability (Port) –** The contractor shall meet the AQLs for the Availability (Port) KPIs specified in Section C.2.4.1.4.1.
2. **Latency –** The contractor shall meet the AQLs for the CONUS Latency KPIs specified in Section C.2.4.1.4.1.
3. **Grade of Service (Data Delivery Rate) –** The contractor shall meet the AQLs for the Grade of Service (Data Delivery Rate) KPIs specified in Section C.2.4.1.4.1.

J.13.3.9.1 Performance Objectives for Managed Trusted Internet Protocol Services (MTIPS) SLA

The Managed Trusted Internet Protocol Service (MTIPS) SLA performance objectives are:

1. **Availability (MTIPS Port) –** The contractor shall meet the AQLs for the Availability (Port) KPIs specified in Section C.2.4.1.5.4.3.
2. **Latency (CONUS) –** The contractor shall meet the AQLs for the CONUS Latency KPIs specified in Section C.2.4.1.5.4.3.
3. **Grade of Service (Data Delivery Rate) –** The contractor shall meet the AQLs forthe Grade of Service (Data Delivery Rate) KPIs specified in Section C.2.4.1.5.4.3.

J.13.3.10 Performance Objectives for Premises-Based Internet Protocol IP Virtual Private Network (VPN) Services SLA

The Premises-Based IP VPN Service (PBIP-VPNS) SLA performance objectives pertain to SDP-to-SDP service and are:

1. **Availability (VPN) –** The contractor shall meet the AQL for the Availability (VPN) KPI specified in Section C.2.7.2.4.1.

2. **Latency –** The contractor shall meet the AQL for the CONUS Latency KPI specified in Section C.2.7.2.4.1.

J.13.3.11 Performance Objectives for Network-Based IP VPN Services SLA

The Network-Based IP VPN Service (NBIP-VPNS) SLA performance objectives are:

1. **Availability (VPN) –** The contractor shall meet the AQLs for the Availability (VPN with dial failover) KPIs specified in Section C.2.7.3.4.1.

2. **Latency –** The contractor shall meet the AQLs for the CONUS Latency KPIs specified in Section C.2.7.3.4.1.

J.13.3.12 Performance Objectives for Voice over IP Transport Services SLA

The Voice over Internet Protocol Transport Service (VOIPTS) SLA performance objectives pertain to SDP-to-SDP service and are:

1. **Availability** – The contractor shall meet the AQLs for the Availability KPIs specified in Section C.2.7.8.4.1.

2. **Grade of Service (Packet Loss) –** The contractor shall meet the AQLs for the Grade of Service (Packet Loss) KPIs specified in Section C.2.7.8.4.1.

3. **Jitter (Packet) –** The contractor shall meet the AQL for the Jitter (Packet) KPI specified in Section C.2.7.8.4.1.

J.13.3.13 Performance Objectives for IP Telephony Services SLA

The Internet Protocol Telephony Service (IPTelS) SLA performance objectives are:

1. **Availability –** T The contractor shall meet the AQLs for the Availability KPIs specified in Section C.2.7.10.4.1.

2. **Grade of Service (Packet Loss) –** The contractor shall meet the AQLs for the Grade of Service (Packet Loss) KPIs specified in Section C.2.7.10.4.1.

3. **Jitter –** The contractor shall meet the AQL for the Jitter KPI specified in Section C.2.7.10.4.1.

J.13.3.14 Performance Objectives for SONET Service SLA

The Synchronous Optical Network Service (SONET) SLA performance objectives are:

1. **Availability –** The contractor shall meet the AQLs for the Availability (SDP-to-SDP) KPIs specified in Section C.2.5.2.4.1.

J.13.3.15 Performance Objectives for Optical Wavelength Services SLA

The Optical Wavelength Service (OWS) SLA performance objectives pertain to each optical wavelength for SDP-to-SDP service and are as follows:

1. **Availability –** The contractor shall meet the AQLs for the Availability KPIs specified in Section C.2.5.4.1.4.1 for OWS over a Wavelength Division Multiplexing (WDM) arrangement and in Section C.2.5.4.2.4.1 for OWS over an Automatic Switched Transport Network (ASTN) if awarded this optional service.

2. **Response Time (Restoration Time to Reroute Traffic) -** The contractor shall meet the AQLs for the Response Time (Restoration Time to Reroute Traffic) KPIs specified in Section C.2.5.4.1.4.1 for OWS over a WDM arrangement and specified in Section C.2.5.4.2.4.1 for OWS over an ASTN if awarded this optional service.

J.13.3.16 Performance Objectives for Dedicated Hosting Service SLA

The Dedicated Hosting Services (DHS) SLA performance objectives are:

1. **Availability (Internet Connection) –** The contractor shall meet the AQLs for the availability (Internet Connection) KPI specified in Section C.2.4.2.4.1.

2. **Availability** (**Web Site) –** The contractor shall meet the AQL for the Availability (Web Site) KPI specified in Section C.2.4.2.4.1

The 16 SLAs described previously are service dependent. The next four SLAs apply to all services awarded to the contractor unless otherwise indicated.

J.13.3.17 Performance Objective for Service Outage SLA (Service Independent and Incident Based)

The performance objective for the Service Outage SLA is that there shall be no loss of service availability during the calendar month except for those instances where the customer has agreed to a scheduled service outage in advance in accordance with Section C.3.3.1.2, Network Management Functional Requirements.

J.13.3.18 Performance Objectives for Time to Restore SLA (Incident Based)

The contractor shall restore service in accordance with the performance objectives specified in Section C.3.3.1.2, Network Management Functional Requirements.

J.13.3.19 Performance Objectives for On-Time Provisioning SLA (Incident Based)

For routine orders and Class B expedited orders with originating and terminating SWCs that are CONUS, the contractor shall complete the order within the provisioning intervals defined in Table J.12.3-1, Service Provisioning Intervals Table, in Attachment J.12.3, Service Provisioning Intervals. The provisioning interval for routine and Class B expedited orders shall be measured in calendar days from the service order confirmation date in the Service Order Confirmation to the completion date in the Service Order Completion Notice (SOCN) in accordance with Section C.3.5, Service Ordering. The provisioning interval may depend on the service (such as Voice Service or Frame Relay Service) and the priority of the order (routine or Class B expedited).

For project orders (orders that require special treatment by the contractor due to the size, complexity, or importance of the services ordered), the performance objective shall be based on the baseline completion dates in the Service Delivery Project Plan (SDPP) or the Transition Project Specific Plan (TPSP) agreed upon by the Government and the contractor at the time orders are placed and confirmed by the contractor. These baseline dates shall be the firm order commitment dates for each order within the project, and the firm order commitment dates shall meet the provisioning interval objectives in Table J.12.3-1 for routine or Class B expedited orders unless the Government agrees in advance to different firm order commitment dates.

For orders for which a provisioning interval is not defined in Table J.12.3-1, including services with originating or terminating SWCs that are either OCONUS or Non-Domestic, the performance objective shall be defined by the firm order commitment date.

The contractor shall commit to the following:

1. For routine and Class B expedited orders, the time between the completion date and the service order confirmation date in calendar days shall be less than or equal to the provisioning interval in Table J.12.3-1, Service Provisioning Intervals Table.
2. For orders for which a provisioning interval is not defined in Table J.12.3-1, the completion date shall be less than or equal to the firm order commitment date.
3. In cases where the contractor elects to provision services from a another service provider or vendor in order to deliver the end-to-end service to the Government, the provisioning interval shall include all of the time required to deliver the complete end-to-end service ordered, including any portion for which the contractor uses another service provider or vendor.

4. There may be no credit for orders that do not meet the performance objective due to documented delays caused by the customer. The contractor shall list such orders in the monthly Order Processing Performance Report specified in Section C.3.5, Service Ordering.

J.13.3.20 Performance Objectives for Billing Accuracy SLA (Aggregate Based)

The contractor shall submit accurate invoices that meet the following performance objectives:

1. All applicable data elements shall be included on the Detail Billing File and Service Order Completion Notice (SOCN) in accordance with Attachment J.12.4, Billing Invoice and Detail.

2. The Detail Billing File shall have an associated SOCN for each order.

3. The information on the Detail Billing File shall be consistent with that on the SOCN.

4. The price shall be correct.

5. There shall be no duplicate Detail Billing File records.

6. There shall be no Detail Billing File records that represent charges that are being billed for the first time more than 90 calendar days after the service was rendered.

Any Detail Billing File that does not meet each of the above criteria shall be in error. The performance objective is that at least 95% of the monthly Detail Billing Files shall be error-free.

J.13.4 Credit Arrangements

The contractor shall credit the Government within the next two billing cycles after receiving a credit notification. A Designated Agency Representative (DAR), Network Management contact, Contracting Officer, or other agency personnel will submit credit notifications to the contractor using an appropriate form, such as one described in Attachment J.13.5, Networx Credit Notification Forms. Each incident that results in a credit will be documented by a trouble report, an SLA Compliance Report, an Order Processing Performance Report, or a Technical Report. Based on the credit notification, the contractor shall credit the Agency. The Agency Hierarchy Code on the order defines the Agency customer who shall receive the credit.

It is possible that the same incident (e.g., a service outage) may result in multiple credit requests; e.g., a Time to Restore credit request and an Availability credit request. In such cases, the contractor shall process the credit that has the highest monetary value to the Government in accordance with Section C.3.6.3

(Billing Disputes and Adjustments). In no case shall a Service Outage credit and a Time to Restore credit be awarded for the same incident. Once the outage duration exceeds the Time to Restore performance objective, the customer only will be eligible for a Time to Restore credit. Moreover, the amount of service-specific credit awarded to a customer in any month shall not exceed the amount invoiced for that service for that same month.

The Government may submit credit notifications up to six calendar months after a trouble report regarding the incident was opened or the Government accepts the contractor's SLA Compliance Report, Trouble Management Performance Summary, Order Processing Performance Report, or Technical Report.

J.13.4.1 Incident-Based Time to Restore Credits

The contractor shall restore service after a service outage within the Time to Restore (TTR) performance objective specified in Attachment J.13.3.18, Performance Objective for Time to Restore SLA (Incident Based). Each such incident shall be documented in the contractor's trouble management system and the Trouble Management Performance Summary defined in Section C.3.3.1.2, Network Management Functional Requirements.

If the contractor fails to restore service by the Time to Restore objective, the customer shall be entitled to a credit equal to 50% of the MRC for the service, unless the failure to meet the TTR performance objective was due to documented delays caused by the customer.

Incident-based Time to Restore credits will not apply to Customer Specific Design and Engineering (CSDE) Service or Incident Response Service (INRS).

J.13.4.2 Incident-Based Service Outage Credits

For a service interrupted by an outage, there shall be no usage charge during the period of the outage. The Monthly Recurring Charge (MRC) for a service that was interrupted by an outage shall be prorated if the outage duration exceeded 12 minutes and was less than the duration required to qualify for a Time to Restore credit in accordance with Attachment J.13.4.1. The customer is not eligible for a Service Outage credit if the outage duration exceeds the Time to Restore performance objective. The amount of credit due for eligible service outages shall be calculated as follows:

Credit = (MRC for the service that experienced the outage) x (0.025) x (duration of the outage in hours and tenths of an hour minus 0.2 hours (12 minutes), according to the contractor's trouble report).

Incident-based Service Outage credits will not apply to Customer Specific Design and Engineering (CSDE) Service or Incident Response Service (INRS).

J.13.4.3 Credit for Not Meeting Aggregate-Based Service –Specific Performance Objectives

In the event the contractor fails to meet or exceed one or more of the aggregate-based SLA performance objectives specified in Attachment J.13.3.1 through J.13.3.16, the contractor shall credit the Agency 12.5% of the MRC for that service that month. If the contractor fails to meet the same SLA performance objective for two or three consecutive months, the contractor shall credit the Agency 25% or 50% of the MRC for that service, respectively. After the third consecutive month or any consecutive month thereafter of the same performance shortfall for the same service for the same Agency (i.e., the highest level of the Agency Hierarchy Code), the Agency may elect to continue the service inclusive of the credit or may discontinue the service without penalty. Application of this credit structure will be reset when the service is compliant for a month following the previous non-compliant month(s).

This credit arrangement does not apply to the aggregate-based Billing Accuracy SLA specified in Attachments J.13.3.20 and J.13.4.5.

J.13.4.4 Incident-Based On-Time Provisioning Credits

If the contractor fails to implement an order within the performance objective specified in Attachment J.13.3.19, Performance Objective for On-Time Provisioning SLA (Incident Based), the customer is entitled to a credit equal to 50% of the Non-Recurring Charge(s) (NRC(s)) or 50% the MRC(s) for the entire order, whichever is greater, unless the failure to meet the On-Time Provisioning performance objective was due to documented delays caused by the customer.

J.13.4.5 Aggregate-Based Billing Accuracy Credits

If the contractor fails to render invoices that meet the accuracy requirements of Attachment J.13.3.20, Performance Objectives for Billing Accuracy SLA (Aggregate Based), then the contractor shall credit GSA with one percent of that month's billed revenue, aggregated over all direct-billed and centrally-billed Networx customers that month.

J.13.4.6 Disputes

The Government and the contractor will resolve any disputes and agree on an appropriate credit award in accordance with Section C.3.6.3, Billing Disputes and Adjustments.

J.13.5 Networx Credit Notification Forms

J.13.5.1 Notification Forms for Incident-Based Credits

These forms may be used by Government Designated Agency Representatives, Network Management contacts, Contracting Officers, or other agency personnel to request:

- Service Outage credits,
- Time to Restore (TTR) credits, or
- On-Time Provisioning credits

To expedite processing of the credit request, it is desirable to provide all of the information requested below. However, notification forms with other information requirements may be used as agreed by the agency and contractor.

J.13.5.1.1 Form for Requesting Incident-Based Service Outage Credits
The duration of the service outage was greater than 12 minutes and less than that required to qualify for a Time to Restore credit (Yes/No)? _____ If answer is "No," the incident does not qualify for a Service Outage credit. If the answer is "Yes," continue processing this form:

Header Information
Name of Submitter _____

Job Title of Submitter _____

Agency of Submitter _____

Agency Hierarchy Code _____

Invoice Month _____

Invoice Year _____

Address of Submitter _____

Town/City of Submitter _____

State/Zip Code of Submitter _____

Country of Submitter _____

Phone Number of Submitter _____

E-Mail Address of Submitter _____
Services addressed in this form were ordered at critical service level (rather than routine service level?) _____ (Yes) _____(No)

Detail Information

List the number of each trouble report opened for service outages that occurred during the month and the Unique Billing Identifiers as defined in Attachment J.11, Glossary.

Trouble Report # _____

Date _____

Service _____

Unique Billing Identifier _____

Contractor Order Number (Optional) _____

Monthly Recurring Cost (MRC) (if known) _____

Contract Line Identification Number (CLIN) of MRC (if known) _____

Duration of service outage (hours and tenths of hours) _____

Service Outage Credit in dollars = MRC x (0.025) x (duration of the outage in hours and tenths of an hour minus 0.2 hours (12 minutes)) = _____
(Note: Repeat the above fields for each occurrence of a service outage.)

Total for the Form

Total dollar value of all credits due to service outages across all services and trouble reports on the form = _____
Requestor Signature_____

Date of submission_____

Submit this Networx Credit Notification Form directly to the contractor that provided this service. The contractor's Customer Service Office can give you the correct mailing or e-mail address. **Retain a copy of this form for your records.**

J.13.5.1.2 Form for Requesting Incident-Based Time to Restore (TTR) Credits

Header Information
Name of Submitter _____

Job Title of Submitter _____

Agency of Submitter _____

Agency Hierarchy Code of Submitter _____

Invoice Month _____

Invoice Year _____

Address of Submitter _____

Town/City of Submitter _____

State/Zip Code of Submitter _____

Country of Submitter _____

Phone Number of Submitter _____

E-Mail Address of Submitter _____
Services addressed in this form were ordered at critical service level (rather than routine service level?) _____ (Yes) _____(No)

Detail Information

List the number and associated information of each trouble report opened for a service outage that occurred during the month that resulted in a failure to meet the TTR performance objectives specified in Attachment J.13.3.18, Performance Objective for Time to Restore SLA (Incident Based). In addition, provide the actual number of hours it took to restore service (rounded to nearest tenth of an hour), the Monthly Recurring Charge (MRC) of the service, and the Contract Line Item Number (CLIN) associated with that MRC.

Trouble Report # _____

Date _____

Unique Billing Identifier _____

Service _____

Contractor Order Number (Optional) _____

SLA Performance Objective for TTR _____

Actual Number of hours for TTR _____

Monthly Recurring Cost (MRC) (if known) _____

Contract Line Identification Number (CLIN) of MRC (if known) _____

TTR Credit = (0.50) x MRC of the Service = _____

(Note: Repeat the above fields for each occurrence of unacceptable TTR performance.)

Total for the Form

Total dollar value of all credits due to TTR deficiencies across all services and trouble reports on the form = _____

Requestor Signature_____

Date of submission_____

Submit this Networx Credit Notification Form directly to the contractor that provided this service. The contractor's Customer Service Office can give you the correct mailing or e-mail address. **Retain a copy of this form for your records.**

J.13.5.1.3 Form for Requesting On-Time Provisioning Credits
Header Information

Name of Submitter _____

Job Title of Submitter _____

Agency of Submitter _____

Agency Hierarchy Code of Submitter _____

Invoice Month _____

Invoice Year _____

Address of Submitter _____

Town/City of Submitter _____

State/Zip Code of Submitter _____

Country of Submitter _____

Phone Number of Submitter _____

E-Mail Address of Submitter _____

Detail Information

These credits depend on whether the order is a routine or class B expedited order, a project order, or order for which a provisioning interval is not defined in Table J.12.3-1, Service Provisioning Intervals Table. Use subpart A for orders for which a provisioning interval is defined in Table J.12.3-1 and subpart B for other orders.

A provisioning interval is defined in Table J.12.3-1 for the order? (Yes/No) ____ If "No," go to Subpart B.

Subpart A. Provisioning Interval Defined

Contractor Order Number _____

Unique Billing Identifier _____

Invoice date (optional) _____

Service _____

Services were ordered as Class B expedited? _____ (Yes) _____(No)

Service order confirmation date _____

Completion date from SOCN _____

Difference between completion date and service order confirmation date in calendar days ____

On-Time Provisioning objective (Table J.12.3-1) _____

Actual provisioning interval exceeds performance objective? If so,

Monthly Recurring Cost(s) (MRC(s)) (if known) _____

Contract Line Identification Number(s) (CLIN(s)) of MRC(s) (if known) _____

Non-Recurring Cost(s) (NRC(s)) (if known) _____

Contract Line Identification Number(s) (CLIN(s)) of NRC(s) _____

On-Time Provisioning Credit = 50% of NRC(s) or 50% of MRC(s) (whichever is greater) for that order = _____

(Note: Repeat the above fields for each order that does not meet the On-Time Provisioning performance objectives.)

Subpart B: Provisioning Interval Not Defined

Contractor Order Number _____

Invoice date (optional) _____

Unique Billing Identifier _____

Monthly Recurring Cost(s) (MRC(s)) (if known) _____

Contract Line Identification Number(s) (CLIN(s)) of MRC(s) (if known) _____

Non-Recurring Cost(s) (NRC(s)) (if known) _____

Contract Line Identification Number(s) (CLIN(s)) of NRC(s) (if known) _____

Completion date (from SOCN) _____

Firm order commitment date (from Service Delivery Project Plan (SDPP) or the Transition Project Specific Plan (TPSP) or Service Order Confirmation Notice) _____

Completion date exceeds firm order commitment date? If so,

On-Time Provisioning Credit = 50% of NRC(s) for that order or 50% of MRC(s) (whichever is greater) = _____

(Note: Repeat the above fields for each order that does not meet the On-Time Provisioning performance objectives.)

Total for the Form

Total dollar value of all credits due to On-Time Provisioning deficiencies across all orders and/or projects on the form = _____

Requestor Signature_____

Date of Submission_____

Submit this Networx Credit Notification Form directly to the contractor that provided this service. The contractor's Help Desk can give you the correct mailing or e-mail address. **Retain a copy of this form for your records.**

J.13.5.2 Notification Form for Aggregate Based Credits

These forms may be used by Government Designated Agency Representatives, Network Management contacts, Contracting Officers, or other agency personnel to notify the contractor of credits due to aggregate-based performance deficiencies. For example, this form may be used when the Availability, Grade of

Service, Jitter, Latency, or Response Time did not meet the performance objective for the agency at the highest level of the Agency Hierarchy Code during the month. Use separate forms for routine services and critical services.

Name of Submitter _____

Job Title of Submitter _____

Agency of Submitter _____

Agency Hierarchy Code of Submitter _____

Invoice Month _____

Invoice Year _____

Address of Submitter _____

Town/City of Submitter _____

State/Zip Code of Submitter _____

Country of Submitter _____

Phone Number of Submitter _____

E-Mail Address of Submitter _____

Services addressed in this form were ordered at critical service level (rather than routine service level?) _____ (Yes) _____(No)

J.13.5.2.1 Aggregate-Based Service Quality Credits

Service	Source of Performance & Billing Data (Attach Documentation)	Key Performance Indicator that Failed to Meet Its Acceptable Quality Level	Performance Measured During Month	AQL for that Performance Objective	Number of Consecutive Months Service Has Been Unacceptable	Percentage Credit Due to Agency	Total of MRCs Billed to Agency for That Service During Month	Amount of Credit Due Agency ((Percent Credit) x (Amount of MRCs Billed))
Voice Services (VS)							$xxx	$xxx
Circuit Switched Data Service (CSDS)							$xxx	$xxx
Toll-Free Service (TFS)							$xxx	$xxx
Combined Service (CS)							$xxx	$xxx
Private Line Service (PLS)							$xxx	$xxx
Frame Relay Service (FRS)							$xxx	$xxx
Asynchronous Transfer Mode Service (ATMS)							$xxx	$xxx
Ethernet Services (ES)							$xxx	$xxx
Internet Protocol Service (IPS)							$xxx	$xxx
Premises-Based IP-VPN Services (PBIP-VPNS)							$xxx	$xxx
Network Based Internet Protocol (IP) VPN Services (NBIP-							$xxx	$xxx

Service	Source of Performance & Billing Data (Attach Documentation)	Key Performance Indicator that Failed to Meet Its Acceptable Quality Level	Performance Measured During Month	AQL for that Performance Objective	Number of Consecutive Months Service Has Been Unacceptable	Percentage Credit Due to Agency	Total of MRCs Billed to Agency for That Service During Month	Amount of Credit Due Agency ((Percent Credit) x (Amount of MRCs Billed))
VPNS)								
Voice over IP Transport (VOIPTS)							$xxx	$xxx
IP Telephony Services (IPTelS)							$xxx	$xxx
Synchronous Optical Network Services (SONETS)							$xxx	$xxx
Optical Wavelength Services (OWS)							$xxx	$xxx
Dedicated Hosting Services (DHS)							$xxx	$xxx
TOTAL CREDIT DUE AGENCY							$xxx	$xxx

J.13.5.2.2 Aggregate-Based Billing Accuracy Credits

Invoice Month and Year	Total # of Detail Billing File Records in Error	Total Detail Billing File Records	Percentage of Detail Billing File Records in Error to Total Detail Billing Records	Total Invoiced by Contractor During Month	Amount of Credit Due GSA (1% of Total Invoiced)

J.13.5.2.3 Total Aggregate-Based Credits Due

1. Total aggregate-based credits due to Aggregate-Based Service Quality SLA (Attachment J.13.5.2.1) _____

2. Total aggregate-based credits due to Billing Accuracy SLA (Attachment J.13.5.2.2) _____

TOTAL AGGREGATE-BASED CREDITS DUE IN A FUTURE INVOICE

_____

Requestor Signature_____

Date of submission_____

Submit this Networx Credit Notification Form directly to the contractor that provided this service. The contractor's Customer Support Office can give you the correct mailing or e-mail address. **Retain a copy of this form for your records.**

J.13.6 Suggested Format for Future Service Level Arrangements

The following structure describes the basic format for SLAs that are added after contract award using a contract modification. New SLAs may be requested by the contractor or the Government.

J.13.6.1 New Service Description

A high-level statement of service capability must be provided. Service description guidance is provided in Section C.2.1, General Requirements, along with guidance for defining Key Performance Indicators (KPIs) and Acceptable Quality Levels (AQLs). The contractor is required to perform at levels that meet or exceed the AQLs.
The SLA for the new service establishes the minimum acceptable service quality levels guaranteed by the contractor to GSA under the Networx contract. The SLA also must specify those service conditions for which the customer can claim credits. The SLA consists of: a) definitions, b) performance objectives, c) performance measurement approach, d) specified credits that can be requested when the contractor fails to meet the SLA performance objective, and e) suggested additions or changes to the credit notification forms.

J.13.6.2 Definitions

Definitions for SLAs are contained in Attachment J.11, Glossary. The contractor shall list any new definitions that are unique to the service specified.

J.13.6.3 Performance Objectives

The performance objectives for a new service shall include:

1. **Service Availability -** Shall be [99.XX%] or better over each calendar month that the service is delivered by the contractor. Separately specify the availability of routine service and critical service if applicable or between different originating and terminating points (e.g., POP-to-POP or SDP-to-SDP).

2. **Other** - List additional performance objectives as appropriate; e.g., that apply to Latency, Jitter, or Response Time.

J.13.6.4 SLA Measurement Guidelines

The contractor shall measure the performance objectives for this SLA and report the results in the monthly SLA Compliance Report, which is part of the contractor's Program Monthly Status Report that is described in Section C.3.2.4.1.3. The contractor shall show numerically whether the measured results equal or exceed the SLA performance objective(s) and comment on any apparent performance deficiencies. The Government intends to use information from other sources, including technical reports from Section C.7, Trouble Management Performance Summary Reports defined in Section C.3.3.1.2, Network Management Functional Requirements, and Order Processing Reports from Section C.3.5, Service Ordering, to provide confirmation.

Procedures for measuring and sampling shall be described in the quality assurance section of the Program Management Plan, which is described in Section C.3.2.2.2, Program Management Plan, and shall comply with the guidance contained in Attachment J.13.3.2, SLA Measurement Guidelines, Section C.2, Technical Requirements, and Attachment J.13.6.3, Performance Objectives. At a minimum, the contractor shall describe the performance measurement procedure for the proposed SLA.

J.13.6.5 Credit Arrangements

Credit arrangements shall be consistent with the credit arrangements contained in Attachment J.13.4, Credit Arrangements, and Section H.14, Credits and Considerations. Any new credit arrangements shall be provided in a contract modification proposal for GSA's consideration.

J.13.6.6 Credit Notification Forms

Suggested forms for requesting credit appear in Attachment J.13.5 of the contract. Suggested additions or changes to these forms shall be described in the request for a new SLA.

J.14 APPENDICES FOR CLAUSE H.36 ORGANIZATIONAL CONFLICT OF INTEREST (OCI) MITIGATION PLAN

J.14.1 Appendix 1: Subcontractor Memorandum entitled "Avoidance of Organizational Conflict of Interest on the PROGRAM Project".

MEMORANDUM

To: Distribution (Program Personnel – Appendix 2)

From: NAME, Program Manager

Re: Avoidance of Organizational Conflict of Interest (OCI) on the Networx Program

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I. Purpose

SUBCONTRACTOR is preparing a proposal to submit to a Government Agency for [insert service or services] response to a SOW under the Networx Program. SUBCONTRACTOR has code named this proposal the PROGRAM Project. SUBCONTRACTOR's work on a PRIME CONTRACTOR Task Order for another program and SUBCONTRACTOR's work for PROGRAM, and thereby preserve its ability to compete for an award under PROGRAM. The purpose of this memorandum is to provide guidance to you and your activities under PROGRAM in order to avoid future potential organizational conflict of interest problems.

II. Discussion

Recipients of this memorandum are preparing a proposal for PROGRAM. By this memorandum, I am providing directions to you, which are intended to "wall off" your interaction on PROGRAM from any SUBCONTRACTOR personnel not listed on the PROGRAM PERSONNEL APPENDIX attached hereto. The PROGRAM PERSONNEL APPENDIX may be updated from time to time by written notification. These directions are designed to prevent any use by you of proprietary data of other contractors or privileged Government information or information limited to the PRIME CONTRACTOR Task Order work being performed by SUBDONTRACTOR personnel in the execution of your duties supporting PROGRAM proposal preparation.

Directed Actions

Until further written notice is provided to you, you are to follow these directions:

1. You are not to discuss any information regarding PROGRAM with any personnel other than those on the attached PROGRAM PERSONNEL APPENDIX. This obligation shall continue until further notice. This obligation does not apply to information regarding the financial and schedule aspects of PROGRAM neither solely for management reporting and monitoring purposes, nor to subcontractors that will need to be engaged to provide estimates and engineering support in performing PROGRAM related activities.

2. During the course of your work on PROGRAM, you are not to receive any documentation or information concerning SUBCONTRACTOR's work under the PRIME CONTRACTOR Task Order from any SUBCONTRACTOR personnel who are working on that PRIME CONTRACTOR Task Order. A list of those SUBCONTRACTOR personnel working on the PRIME CONTRACTOR Task Order is also maintained by me.

3. Avoid, or remove yourself from, any situation in which you might be exposed to information related to information concerning the SUBCONTRACTOR work on the PRIME CONTRACTOR Task Order. If you are participating in a meeting or informal discussion where such information is discussed, you must immediately inform the participants that you are involved in PROGRAM. You must then excuse yourself from that part of the meeting.

4. Any attempt by a SUBCONTRACTOR employee who is not identified on the attached PROGRAM PERSONNEL APPENDIX (as may be updated from time to time) who attempts to obtain information protected by these instructions, or to provide information prohibited by these directions, shall be reported immediately to your supervisor and to the PROGRAM MANAGER who issued this memorandum.

5. Report all conflict of interest problems to your supervisor and to SUBCONTRACTOR Legal Counsel.

6. Read, sign and date the Nondisclosure Agreement for PROGRAM and return the original to me with your signed copy of this memorandum. Keep a copy of this memorandum and the Nondisclosure Agreement for your reference.

7. Please signify, by signing in the signature block below and returning this signed copy to me, that you have read and do understand the foregoing,

and that you agree to comply with these directions. If you have any questions regarding these directions or the proper course of action to take in complying with these directions, you are to telephone me directly.

I have read and understand the foregoing and agree to comply with these directions.

_____
(Print Name)

_____
(Signature)

_____
(Date)

J.14.2 Appendix 2: List of Program Personnel

J.14.2.1 Insert Specific Listing of Personnel on Team

J.14.3 Appendix 3: Program Nondisclosure Agreement

SUBCONTRACTOR NON-DISCLOSURE AGREEMENT (PROGRAM)

AGREEMENT FOR NON-DISCLOSURE OF SUBCONTRACTOR INFORMATION AS PRESENTED, VIEWED, OR DISCUSSED DURING THE COURSE OF MEETINGS, VISITATIONS AND/OR CORRESPONDENCE.

I understand that information or data I may become aware of, or possess, as a result of my involvement in this contract effort (Project PROGRAM) may be considered sensitive by the U.S, Government and/or sensitive and proprietary by SUBCONTRACTOR. Responsibility for proper use and protection from unauthorized disclosure of sensitive, proprietary, and source selection information is described in Federal Acquisition Regulation (FAR) section 3.104-5(b). Pursuant to FAR 3.104.5, I agree not to appropriate such information for my own use or to release or discuss such information for my own use or to release it to or discuss it with third parties unless specifically authorized in writing by an authorized representative of SUBCONTRACTOR to do so, as provided above.

I agree that I have a continuing obligation not to disclose sensitive, proprietary, or source selection information to any person or legal entity unless that person or legal entity is authorized by SUBCONTRACTOR to receive such information. I understand violations of this agreement are subject to civil and criminal sanctions.

Such restrictions shall apply until SUBCONTRACTOR otherwise agrees in writing, or until the information becomes generally available.

_____
SUBCONTRACTOR Employee Signature Date

_____
Printed Name

_____
Title

_____
Company

_____
SUBCONTRACTOR Representative/Witness Signature Date

_____
Printed Name

J.15 Agency-Issued Guidance for Using the Networx Contracts

Certain Agencies have issued specific rules applicable to use of the Networx contracts that are applicable only to the Agencies that have issued the guidance. This guidance is included for the convenience of the Agencies.

J.15.1 Department of Defense

DEPARTMENT OF DEFENSE
6000 DEFENSE PENTAGON
WASHINGTON, DC 20301-6000

CHIEF INFORMATION OFFICER

MAY 10 2007

MEMORANDUM FOR SECRETARIES OF THE MILITARY DEPARTMENTS
CHAIRMAN OF THE JOINT CHIEFS OF STAFF
UNDER SECRETARIES OF DEFENSE
DIRECTOR, DEFENSE RESEARCH AND ENGINEERING
ASSISTANT SECRETARIES OF DEFENSE
GENERAL COUNSEL OF THE DEPARTMENT OF DEFENSE
DIRECTOR, OPERATIONAL TEST AND EVALUATION
INSPECTOR GENERAL OF THE DEPARTMENT OF DEFENSE
ASSISTANTS TO THE SECRETARY OF DEFENSE
DIRECTOR, ADMINISTRATION AND MANAGEMENT
DIRECTORS OF THE DEFENSE AGENCIES
DIRECTORS OF THE DOD FIELD ACTIVITIES
CHIEF INFORMATION OFFICERS OF THE MILITARY DEPARTMENTS
DIRECTOR, COMMAND, CONTROL, COMMUNICATIONS AND COMPUTER SYSTEMS, JOINT STAFF
CHIEF INFORMATION OFFICERS OF THE DEFENSE AGENCIES

SUBJECT: Base and Long-Haul Telecommunications Equipment and Services - Policy Clarification Memorandum

Department of Defense (DoD) policy (DoD Instruction 4640.14, DoD Directives 8100.1 and 4640.13) states that all long-haul telecommunications services shall be planned, designed, implemented, managed, and acquired by the Defense Information Systems Agency (DISA). Recent audit efforts revealed that approximately 42 percent of the Department's requirements are not compliant with DoD policy and were procured directly with the FTS2001 contract vendors. This is a concern for operationa1 and economical reasons.

Operationally, the Department DoD is not able to maintain the much needed visibility for network operations, NETOPS management, and a central inventory database of all DoD services, or a single manager to ensure that long-haul services are meeting the warfighter, Intelligence Community and business systems operational requirements. This information is also necessary for the planning of future network capabilities/capacity and net-centric enterprise services.

Economically, the Department is unable to determine the most cost effective vehicle to satisfy a given long-haul telecommunications or enterprise service need using the Global Information Grid (GIG), the Defense Information System Network (DISN), an existing DISA contract, GSA's FTS2001/Networx and satellite services contracts. Further, with respect to procuring directly from GSA, we diminish our buying and negotiation leverage as the largest customer on GSA's contract.

Pursuant to the aforementioned policies and this clarification, DISA is designated as the only entity authorized to order telecommunication services from the GSA FTS2001 and Networx contracts for the Military Departments and Defense Agencies. DISA has established processes to obtain these services on a most cost effective and timely basis.

John G. Grimes

DEPARTMENT OF DEFENSE
6000 DEFENSE PENTAGON
WASHINGTON, DC 20301-6000

CHIEF INFORMATION OFFICER

MAY 10 2007

Mr. James A. Williams
Commissioner, Federal Acquisition Service
General Services Administration
2200 Crystal Drive
Room 1100
Arlington, VA 22202

Dear Commissioner Williams:

The Department of Defense (DoD) is currently preparing for the transition from the FTS2001 contracts to the Networx contracts. As a result of our inventory validation effort, we have discovered that approximately 42 percent of DoD's requirements bypassed the Defense Information Systems Agency (DISA) and were procured directly with FTS2001 vendors.

We need your help. As you are probably aware, DoD policy requires that all long-haul telecommunications services be planned, designed, implemented, and managed through DISA. By having all requirements go through DISA, DoD is able to maintain much needed visibility for network operations and management, a central inventory database for all DoD entities, and a single manager to ensure long-haul services are meeting the Nation's warfighter requirements.

In order to realize this level of accountability and control, we need the General Services Administration's (GSA) support to ensure all DoD FTS2001 and Networx requirements are processed through DISA. To assist with our request to manage this process at an enterprise level, the DISA Procurement Director shall be the Designated Agency Representative (DAR) Administrator for all of the DoD Services and Agencies. Further, the DISA Procurement Director will provide GSA with a listing of personnel that are authorized to order service on behalf of the DoD on the FTS2001 and Networx contracts.

We look forward to our continued close working relationship with GSA to facilitate the usability and control of long-haul telecommunications services obtained through GSA. The DISA point of contact for this action is Mr. James R. Clatterbuck, the DoD Networx Transition Program Manager. Mr. Clatterbuck can be contacted at (618) 229-9245 or james.clatterbuck@disa.mil.

Sincerely,

John G. Grimes

cc:
Joint Staff/J-6
Director, Defense Information Systems Agency