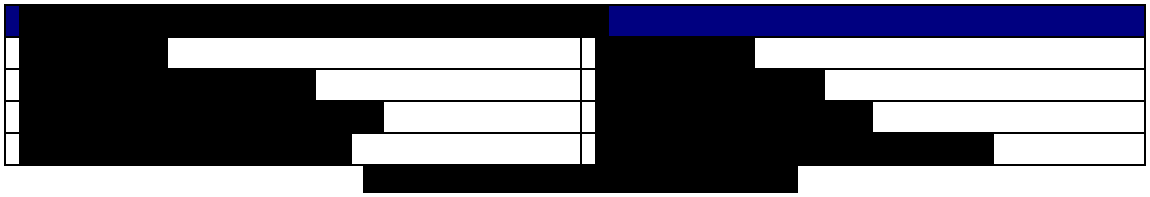
3.1.1.1.4 Additional Proposed Services

[redacted]



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NVS installations use QOS enabled IP access connections that may be integrated with other agency data, or may be used only for voice. A single access connection carries all voice traffic: on net, local off net, and long distance off net traffic. Our offering is augmented by a variety of service enabling CPE including VoIP station equipment and Analog Terminal Adapters (ATAs). ATAs enable agencies to continue using analog phones and fax machines over the VoIP network. In addition to CPE, our offer includes a full set of technical support services as required to assist agencies in making the transition from traditional Centrex services to NVS.

[redacted]

NVS installations use [redacted] enabled IP access connections that may be integrated with other agency data, or may be used only for voice. A single access [redacted] all voice traffic: on net, local off net, and long distance off net traffic. [redacted]

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{This Figure has been redacted}

[redacted]

- Managed Router Service – We offer fully managed CPE router as part of the NVS offering. This provides a distinct service delivery point between the agency network and NVS offering which facilities QOS and improved trouble resolution.
- IP Voice endpoints – Our offering includes VoIP station equipment. In addition, we provide analog terminal adapters that enable the use of existing analog stations equipment and Fax machines over this network.

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Performance

Level 3's NVS services will meet the performance requirements specified in RFP Section C.2.2.3.

Unlimited local calling is provided for all NVS subscribers. Local calling is included in the base price of the service. This eliminates the need to buy separate ISDN PRI circuits and IADs. Intra-agency calls to other locations using NVS are included in the base price of the service.

Standards. Level 3's NVS offering supports all FCC mandated regulations including E911 and CALEA. There are some restrictions on E911 services for end users telecommuting outside of the NCR.

Ordering. NVS is easy to order and price, because basic service capabilities including station and group features, which are bundled into two service tiers: Standard and Premium

Simplified Moves, Adds, and Changes. Moves require only the end-user unplug the IP phone, move to the new location on the LAN, and reconnect the IP phone. Most changes to the configuration of individual station features may be accomplished through a self-service web

Disaster Recovery [redacted]

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[redacted]

Feature Name	Description	WITS 3 Capability
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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Feature Name	Description	WITS 3 Capability
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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Feature Name	Description	WITS 3 Capability
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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Feature Name	Description	WITS 3 Capability
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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Feature Name	Description	WITS 3 Capability
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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[redacted]

Feature Name	Feature Description	WIT 3 Capability
[redacted]	[redacted]	[redacted]

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Feature Name	Feature Description	WIT 3 Capability
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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Feature Name	Feature Description	WIT 3 Capability
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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Feature Name	Feature Description	WIT 3 Capability
	[redacted]	
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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Feature Name	Feature Description	WIT 3 Capability
	[redacted]	
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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Feature Name	Feature Description	WIT 3 Capability
[redacted]	[redacted]	[redacted]

[redacted]

Feature Name	Feature Description
[redacted]	[redacted]

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Feature Name	Feature Description
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
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Feature Name	Feature Description
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

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Feature Name	Feature Description
[redacted]	[redacted]
[redacted]	[redacted]
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[redacted]

Feature Name	Feature Description
[redacted]	[redacted]

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Feature Name	Feature Description
[redacted]	[redacted]
[redacted]	[redacted]

[redacted]

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[redacted]

Feature Name	Feature Description
[redacted]	[redacted]

[redacted]

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[redacted]

Level 3 EIPT is currently available for selectively defined customer hardware (IP PBX) base that has been extensively examined through interoperability testing. Presently, the system supports two Cisco Call Manager platforms. These systems are:

- Cisco CallManager v5.0
- Cisco CallManager Express v4.0(3)

We are committed to expanding this capability to other IP PBX platforms and will engage in interoperability testing with other vendors as directed by GSA through contract negotiations, agency requirements, or in response to specific task orders.

To ensure that voice quality meets performance requirements, Level 3 offers a dedicated Internet [redacted]

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3.1.1.2.1 Legacy Voice Services

Level 3 understands the need to provide for continuity of services to existing WITS subscribers transitioning from WITS2001 to WITS 3. [redacted]

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[redacted]

3.1.1.2.2 Interconnection of the Level 3 Voice Network with other Networks

Level 3 already interconnects with all of the dominate carrier networks [redacted]

[redacted]

Connectivity to the NCR ILEC and CLECs

[redacted]

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[redacted]

Connectivity to other WITS Contractors

Level 3 will support calling capabilities between Level 3 WITS SDPs and WITS 3 SDPs using the North American Number Plan [redacted]

Connectivity to Government Designated Interchange Carriers (Req_ID 840, C.2.1.7)

[redacted]

3.1.1.2.3 DTS

The Level 3 DTS is compliant with the standards listed in RFP Section C.2.4.4.1. The members of our team are active in a variety of industry forums and working groups, such as [redacted] and committed to implementing future standards as technologies are developed and standards are defined and become commercially available.

3.1.1.3 Maintaining Compatibility with Existing WITS Interfaces (L.30.1.3.1.1.b), C.2.1.7, Req_ID 836)

Level 3 understands and maintains strict adherence to current interface standards for voice services as defined in the RFP, which is ensured by using legacy switching

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equipment. Two wire analog lines and BRI lines will be supported per the applicable ANSI/EIA specifications along with ISDN PRI and Channelized T-1s.

Level 3 is prepared to meet the full needs of the Government as it relates to customer provided equipment and the required interconnection methodologies used to ensure connectivity. Level 3 will support the Government's needs for short reach or very short reach optical interfaces. Level 3's network allows for the appropriate optical interfaces to support these needs today. [redacted]

Interoperability with other Government networks and existing WITS interfaces is simple, using the interfaces described in the standards cited in RFP Section C.2.4.4.1. [redacted]

As illustrated in ***Figure 3.1-19*** inside wiring typically involves an extended demarcation – the LEC demarcation is referred to as the Metro Point of Presence (MPOP). This may also be the WITS SDP, or if flexible SDP is required, Level 3 will extend this demarcation to meet agency requirements on an individual case basis. Beyond the SDP, all cables are supplied by the customer. This includes V.35 cables for router connections, as well as CSU-to-PBX cables.

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3.1.1.4 Meeting DOD MLPP requirements (L.30.1.3.1.1.c), C.2.2.2.1)

[redacted]

3.1.1.5 Ensuring Local Number Portability (LNP) (L.30.1.3.1.1.d), C.2.2.1)

As a major provider of wholesale VoIP services to large MSOs and other carriers, Level 3 has developed the systems, processes, and experience to ensure large scale LNP Migrations (Level 3 has migrated millions of numbers)[redacted]

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[redacted]

LNP Migration Steps

[redacted]

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[redacted]

3.1.2 Flexibility of Approach (L.30.1.3.1.2, M.2.1.1.d), C.2.1.10.5, Req_ID 792, 793)

Level 3's scalable network approach fully accommodates GSA's projected traffic growth, anticipated evolution in service requirements, future advances in technology, and expected changes in the regulatory environment. Our approach starts with the most advanced, newest technology, IP based network in the world, which currently delivers [redacted]

3.1.2.1 Accommodation of Traffic Growth

Level 3 has analyzed the Government Traffic Model to establish the baseline voice services capacity requirements within our proposed footprint. [redacted]

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[redacted]

3.1.2.2 Evolution in Service Requirements

[redacted]

Evolution of DTS Services

[redacted]

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[redacted]

3.1.2.3 Advances in Technology

[redacted]

3.1.2.4 Change in Regulatory Environment

As a CLEC in 50 states and one of the largest IXC's in the country, Level 3 is very sensitive to the regulatory environment. We are an active contributor on the regulatory committees, and have promoted E911 for VOIP services.

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3.1.3 Service Coverage (L.30.1.3.1.3, M.2.1.1.e))

Level 3 has proposed a broad service area for WITS services that include a majority of existing Federal locations throughout the NCR. In this section, we provide the proposed geographic coverage for each service in detail.

3.1.3.1 Overview of Level 3 Footprint within the NCR

Completed in 1998, the Level 3 network is one of the world's newest and most

[redacted] on-net traffic aggregation [redacted]

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[redacted]

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Many more route options will be announced later in 2007 after Level 3 completes the integrations of the ICG, TelCove, Progress Telecom, Looking Glass, Broadwing, and Savvis CDN networks. [redacted]

3.1.3.2 Identified Communities of Interest

Level 3's proposed service area consists of the District of Columbia, the Maryland counties of Montgomery and Prince Georges, the Virginia cities of Alexandria, Manassas, Fairfax, and Falls Church, and the Virginia counties of Arlington, Fairfax, Loudoun, Prince William, and locations sharing a community of interest as s[redacted]

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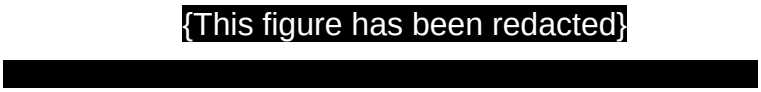

Voice Services (Req_ID 833)

Level 3's voice services will be widely available throughout the NCR with the exception of analog and ISDN BRI line services, which are limited in scope to the Pentagon building where we have direct fiber access. Trunking services and proposed VoIP services are available in nine rate zones defined by Level 3. These rate zones, or NPA NXX groupings are summarized in ***Table 3.1-12***.

RATE ZONE (N)	Location	Includes
01	Pentagon	All users located in the Pentagon building
02	Washington DC	Users in the District of Columbia served by the MT, DN, and SW ILEC serving wire-centers
03	Virginia	Users in the vicinity of Arlington and served by the (AR), (CK), and (FC) ILEC serving wire centers. Users in Fairfax served out of the (FX) ILEC serving wire center. Users in McLean served out of the (LV) ILEC serving wire-center. Users in Vienna served out of the (VN) serving wire center.

Table 3.1-12: Rate Zones and Partitioning

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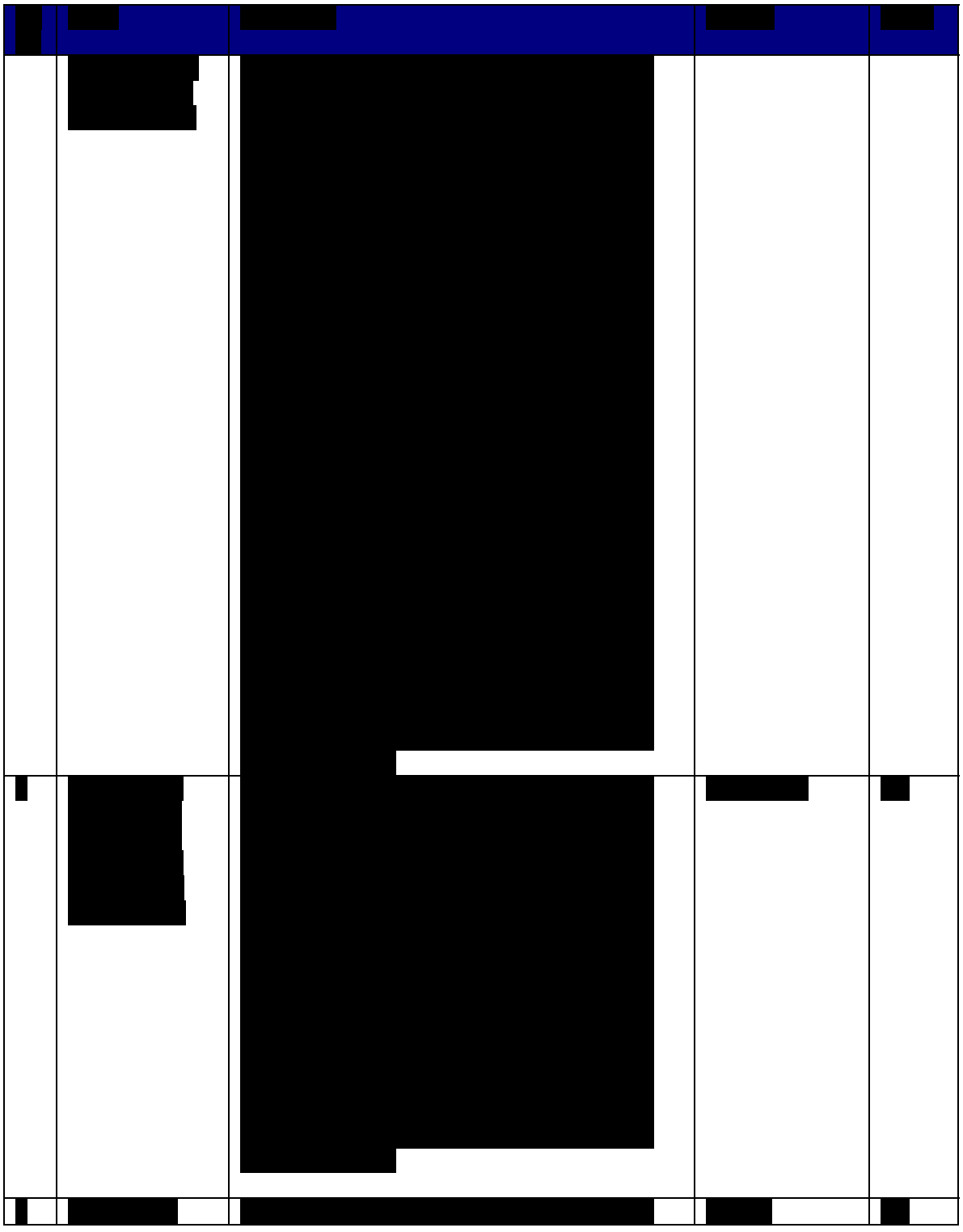

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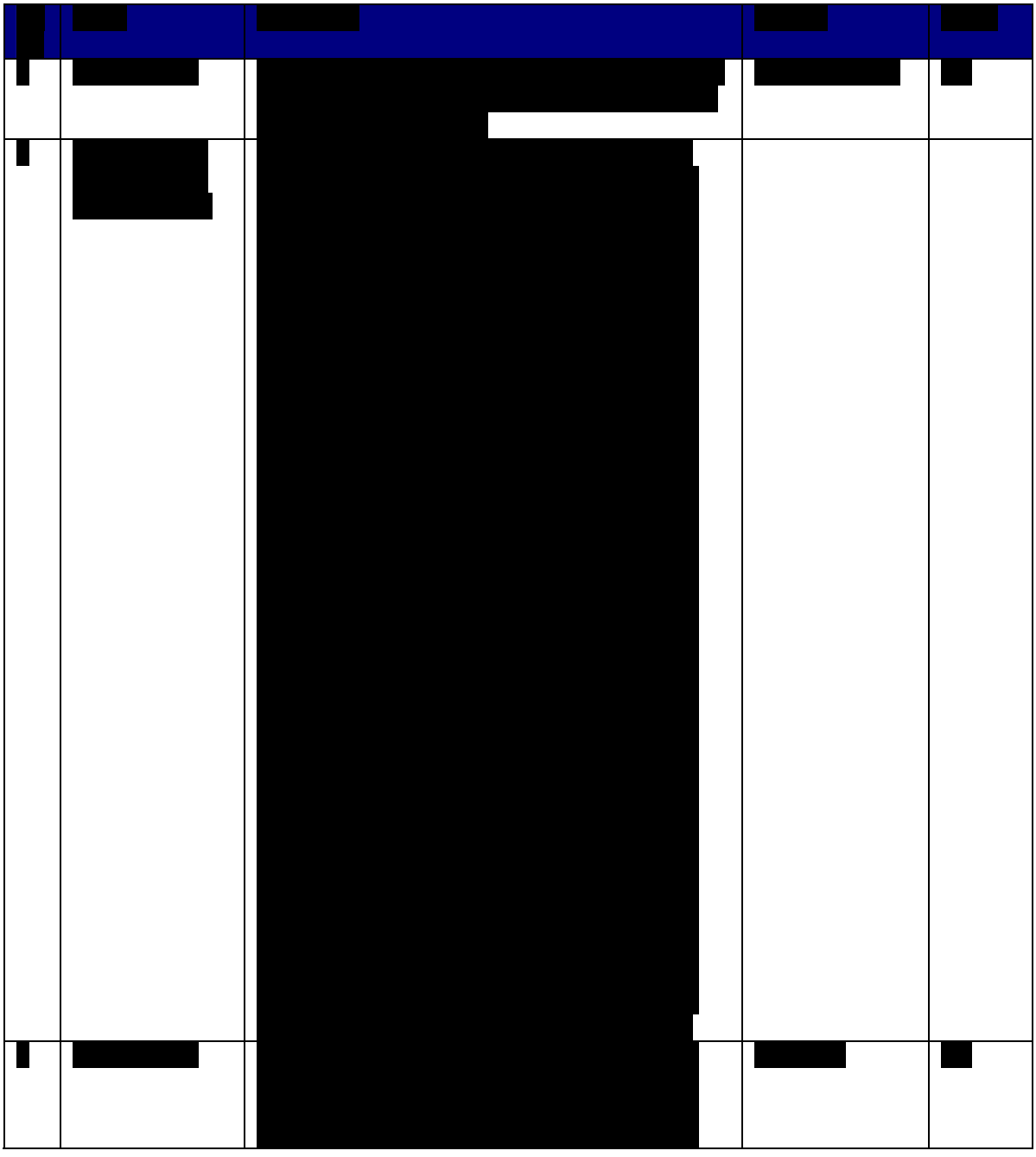
[redacted]



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[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
		[redacted]		
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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Zone	SWC	NPA/NXX	Locale	State

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[redacted]

3.1.4 Serving Offices Used to Deliver WITS 3 Services (L.30.1.3.1.4)

[redacted]

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[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

3.1.5 Provisioning of Services (L.30.1.3.1.5)

Level 3 uses business days to measure standard intervals. A business day is defined as Monday through Friday, 8 a.m. to 5 p.m., excluding state and federal holidays. [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

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[redacted]

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[redacted]

3.1.5.1 Service Ordering Intervals and Associated Provisioning T&Cs

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WITS 3 Federal users. ***Table 3.1-15*** lists our LSOs with street addresses and V&H coordinates. We also have a provided a geographic reference by mapping the location of the LSOs as shown in ***Figure 3.1-23***.

[redacted]

3.1.5 Provisioning of Services (L.30.1.3.1.5)

Level 3 uses business days to measure standard intervals. A business day is defined as Monday through Friday, 8 a.m. to 5 p.m., excluding state and federal holidays. The standard interval is calculated from the time a complete order request is received. At this time, an appropriate interval is applied based on GSA's Customer Request Date (CRD). A complete order request is defined as the date when Level 3 has received all entrance criteria required to process agency orders. For each order, an initial engineering function will occur to verify capacity and facilities.

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3.1.5.1 Service Ordering Intervals and Associated Provisioning T&Cs

Level 3 is committed to meeting provisioning intervals and meeting the highest percentage of Firm Order Commitment (FOC) dates as possible. We have upfront capacity checks to ensure proper delivery intervals. The Order Entry (OE) system will capture the proper attributes needed for a complete and correct product request. The OE system has workflows that correlate the order actions that ensure the proper handling of each request. Within the workflow, Level 3 has critical date management tools and methodologies that ensure the requested date delivery. The project manager has the complete control to manage each critical step and report back to

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DTS Service	Routine (Cal. Days)	Class B Expedited (Cal. Days)	TSP (Cal. Days)
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]			

[redacted]

3.1.5.2 Approach to Managing Subcontractors and Carrier Relations in Delivering End-To-End Service

Level 3 uses numerous equipment vendors and network access providers to deliver services. [redacted]

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[redacted]

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Carrier Relations

To monitor and manage Carrier Relationships, Level 3 uses a rigorous project management methodology to successfully manage Carrier Agreements, performance, and delivery schedules, as appropriate. [redacted]

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[redacted]

Carrier Agreements and Access Arrangements (C.2.1.5)

[redacted]

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- Dependency management across projects and programs
- The ability to identify and address issues and risks proactively
- Effective resource allocation and management
- Automating reports and views

Carrier Agreements and Access Arrangements (C.2.1.5)

Carrier Agreements and Access arrangements will vary depending on the agency site. On-net sites will have fiber connecting to a Level 3 POP, with ADMs at each end. To provide access between the agency site and The Level 3 Network, we will investigate constructing new fiber routes, purchasing third party dark fiber and leasing off-net from another service provider. In those cases, where third party fiber is employed, industry-standard KPIs/AQLs will be required from the supplier so that industry best practices are supported.

3.1.6 Contingency Plan (L.30.1.3.1.6, C.6, Req_ID 1042)

Level 3's Facilities and Service restoration is based upon our Business Continuity and Disaster Recovery (BCDR) planning processes, practices and procedures, which are essential components of Level 3's business operating model. These processes and procedures exist to ensure that critical services are delivered during an actual emergency. [redacted]

Overarching these three areas is our preparedness component, which includes an active test and exercise program. The development, engagement and maintenance of these aspects are designed to provide the WITS Program with

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[redacted]

3.1.7 Quality Assurance Plan (L.30.1.3.1.7)

Level 3's Draft Quality Assurance Plan (QAP), provided in Appendix B of this volume, defines and describes our methods and controls that address all services offered on the WITS contract. The QAP includes:

- Acceptable quality levels
- Delivery schedules
- Adherence to schedules and work functions as detailed in plans provided to and approved by the Government subsequent to contract award
- Adherence to appropriate safety codes and procedures

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- Adherence to industry recognized levels of quality workmanship and craft practices

The Quality Assurance Plan will be updated within 60 calendar days after receiving the Government's comments on the Draft Quality Assurance Plan that is delivered with the proposal, and annually there after.

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