4.0 Transition References (L.30.3.4, M.2.3, Req_IDs 134, 135, 136)

This section provides Level 3's transition references and has been structured in accordance with RFP Section L.30.4, and M.2.3. As our transition references are drawn from earlier references provided in Section 3.1, we do not repeat information from that section, as directed by Section L.30.4.

Level 3 understands the importance of successful transitions to the GSA WITS 3 Program for end user agencies. A well planned and managed transition process ensures that the Program's goals and objectives are met with minimum impact to the continuity of day-to-day operations. Level 3 has a proven track record and an industry-leading reputation for implementing successful transitions across a wide range of telecom services.

Since its inception Level 3 has identified transition expertise as a core competency for the company. We have a world-class team that has successfully achieved some of the largest and most complex transitions in the industry. Over the past 5 years Level 3 has successfully transitioned thousands network elements supporting millions of end user customers. Examples of these transitions are shown in ***Table 4.0-1***. This depth of experience has resulted in Level 3 developing unique process knowledge, tools, and methods in order to consistently implement successful transitions - quickly and efficiently with minimum impact to our customers. Level 3 will leverage our existing transition program management team, and experience gained from other transitions of similar size, scope, and complexity, to smoothly plan, coordinate, and implement all aspects of the WITS 3 Transition Program.

Customer	Types of Services	Description
[redacted]	[redacted]	Level 3 transitioned 66,494 voice lines and 2,251 data circuits. In addition, 47 call centers (ACDs), 60 PBXs, and roughly 40,000 voice mail boxes were transitioned. The majority of voice services were transitioned from Verizon Centrex, while the data circuits were transitioned from a private data network provided by Verizon to Level 3's public infrastructure. Roughly 5,000 lines were transitioned from various other ICO's and CLECs in Pennsylvania.
[redacted]	[redacted]	Level 3 completed the migration and integration of Genuity's assets and customer base to Level 3 in 2003. This transition included more than 7,000 domestic and international customers, including two industry leaders, Verizon and America Online (AOL). Our primary objective was to transition these customers' services to the Level 3 Network infrastructure and to "turn down" most of the acquired Genuity infrastructure assets. The challenges Level 3 faced included maintaining data integrity, coordinating with more than 100 local exchange carriers (LEC) and third-party carriers, and resolving network technology and equipment compatibility issues. This work on the Genuity transition is one of many examples of Level 3's expertise in network transitions. The original 14-month schedule, while aggressive from the start, was beat, with the entire transition largely completed in 12 months. In the end, the project was conducted on time, within scope, and significantly exceeded network performance and budget expectations

Table 4.0-1 Level 3 has industry-leading experience in large-scale transitions

These lessons learned on multiple, successful transitions make the Level 3 Team a partner the Government can count on to effectively manage any transition from incumbent services. Level 3 is also committed to establishing a relationship with the WITS 3 PMO and the end user agencies marked by open communications, superior contract performance, and service excellence. We offer a "best practice" - based approach for low-risk, successful transitions.

Client References for Transition Services: [redacted], the first client reference for transition services has been previously discussed in Section 3.1.1 under services delivered as Prime Contractor and briefly

summarized above. The second client reference [redacted] was previously discussed in Section 3.1.2. Following is a summary of the transition services provided to each of these clients.

[redacted]

Level 3's transition efforts for state government agencies in the Commonwealth of Pennsylvania closely mirror the scope and range of transition services anticipated under WITS 3. [redacted] As with WITS 3, the communication systems for the Commonwealth are mission critical voice and data services, and the Commonwealth can not tolerate significant delays in transitioning local communication se rvices between vendors.

The sheer scope of the transition effort presented unique challenges and demanded creative solutions. Chief among the challenges was the Commonwealth's [redacted]

A significant amount of service was added during the transition. For example, the 1,644 data circuits that were transitioned represented only the number of circuits that the incumbent provided to the Commonwealth. Well over 550 circ uits were added as the transition managers found additional applications that were not on existing records and new applications were turned up.

To manage this massive transition, Level 3 worked closely with the Commonwealth's agency communications teams [redacted] and devised a master schedule for the transition. Templates were developed and tailored to the multiple services, technology environments, and locations being transitioned. Using our templated approach, Level 3 scaled the t ransition effort, coordinating with subcontractors, and staffing up the technical and project management team to roll out each transition project in accordance with the master schedule. [redacted]

4.1.1 Quantity and Types of Services

Level 3 transitioned [redacted]

4.1.2 Network(s) from Which the Services Were Moved

The data circuits were transitioned from a private data network provided by Verizon to Level 3's public infrastructure. The majority of voice services were transitioned from Verizon Centrex. [redacted]

4.1.3 Network(s) onto Which the Services Were Moved

[redacted]

4.1.4 Time Required

The entire transition lifecycle, which included initial discovery and redesign of the system (which was outside of the scope of the contract) circuit transition, and training of end users (at the desktop level) took [redacted] to complete.

4.1.5 Innovative Approaches or Techniques used to Reduce Service Interval or Ensure Continuity of Service

[redacted] most of the transitions took place during business hours, we worked with individual agencies to accommodate special needs.

4.1.6 Tools and Procedures Used for Project Management of Service Transition

Level 3 used Microsoft Project as the primary tool for determining tasks/subtasks, scheduling, and defining staffing level of effort for transition projects. Our approach entailed developing generic transition management templates in MS Project and then customizing the templates for each agency customer. As several agencies were transitioning at the same time, our transition teams worked in parallel and met weekly to discuss best practices and make improvements in the template tool set.

4.1.7 Approach to coordinating with incumbents and other service providers to effect a successful transition

Level 3 established a project team with the incumbent provider and other service providers where possible to coordinate the number of orders handled during transition. We endeavored to establish and maintain clear and concise

communications with the incumbent. We reviewed processes and procedures to minimize miscommunication and established clear escalation paths.

[redacted]

[redacted]

4.2.1 Quantity and Types of Services

[redacted]

4.2.2 Network(s) from Which the Services Were Moved

[redacted]

4.2.3 Network(s) onto Which the Services Were Moved

[redacted]

4.2.4 Time Required

[redacted]

4.2.5 Innovative Approaches or Techniques used to Reduce Service Interval or Ensure Continuity of Service

Level 3's detailed planning was an important part of the success of the overall project. Before any additional capacity was added to the Level 3 Network, the Level 3 Planning organization had already determined where and how much capacity was needed at each local exchange carrier (LEC) end office interconnected to the Level 3 service. Organic growth and additional business deals were also considered. Level 3 also was able to identify the need for, and quickly establish interconnections to, those end offices and carriers not connected to Level 3.

4.2.6 Tools and Procedures Used for Project Management of Service Transition

Level 3 uses several inventory-related and other similar databases, as well as a workflow management and scheduling toolset.

Inventory Databases: [redacted]

Project Management and Scheduling of Capacity and Traffic migrations: V&SS custom developed workflow toolset; custom developed database and toolset (Cap Mgmt "Trackers" and the VSSO database) for tracking and reporting capacity availability and the scheduling of TN ports. The VSSO tool is used as a communication/coordination facility between the Cap Management organization and the LNP Porting team.

4.2.7 Approach to coordinating with incumbents and other service providers to effect a successful transition

Level 3's transition team focused on in-depth advance planning and scheduling to effect a rapid transition. As the nation's largest CLEC and a global provider IP-based telecommunication and data services, Level 3 is a well-established wholesale provider to the largest Local Exchange Carriers. Level 3 accomplished this transition because of our solid relationships with carriers and a deep understanding of coordinating circuit migration activity for a large transition .