

### **2.3.10 Billing [L.34.2.3.10, C.3.6]**

***The General Services Administration (GSA) and customer Agencies receive accurate Networx billing data through a consolidated billing platform capable of producing easy to process data, fully viewable through an award-winning e-servicing web portal, and supported by highly experienced industry professionals.***

#### **Overview**

Delivering accurate and timely Networx billing data to GSA and the Agencies is critical and represents the primary objective of the Networx billing team. Rendering high quality invoices on time is just the beginning. Government customers must be able to fully view, manipulate, and process billing data as efficiently as possible. Through a suite of secure, web-based tools and a highly flexible billing system, the Government is provided with invoices, billing detail, and adjustment information fully compliant with requirements. Our Customer Support Office (CSO) and Contractor's Program Organization (CPO) have the following goals relative to billing performance:

- Deliver accurate Networx billing data to the Government on-time
- Provide direct access to billing data via an award-winning e-servicing portal
- Minimize customer frustration by resolving inquiries and disputes quickly.

Flexibility is the key to putting this philosophy into practice. GSA and the Agencies need as much flexibility and consistency as possible to manage invoice data and to verify the accuracy of charges billed to the Government.

GSA's invoicing needs are also met by Networx billing tools, processes, and highly-skilled personnel who have significant experience supporting previous Government contracts such as FTS2000 and FTS2001 Crossover.

The offeror shall describe its internal systems and processes for the collection, aggregation, formatting and reporting of billing information for Agencies using all offered domestic and non-domestic services. The offeror shall describe

how these systems will be used to meet the functional requirements specified in Section C.3.6, Billing and Attachment J.12, Ordering and Billing Data Elements. In addition, the offeror shall:

- (a) Provide a Data Dictionary Package
- (b) Describe its methods of exchanging billing information with Agencies

**Concept of One**

AT&T's recent evolution is built on a fundamental strategic initiative unifying the company: the *Concept of One*. This initiative is directed at improving the customer's experience. *Concept of One* is a service mark identifying a powerful philosophy and re-engineering approach for reducing costs and creating efficiency by consolidating multiple organizations, networks, systems, platforms, and processes into a common architecture.

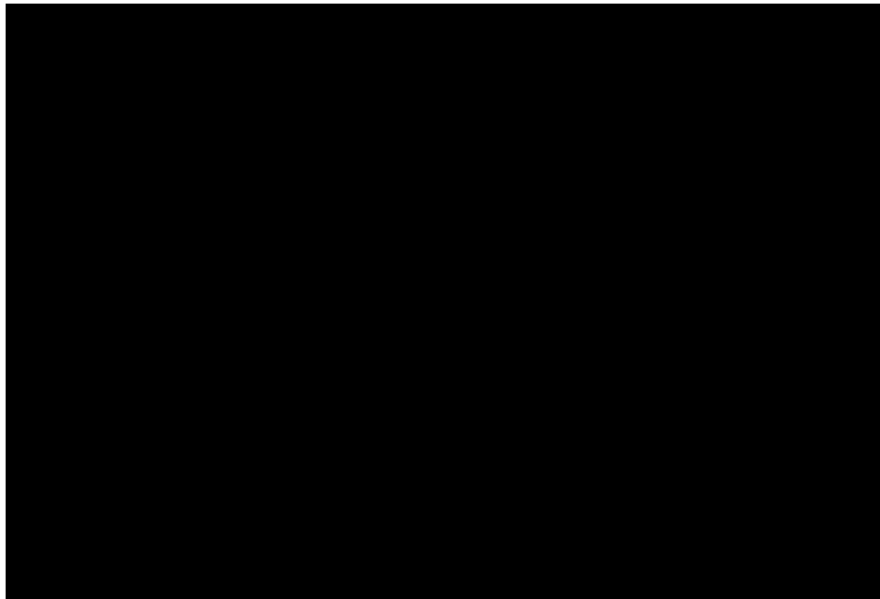
This concept will benefit Networx customers by providing a powerful and secure web portal [REDACTED]

[REDACTED]

[REDACTED] The objective is to unite the many organizations and platforms to [REDACTED]

[REDACTED] **Figure 2.3.10-1** [REDACTED]

[REDACTED] Concept of **One** [REDACTED]



**Figure 2.3.10-1:**

The following section identifies and presents information concerning infrastructure, processes, and personnel providing GSA and Agency users with Networkx billing which consistently exceeds Government requirements.

**AT&T BusinessDirect<sup>®</sup>**

A stable provider in an unstable industry, AT&T is dramatically simplifying processes, improving accuracy, and minimizing risk by providing customers direct online access to billing and inquiry/dispute operational support systems. In this pursuit, AT&T **BusinessDirect** has been created as a secure web-based portal providing access to a suite of ordering, billing, and maintenance tools. AT&T **BusinessDirect** is designed to give Government customers greater access and control of their Networkx services, 24x7 from any Internet-enabled PC. As shown in **Figure 2.3.10-2**, AT&T **BusinessDirect** is the launching point for GSA and Agency customers to access a variety of eServicing tools.

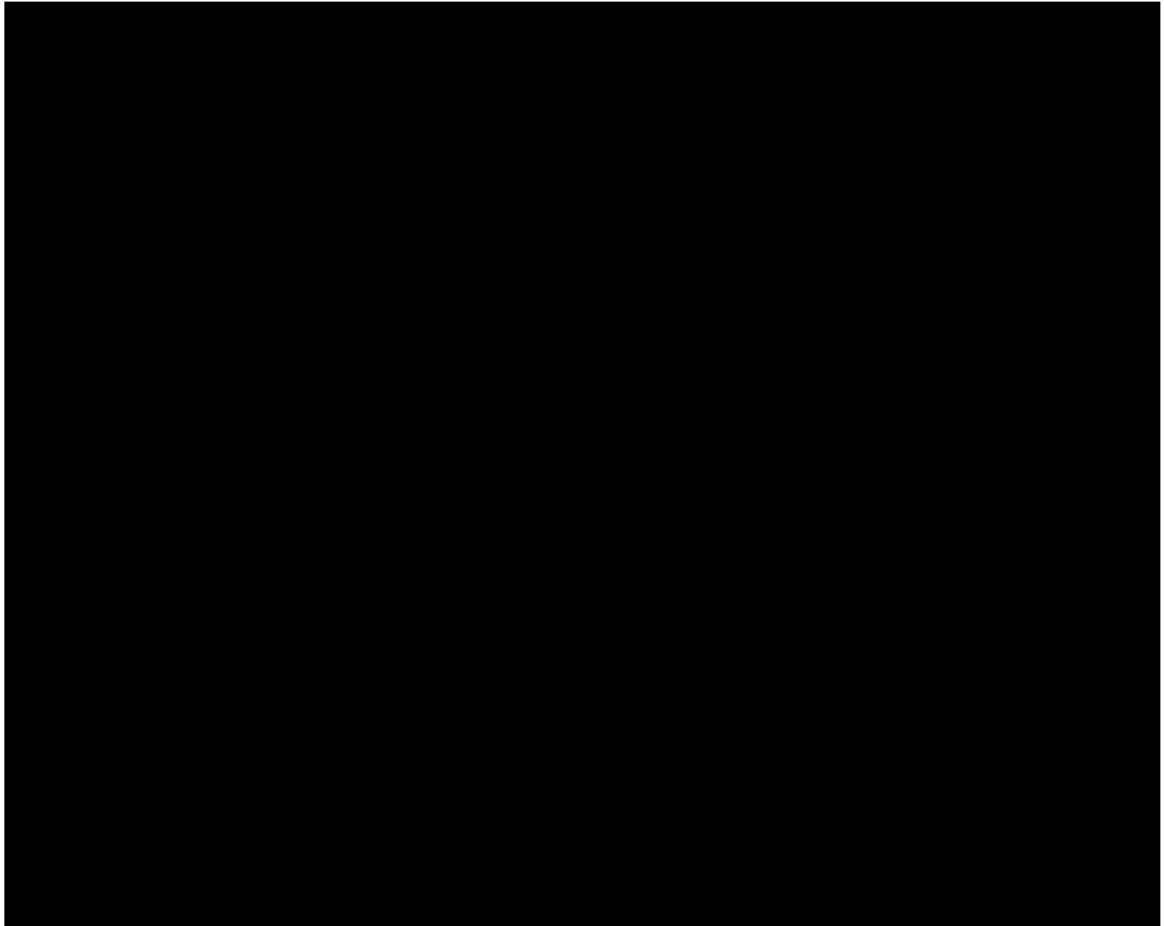


Figure 2.3.10-2: [REDACTED]

For Government customers, AT&T **BusinessDirect** is the gateway to other billing applications, as listed in **Table 2.3.10-1**. In many cases, these platforms are customized for GSA and Agency users to provide easy access to Networx information.

AT&T BUSINESSDIRECT IS THE SECURE GATEWAY TO NETWORX APPLICATIONS	
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

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

Table 2.3.10-1: [REDACTED]


Government customers find it easier, faster, and more reliable to do business through AT&T **BusinessDirect**. [REDACTED]

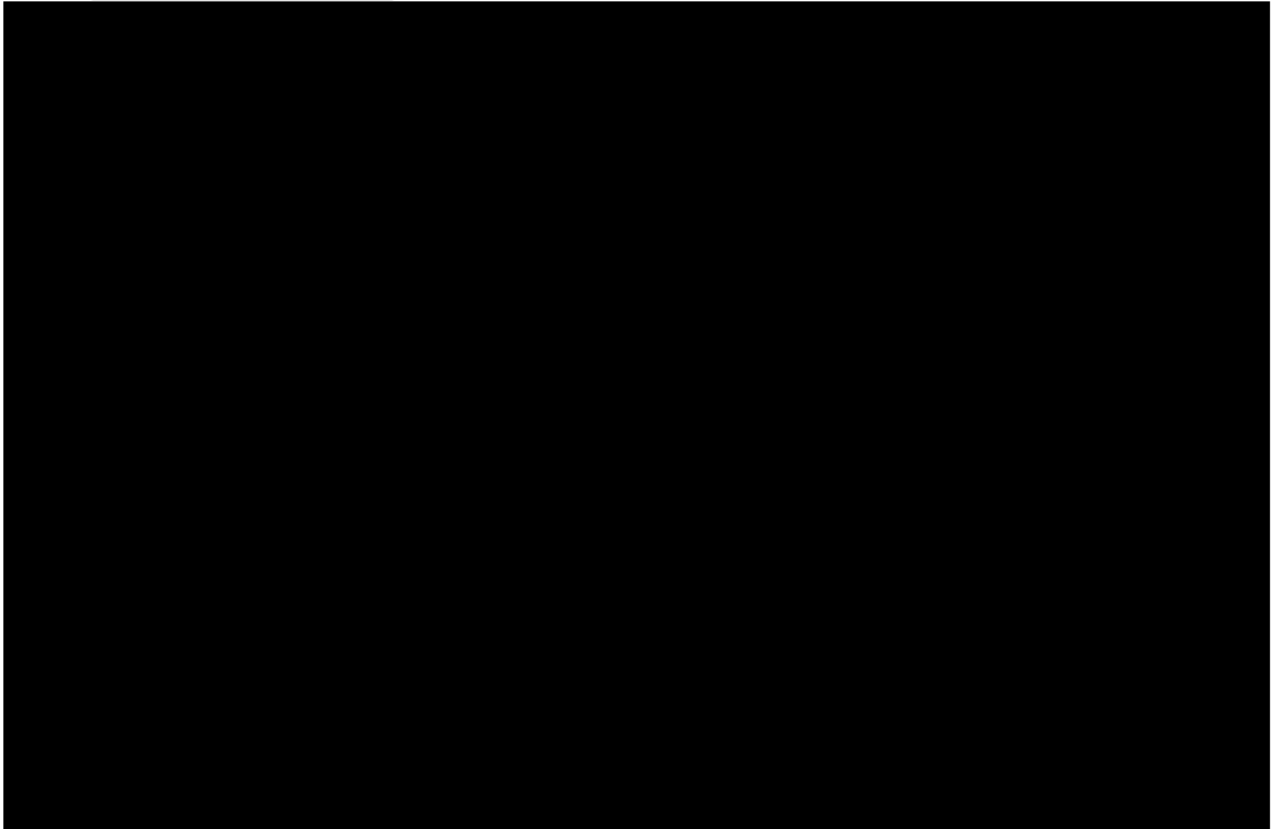
The AT&T **BusinessDirect** platform also allows GSA and Agency customers to fully control who can access sensitive Government billing information and the level of access provided to each user. The Agency Administrator (usually the Designated Agency Representative (DAR) Administrator or the Contracting Officer) has the ability to control the permission set for users within their Agency. For example, the Agency Administrator may choose to allow full access to view and download bills to an individual within the Agency but can restrict the same user from placing service orders. Agency Administrators are also responsible for performing some administrative functions related to AT&T **BusinessDirect** which help to ensure only authorized Agency personnel can access Networx data.

These functions consist of:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



AT&T is committed to continuously enhancing online accessibility for customers. The mission is to provide secure, convenient, electronic billing management resources to simplify bill analysis and validation—reducing time spent on paperwork and phone calls. **Figure 2.3.10-3** 








**Figure 2.3.10-3:** 

AT&T **BusinessDirect** helps Agencies perform billing analysis faster and be more productive.

**Industry Recognition for AT&T BusinessDirect**

As listed in the citations in **Table 2.3.10-2**, the AT&T **BusinessDirect** portal has received numerous awards and recognition throughout the industry for superior performance.

ORGANIZATION	DATE	QUOTE
	July 2004	"AT&T's <b>BusinessDirect</b> portal achieved the highest score given the depth and breadth of its offering and planned enhancements. Qwest and Verizon's self-service portals are relatively new and show promise, but SBC and Sprint remain behind the curve."
	January 2004	"AT&T is using the Internet to [deliver] what its customers want: ease of use, one-stop shopping, efficiency, reliability, and reductions in time and money. . . A company cannot achieve these things without simplicity, a goal AT&T pursues with single-mindedness."
	October 2004	"AT&T invested substantially in its AT&T <b>BusinessDirect</b> portal during 2003, and apparently it has paid off. It is one of the most-advanced customer network management platforms among the network service providers."
	November 2004	"AT&T won CIO Magazine's 2005 CIO Value Enterprise Award in the <i>High Tech, Telecom, and Utilities</i> category for AT&T <b>BusinessDirect</b> for "leveraging information technology to significantly improve the customer experience through its client support, service and network management portal".
	September 2004	"AT&T <b>BusinessDirect</b> Portfolio was awarded an ITSMA 2004 Marketing Excellence Award in the Improving the Customer Experience Category for its innovative use of technology, superior capabilities and business results".
	October 2004	"With all the communication services and equipment that must be tracked and paid for, (government) agencies are also demanding that telecommunication service providers offer ways to make their management chores easier. For instance, more than a dozen agencies are using AT&T's <b>BusinessDirect</b> service, which allows them more control over the networks AT&T manages for them. Agencies can get a nationwide view of their networks and how they are working."

**Table 2.3.10-2: Industry Recognition for AT&T BusinessDirect.** *The secure, web-based platform has received outstanding reviews from industry publications.*

The road to billing success begins with a billing system designed specifically to support the unique requirements of the Federal Government.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] **Table 2.3.10-3.**

FEATURES	BENEFITS
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

**Table 2.3.10-3: [REDACTED] Features and Benefits Support GSA Accounts.** [REDACTED] has the flexibility to consolidate and deliver multiple services on a single, accurate invoice.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



**Billing Data**

Many billing applications residing within the AT&T **BusinessDirect** portal are well-established and currently in use supporting

[REDACTED]

customers. They have proven to be fully capable of producing accurate and timely billing information.

GSA and Agency customers rely on this data to perform critical internal processing and validation activities. The

billing information provided to GSA and the Agencies serves multiple purposes, as shown in **Figure 2.3.10-4**.



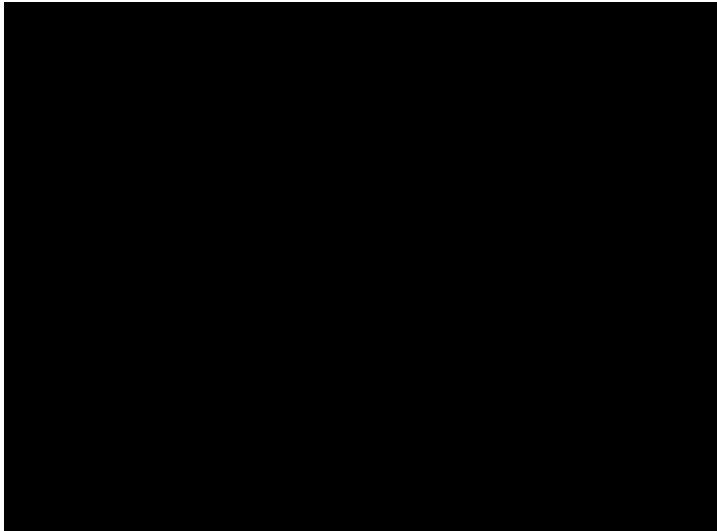
Figure 2.3.10-4: [REDACTED]

**Billing Choices**

Networkx customers have the option of receiving their invoices through direct billing from AT&T or in a centralized billing arrangement through GSA. The ISB is capable of supporting both types of billing.

[REDACTED]

[REDACTED]



Agencies can select which type of billing arrangement they want when they initially order services from the Networkx contract and can switch between direct and centralized billing at any time during the life of the contract. Both billing types are shown in **Figure 2.3.10-5**.

**Figure 2.3.10-5:**

***Direct / Centralized Billing Processes***

The contractor shall accept from any Agency/Sub-agency its requirement to be direct-billed or to be centrally billed as well as its hierarchical billing requirements in accordance with Section C.3.5.1.2.1, Step 1 – Contractor Establishes Ordering Environment. [C.3.6.1.2.1]

Government customers can select the method by which they receive their Networkx bills during the initial ordering process. During this time, customers work with their AT&T account team representatives to determine the method of billing and all hierarchical billing requirements. This information is submitted with other ordering data. Additional information on the ordering process is available in Section C.3.5 (Service Ordering).

A standardized flow for each type of billing provides Networkx-related activities and data exchanges are handled reliably for all service types in full compliance with Government requirements for direct and centralized billing.

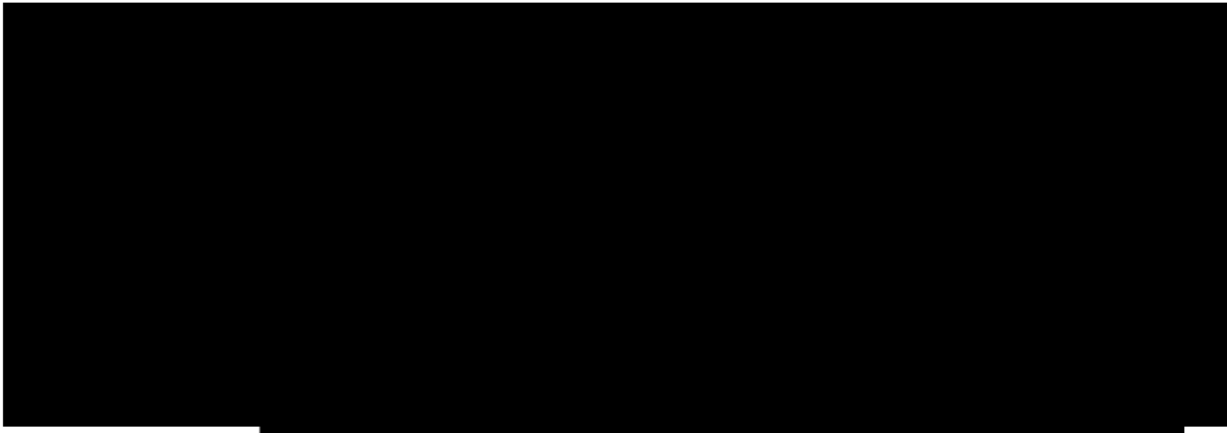


**Figure 2.3.10-6** shows the direct billing process helping to ensure Agencies are provided with accurate and timely direct billed Networkx invoices.



Figure 2.3.10-6:

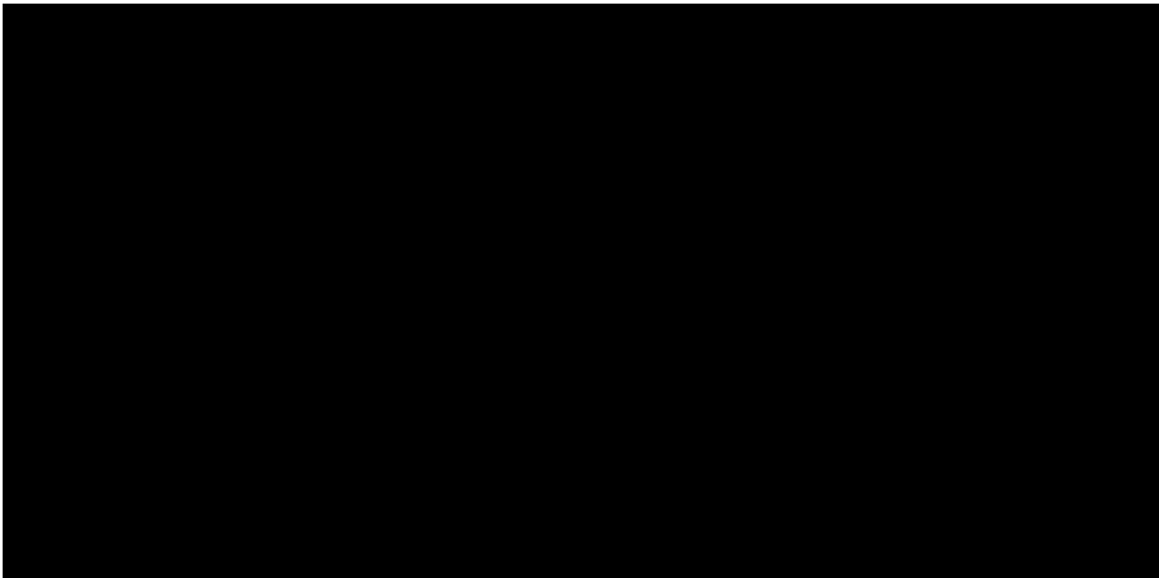
A similar process (**Figure 2.3.10-7**) is used to deliver centralized invoices to GSA and the Agencies, accompanied by the flexibility [REDACTED] and a staff of professionals with experience supporting centralized billing.



### ***Hierarchical Billing***

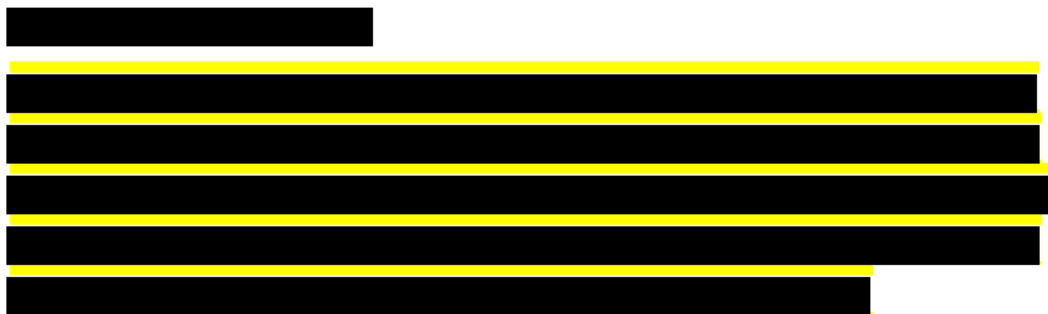
Agencies vary greatly in size and structure and, therefore, require a billing platform flexible enough to meet their needs from both an organizational and operational perspective. Billing information in a hierarchical format mirroring an Agency's structure is a critical requirement.

████ is fully equipped to support the Government's requirements for full flexibility related to hierarchical billing structures. The structure and length of the Agency Hierarchy Code, as determined by the Government, will be supported █████. This includes the ability to support multiple hierarchical levels as required by the Government. Agencies at the highest levels can choose a common structure across the hierarchy or can allow each level to define its own structure. AT&T complies with the Networx Agency hierarchy requirements. A generic hierarchical billing structure is shown in **Figure 2.3.10-8**.



**Figure 2.3.10-8:** █████

A proven billing infrastructure and a staff experienced in hierarchical billing provide the Government with the ability to customize and control how invoices, statements, and reports are structured and delivered.



[REDACTED]  
[REDACTED] resides within the secure AT&T **BusinessDirect** portal. **Figure 2.3.10-9** and **Figure 2.3.10-10** provide [REDACTED]

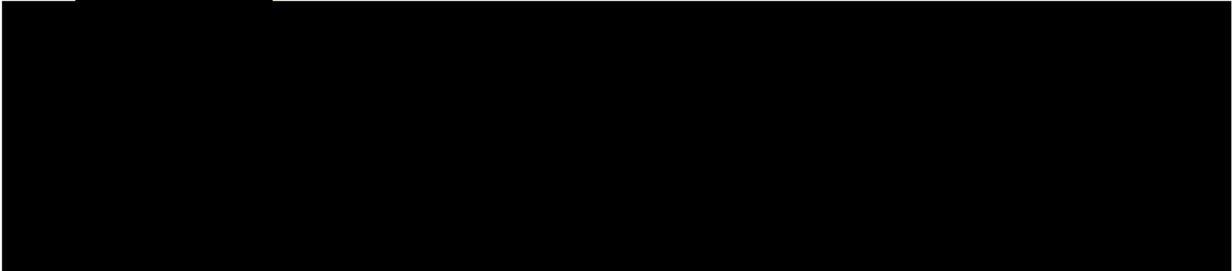


Figure 2.3.10-9: [REDACTED]

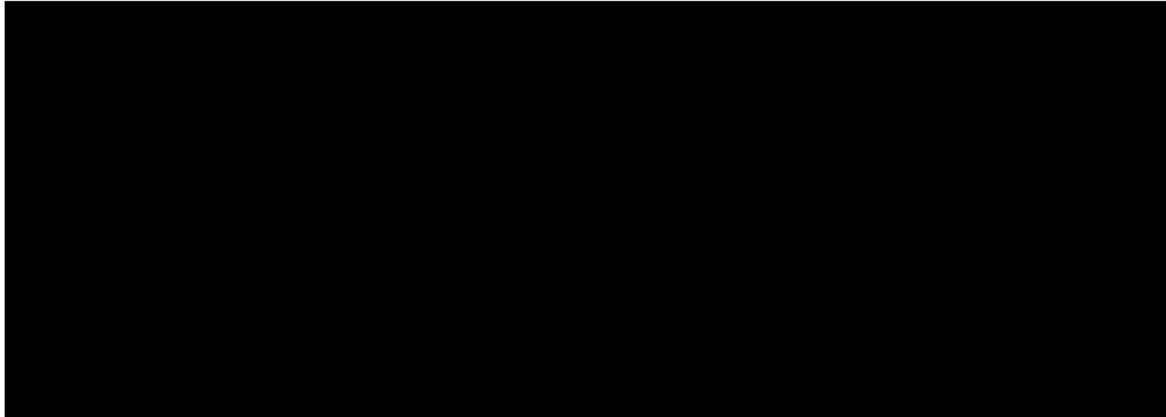


Figure 2.3.10-10: [REDACTED]

### **View and Analyze Government Bills**

[REDACTED] k available within AT&T

**BusinessDirect** [REDACTED]

[REDACTED] **B.** Customers can also submit billing inquiries and disputes. This window into the system allows customers to perform the following functions:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

**GSA Management Fee**

Supporting the GSA Management Fee (GMS) structure is another area where the billing infrastructure excels. [REDACTED]

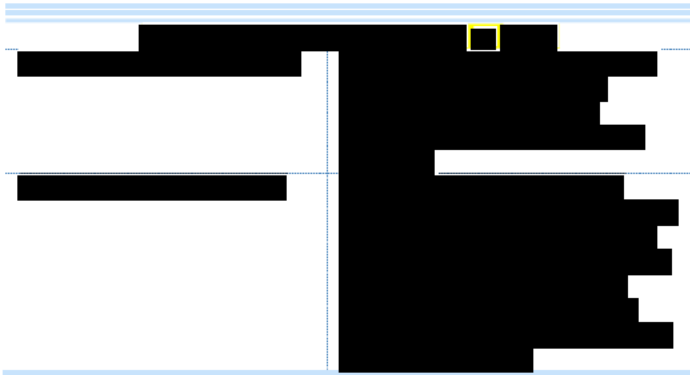
A single GMS fee structure is calculated based on the billed eligible revenue for each Networx service type. [REDACTED] supports this requirement and [REDACTED]

**Shared Tenant Billing**

GSA and Agency customers are sometimes located in facilities where channels on a dedicated access circuit may be shared among multiple tenants. This arrangement offers savings to Agencies with telecommunication needs not requiring the full use of a dedicated access circuit, particularly for voice services.

**Figure 2.3.10-11** provides an example of a shared tenant arrangement.

AT&T has been successfully supporting shared tenant billing arrangements [REDACTED]  
[REDACTED]  
[REDACTED] Building upon existing shared tenant processes and the flexibility inherent [REDACTED] will allow AT&T to deliver both types of allocation methods required by the Government in **Table 2.3.10-4**.



**Table 2.3.10-4:** [REDACTED]



**Figure 2.3.10-11:** [REDACTED]

**Figure 2.3.10-12** provides a visual representation of a shared tenant process very similar to the process [REDACTED], in which each customer receives accurate and timely invoices.

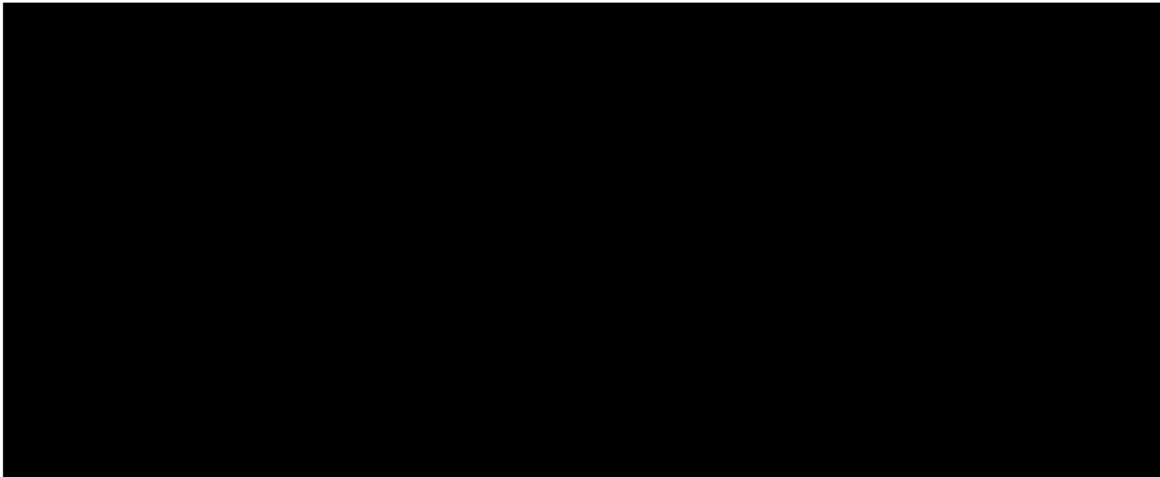
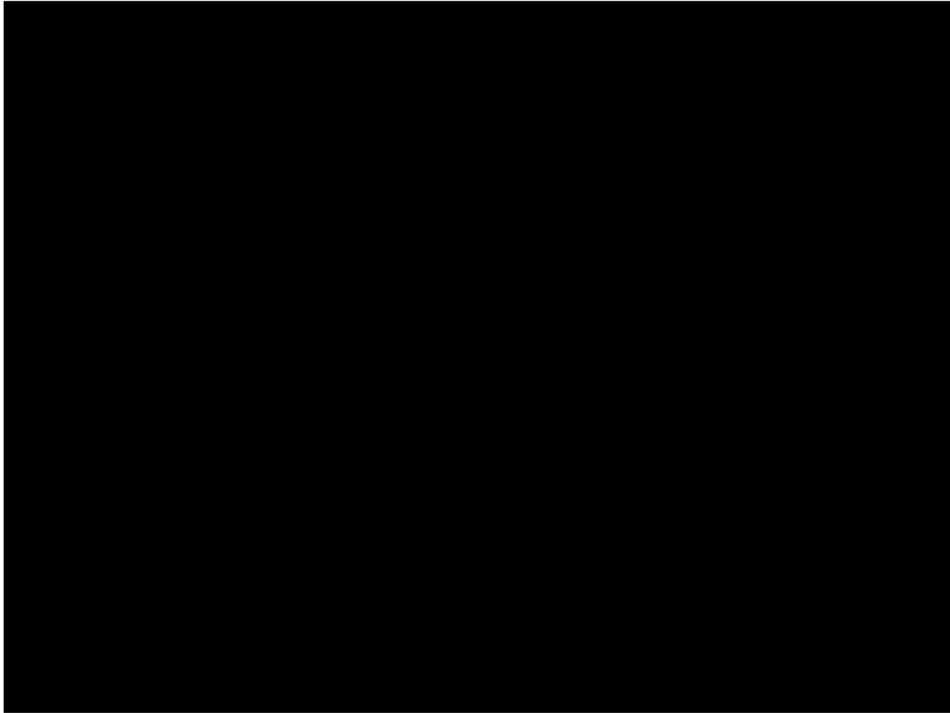


Figure 2.3.10-12: [Redacted]

GSA and the Agencies can have confidence their shared tenant arrangements are allocated and billed correctly. [Redacted]



[Redacted]

Figure 2.3.10-13: [Redacted]

[Redacted]

Figure 2.3.10-13.



[REDACTED]  
[REDACTED]  
[REDACTED] AT&T will fully comply with the Government's shared tenant billing requirements.

[REDACTED]  
[REDACTED] team is staffed with industry professionals, many of whom have supported Government customers [REDACTED]  
[REDACTED] team is dedicated to delivering billing in a timely and accurate manner. [REDACTED]

- [REDACTED]  
[REDACTED]  
[REDACTED]
- In the event a billing error or dispute occurs, respond to the initiating client quickly and conduct a thorough investigation using AT&T's tools and processes described above.
- [REDACTED]
- Follow established escalation paths as appropriate; bring disputes to closure as quickly as possible. Obtain [REDACTED] support if GSA requests additional investigation or follow-up.
- Maintain up-to-date status with the [REDACTED].
- Perform root cause analysis on chronic/complex issues to avoid future occurrences and customer dissatisfaction.

**Quote-To-Bill / First Bill Review Process**

As an overlay to the Government's internal invoice certification efforts, billing accuracy is further enhanced by a process providing full reviews of initial invoices, including customer agreement that the invoice is correct. [REDACTED]

[Redacted text block]

[Redacted text block]

[Redacted text block] (Table 2.3.10-5)

STEP	ACTION	TEAM ACTIVITIES
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

Table 2.3.10-5: [Redacted]

**2.3.10.1 Data Dictionary Package [L.34.2.3.10.1, C.3.6.1.2.2, C.3.6.1.2.3, C.3.6.1.2.6, C.3.6.1.2.7, C.3.6.2.2.2, C.3.6.2.2.3, C.3.6.2.2.8, C.3.6.3.2.2, C.3.6.3.2.8]**

To facilitate the Government's proposal evaluation process, similar narrative direct and centralized data dictionary requirements have been grouped together. In addition, all of the responses provided in this section apply to all billing component files listed below:

- a) Invoice
- (b) Detail Billing File (C.3.6.1.2.3 and C.3.6.2.2.3)
- (c) Dispute Resolution confirmation
- (d) Adjustment file
- (e) Dispute Receipt acknowledgement
- (f) Dispute file.

The offeror shall provide the Data Dictionary Package Package—including the data dictionaries, mapping specification, required files with sample data, and instructions—as described in Section C.3.6.1.2.2, Step 2. [L.34.2.3.10.1]

AT&T will provide the Government with a comprehensive data dictionary package for all billing outputs providing the information necessary for GSA and Agencies to mechanically load Networkx billing data into Government-specific applications. This includes current dictionaries, mapping specifications, required files with sample data, and detailed instructions as described in Section 3.6.1.2.2, Step 2. [REDACTED]

AT&T clearly understands the importance to GSA and Agencies of having accurate Networkx billing data formatted to allow the Government to fully manipulate the information for internal processing.

The contractor shall provide a Data Dictionary Package for Billing, including any changes required by the Government, and update thereafter as changes occur. [C.3.6.1.2.2] – Direct Billing

AT&T will provide the Government with a Data Dictionary Package for Billing, including any changes that are required by the Government. AT&T will update the data dictionary thereafter as changes occur. See Appendix N for more detailed information on sample data and elements for all Networkx services.

The contractor shall provide a Data Dictionary Package for Billing according to Section C.3.6.1.2.2, Step 2 – The Contractor Delivers Data Dictionary Package for Billing. [C.3.6.2.2.2] – Centralized Billing

AT&T will provide direct-billed and centralized-billed Network Agencies with data dictionaries and sample data allowing them to easily interpret and process the Network invoice files provided on a monthly basis. [REDACTED]

[REDACTED]

The contractor shall define a specific data element or data elements to create a UBI that uniquely identifies the combination of the following: [1] service type; [2] service location; and [3] Agency to which the service belongs. [C.3.6.1.2.2]

Based on the response provided to the Network RFP questions, GSA referred offerors to the Introductory Sections of C.3.5, Service Ordering, and C.3.6, Billing. [REDACTED]

[REDACTED]

[REDACTED] **Table 2.3.10.1-2.** More detailed information on Network UBIs is available in Appendix N.

NETWORX SERVICE TYPE	UBI VALUE DEFINED BY AT&T	EXAMPLE
<i>Telecommunications Services</i>		
Voice Services	[REDACTED]	[REDACTED]
Circuit-Switched Data Services	[REDACTED]	[REDACTED]
Toll-Free Service	[REDACTED]	[REDACTED]
Combined Services	[REDACTED]	[REDACTED]
Private Line Service	[REDACTED]	[REDACTED]
Frame Relay Service	[REDACTED]	[REDACTED]
Asynchronous Transfer Mode Service	[REDACTED]	[REDACTED]
Ethernet Service	[REDACTED]	[REDACTED]
Premises-Based Internet Protocol VPN Services	[REDACTED]	[REDACTED]
Network-Based Internet Protocol	[REDACTED]	[REDACTED]

NETWORX SERVICE TYPE	UBI VALUE DEFINED BY AT&T	EXAMPLE
VPN Services	[REDACTED]	[REDACTED]
Voice over IP Transport Services	[REDACTED]	[REDACTED]
Content Delivery Network	[REDACTED]	[REDACTED]
Converged IP	[REDACTED]	[REDACTED]
IP Telephony Services	[REDACTED]	[REDACTED]
Internet Protocol Service	[REDACTED]	[REDACTED]
Layer 2 VPN	[REDACTED]	[REDACTED]
SONET Services	[REDACTED]	[REDACTED]
Optical Wavelength Service	[REDACTED]	[REDACTED]
Dark Fiber	[REDACTED]	[REDACTED]
<b>Management &amp; Application Services</b>		
Video Teleconferencing	[REDACTED]	[REDACTED]
Managed Network	[REDACTED]	[REDACTED]
Audio Conferencing	[REDACTED]	[REDACTED]
Teleworking	[REDACTED]	[REDACTED]
Call Center/ Customer Contact Center	[REDACTED]	[REDACTED]
Web Conferencing	[REDACTED]	[REDACTED]
Dedicated Hosting	[REDACTED]	[REDACTED]
Co-Located Hosting	[REDACTED]	[REDACTED]
Storage	[REDACTED]	[REDACTED]
Customer Specific Design and Engineering	[REDACTED]	[REDACTED]
Unified Messaging	[REDACTED]	[REDACTED]
Collaboration Support	[REDACTED]	[REDACTED]
Managed Firewall	[REDACTED]	[REDACTED]
Intrusion Detection	[REDACTED]	[REDACTED]
Managed E-Authentication	[REDACTED]	[REDACTED]
Vulnerability Scanning	[REDACTED]	[REDACTED]
Anti-Virus Management	[REDACTED]	[REDACTED]
Incident Response	[REDACTED]	[REDACTED]
Secure Managed E-Mail	[REDACTED]	[REDACTED]
Managed Tiered Security	[REDACTED]	[REDACTED]
<b>Special Services</b>		
Land Mobile Radio	[REDACTED]	[REDACTED]

NETWORK SERVICE TYPE	UBI VALUE DEFINED BY AT&T	EXAMPLE
Mobile Satellite	[REDACTED]	[REDACTED]
Fixed Satellite	Circuit [REDACTED]	[REDACTED]
<i>Wireless Services</i>		
Cellular / Personal Communications	[REDACTED]	[REDACTED]
Multimode Wireless LAN	[REDACTED]	[REDACTED]
<i>Underlying Access Services</i>		
Dedicated Access Arrangements	[REDACTED]	[REDACTED]
Broadband DSL	[REDACTED]	[REDACTED]
Broadband Ethernet Access	[REDACTED]	[REDACTED]
Broadband Wireless Access	[REDACTED]	[REDACTED]
Training	[REDACTED]	[REDACTED]
Inside Wire	[REDACTED]	[REDACTED]
Site Survey	[REDACTED]	[REDACTED]
Custom Reporting	[REDACTED]	[REDACTED]
SEDs	[REDACTED]	[REDACTED]
<i>Services Not Proposed</i>		
Internet Facsimile	[REDACTED]	
IP Video Transport	[REDACTED]	
Cellular / Digital Packet Data	[REDACTED]	
Paging	[REDACTED]	

**Table 2.3.10.1-2: UBI Definitions.** A UBI structure is available for every Networx service type.

The contractor shall include the same UBI in both the Service Order Completion Notice (SOCN) and the Detail Billing File(s). [C.3.6.1.2.2]

Within the detail billing files for both direct-billed and centralized-billed charges, Networx customers are provided individual records [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]. More detailed information about UBIs is available in Appendix N.

The contractor shall consider each file required by the Government as a logical file and shall submit descriptions of one or more required files it will send to the Government, so that the Government can create the logical file. [C.3.6.1.2.2]

Each file required by the Government for the Networx direct-billed data dictionary is considered to be a logical file. If multiple physical files are required to provide the Government with required billing data, descriptions are submitted clearly identifying each file. The data dictionaries, mapping rules, sample data, and instructions allow the Government to fully interpret and manipulate the data within these files. More detailed information on physical file descriptions, including sample data for each Networx service, is available in Appendix N, Billing Data Dictionary.

In the Data Dictionary Package for Billing, the contractor shall provide a mapping specification that maps the Government's logical file names and the data elements contained in the logical files to the contractor's required file names and the data elements contained in the required files, including a service-by-service mapping of the UBI. [C.3.6.1.2.2]

Detailed mapping information included in the Data Dictionary Package for Billing allows the Government to clearly determine the relationship/translation of required Government-specific fields to those required to produce Networx billing. The Data Dictionary Package for Billing, contained in Appendix N, provides a mapping specification that maps the Government's logical file names and the data elements contained in the logical files to AT&T's required file names and the data elements in our required files.



Appendix N includes a service-by-service mapping of the UBI. [REDACTED]

[REDACTED]

[REDACTED]

The contractor shall provide a Data Dictionary Package for Billing containing at a minimum for each logical file, a description of each of the contractor's required files and for each data element contained within the file, the data element field name, field length, field type, field characteristics, and a description of the data that could be populated in the field that is sufficient to map the file and its elements to the data elements in the contractor's required files. [C.3.6.1.2.2]

The Data Dictionary Package for Billing (for both direct-billed and centralized-billed) as provided to the Government includes, at a minimum, the elements listed below.

- Description of each required file and for each data element contained within file
- Data element field name
- Field length
- Field type
- Field characteristics
- Description of data that could be populated in fields sufficient to map file and its elements to GSA logical file and data elements.

More detailed information on the Data Dictionary Package for Billing, including physical file descriptions, is available in Appendix N.

The contractor shall include within the Data Dictionary a translation of all billing codes used by the contractor's billing system as they apply to the coding of the billing data elements of this contract. [C.3.6.1.2.2]

For both direct-billing and centralized billing, the Government will be

provided with a complete translation of all billing codes [REDACTED]

[REDACTED]. See Appendix N for the complete Data Dictionary for Billing, including translations for all billing codes.

The contractor shall provide updates to the Data Dictionary Package for Billing, including but not limited to data elements, sample data and file layouts prior to implementation to both GSA and Agencies; the contractor shall indicate all changes in detail at the beginning of the documents indicating changes in the body of the document. [C.3.6.1.2.2]

As new Networkx services become available, or as additional services become available for flowthrough ordering, updates are made to the Data Dictionary Package for Billing [REDACTED]

Changes are indicated in detail at the beginning of the documents, highlighting changes in the body of the document. A cover letter accompanies the data dictionary with an overview of significant changes.

The contractor shall provide instructions with the Data Dictionary Package for Billing that presents the details of each change and indicates the importance of each of the changes so that they may easily be identified. [C.3.6.1.2.2]

The instructions associated with the Data Dictionary Package clearly reflect the details of the change and indicate the importance of each change.

Updates to the data dictionary instructions are made as necessary over the life of the contract allowing the Government to easily process the data for internal purposes.

The contractor shall provide sample data for all of the contractor's required files by including in the Data Dictionary Package electronic files in the same structure as the contractor's required files and populated with representative data values that include all services on the contract. These files of sample data will enable the Government to develop and test internal systems that process the data. [C.3.6.1.2.2]

[REDACTED] today, sample data is included with each data dictionary file submitted to the Government (for both direct and centralized billing). This sample data includes all services and allows GSA to develop and test internal systems to process data. The ability to easily process Networkx billing data benefits GSA by both minimizing errors and simplifying the process of validating Government invoices. The Data Dictionary Package for Billing, contained in Appendix N, provides sample data for all required files in the same structure as AT&T's required files and populated with representative data values for all Networkx services.

The contractor shall provide additional descriptive information in the Data Dictionary Package for Billing that will enable the Government to easily interpret the contents. [C.3.6.1.2.2]

The Government is provided any additional descriptive information to allow GSA and Agencies to easily interpret the contents of the direct-billed data dictionary package for billing. This includes future updates to the Data Dictionary Package for Billing and any other information to facilitate the Government's interpretation of the contents.

The contractor shall provide a Detail Billing File(s) that contains the data elements as specified in Attachment J.12.4.2, Detail Billing File. [C.3.6.2.2.3] – Direct Billing

The contractor shall provide a Detail Billing File(s) that contains the data elements as specified in Attachment J.12.4.2, Detail Billing File. [C.3.6.2.2.3] – Centralized Billing

GSA and Agencies are provided with monthly detail billing files (for direct and centralized billing) containing data elements required by GSA in the Networkx RFP attachment J.12.4.2, Detail Billing File. AT&T provides this data on CD-ROM using Comma Separated Value formatting. Additional information, including sample data for all services, is available in Appendix N.

The contractor shall ensure that the Detail Billing File(s) contains a separate record for each instance of each individual item ordered and those detailed records are associated with the order number. [C.3.6.2.2.3] – Direct Billing  
The contractor shall ensure that the Detail Billing File(s) contains a separate record for each instance of each individual item ordered and those detailed records are associated with the order number [C.3.6.2.2.3] – Centralized Billing

The Detail Billing File(s) provided to the Government for both direct and centralized billing contain separate records for each instance of an individual ordered item, along with the associated order number, and the appropriate CLIN. [REDACTED]

[REDACTED]

[REDACTED] More detailed information regarding the Data Dictionary for Billing, including sample data for all services, can be found in Appendix N.

The contractor shall ensure that the CLIN for a feature charge can be associated with the CDR or CDR level record to which it applies. [C.3.6.1.2.3]

GSA and the Agencies are able to associate the CLINs for Networkx feature charges with the associated Call Detail Records (CDR) or CDR-level records to which they apply. [REDACTED]

[REDACTED] **Figure 2.3.10.1-1.** More detailed information pertaining to the Data Dictionary for Billing, including sample data for each Networkx service, can be found in Appendix N.

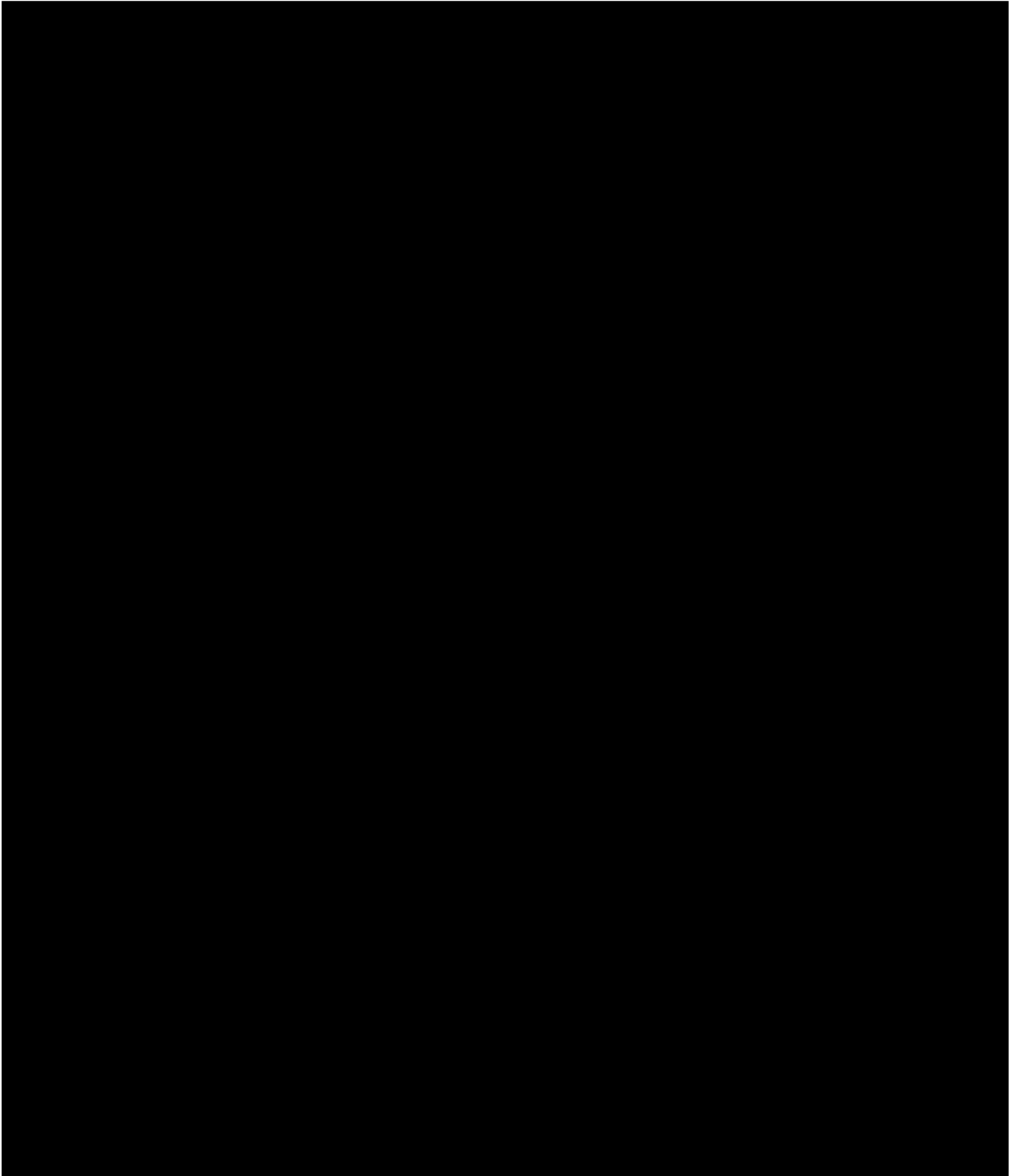


Figure 2.3.10.1-1: 

The contractor shall provide data elements as specified in the data dictionary so that the charges can be billed to appropriate Agency hierarchical levels and so that detail reporting of each charge can be produced at appropriate hierarchical levels. [C.3.6.2.2.3] – Direct Billing

The contractor shall provide data elements as specified in the data dictionary so that the charges can be billed to appropriate hierarchical Agency levels and so that detail reporting of each charge can be produced at appropriate hierarchical levels. [C.3.6.2.2.3] – Centralized Billing

The GSA and the Agencies are provided with direct-billed and centralized-billed Networkx billing data using the data elements specified in the data dictionary. This data allows for easy sorting on a number of fields such as service type and Agency Hierarchy Code (AHC). The Government can sort data and produce reports on all hierarchical levels to create as much customization as desired throughout any given structure. More detailed information on data elements, including sample data for each Networkx service, is available in Appendix N.

The contractor shall have all data fields populated as appropriate (i.e., in the case where a charge or code does not apply to a service, those fields would not be populated; conversely, all pertinent data elements shall be populated for a service). [C.3.6.2.2.3] – Direct Billing

The contractor shall have all data fields populated as appropriate (i.e., in the case where a charge or code does not apply to a service, those fields would not be populated; conversely, all pertinent data elements shall be populated for a service). [C.3.6.2.2.3] – Centralized Billing

All data fields for direct and centralized-billed Networkx services are populated as appropriate (i.e., in the case where a charge or code does not apply to a service type, those fields would not be populated; conversely, all pertinent data elements are populated for a service type). More detailed information on data fields within the Data Dictionary for Billing, including sample data for each Networkx service, is available in Appendix N.

In cases where there are multiple charging units, the contractor shall provide separate records in the detail billing file, and for each record, the CLINS, quantities, charging units, and charges shall be separate. [C.3.6.2.2.3] – Direct Billing

In cases where there are multiple charging units, the contractor shall provide separate records in the detail billing file, and for each record, the CLINS, quantities, charging units, and charges shall be separate. [C.3.6.2.2.3] – Centralized Billing

For direct and centralized Networkx customers subscribing to services requiring multiple CLINs, units, or charges, they are provided separate charge items within the detail record as a benefit to GSA and Agencies, for clear



visibility of each component. The Data Dictionary Package for Billing, contained in Appendix N, provides sample data for each Networkx service including detail records for cases involving multiple units with associated CLINs and units priced separately.

The contractor shall provide all CLINs associated with the UBI even if the charges are zero. [C.3.6.2.2.3]

All CLINs associated with a given UBI are provided, including CLINs not generating monthly charges. This allows the Government to view all components of a Networkx service regardless of the charges generated. More detailed information on CLINs and UBIs, including sample data for each Networkx service, is available in Appendix N.

The contractor shall provide CDR level (i.e., the lowest level available, such as circuit level, PVC, SED) records for all other services in the Detail Billing File(s). [C.3.6.2.2.3]

The Government receives billing information at the lowest component level possible. More detailed information on CDR level records, including sample data for each Network service, is available in Appendix N.

**Table 2.3.10.1-7.**

[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]
[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]

**Table 2.3.10.1-7:** [Redacted]

The contractor shall provide CDR records in the Detail Billing File(s) for switched voice services. [C.3.6.2.2.3]  
GSA is provided with call detail records (CDR) within the detail billing file for all switched voice services. This facilitates GSA in performing bill verification activities. More detailed information on CDR level records, including sample data for switched voice services, is available in Appendix N.

If an Agency has received a commercial invoice for switched access Voice Service which the Agency has ordered from the contractor, the contractor shall credit in full the relevant charges back to the original commercial invoice and re-bill the Agency for the charges at the Networx Voice Service rate. [C.3.6.3.2.8]

In the event that an Agency receives a commercial invoice for switched access Voice Service which the Agency has ordered from AT&T, AT&T will credit in full the relevant charges back to the original commercial invoice and re-bill the Agency for the charges at the Networx Voice Service rate.

These adjustments shall occur within the next two billing cycles after receiving the commercial invoice from the Agency. [C.3.6.3.2.8]

AT&T will process these adjustments within the next two billing cycles after receiving the commercial invoice from the Agency.

The contractor shall provide the Agency a reference to the credit adjustment sufficient to prove that the adjustment has been applied. [C.3.6.3.2.8]

AT&T will provide the Agency with a reference to the credit adjustment sufficient to prove that the adjustment has been accurately applied.

[REDACTED]

[Redacted text block containing multiple lines of blacked-out content with yellow and black markers]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### **2.3.10.2 Information Exchange [L.34.2.3.10.2]**

To facilitate the Government's proposal evaluation process, similar narrative direct and centralized data dictionary requirements have been grouped together.

On a service-by-service basis, the offeror shall identify the media, transport methods and formats for receiving and providing the following:

(a) Invoice data

For all services AT&T is offering, AT&T will provide the required media, transport, and formats for receiving and providing invoice data consistent with

Tables C.3.6.1.2.2.3.1 and C.3.6.1.3.2.2.3.2 (for direct bills) and C.3.6.2.3.2.1.3.1 and C.3.6.2.3.2.1.3.2 in the RFP.

(b) Detailed Billing data

The contractor shall deliver direct-billed invoice, Detail Billing, and Adjustments Files in accordance with Section 3.6.1.3.2.2, Direct-Billed Invoice, Detail Billing and Adjustment Files, Attachment J.12.4, Billing Invoice and Detail, and J.12.6, Adjustments. [C.3.6.2.2.3] – Direct Billing

The contractor shall deliver Centralized Invoice, Detail Billing, and Adjustments Files in accordance with Section C.3.6.2.3.2.1, Centralized Billed Invoicing, Detailed Billing, and Adjustment Files as well as Attachments J.12.4, Billing Invoice and Detail and J.12.6, Adjustments. [C.3.6.2.2.3] – Centralized Billing

AT&T will deliver direct and centralized invoices, detailed billing, and adjustment files in accordance with Attachments J.12.4 and J.12.6. This information is delivered to the Government in any of the media types, transport methods, and data formats referenced in the RFP Table C.3.6.2.3.2.1.3.1. For all services AT&T is offering, AT&T will provide the required media, transport, and formats for receiving and providing Detailed Billing data consistent with Tables C.3.6.1.3.2.2.3.1 and C.3.6.3.3.3.1.3.1 and C.3.6.1.3.2.2.3.2 in the RFP. The responses provided to the Government in the following section demonstrate compliance with Networx Information Exchange requirements. More detailed information pertaining to the delivery of the direct-billed invoice, Detail Billing, and Adjustments Files, including sample data for all services, can be found in Appendix N.

The contractor shall provide the Agency/Sub-Agency any application software packages required to read and analyze electronic billing data. [C.3.6.1.2.6]

The flat file provided to the Government is in CSV format on CD-ROM. Special software packages are not required to access or analyze the data.

(c) Dispute Resolution data

For all services AT&T is offering, AT&T will provide the required media, transport, and formats for receiving and providing Dispute Resolution data consistent with Tables C.3.6.3.3.4.1.3 and C.3.6.3.3.3.1.3.1 and C.3.6.3.3.5.2.3 in the RFP.

**Billing Inquiries and Disputes**

The contractor shall provide access to its system to Agencies to enable Agencies to directly and immediately enter new billing disputes, to inquire, view, track, and print existing disputes for their Agency only, and to download disputes that apply to their Agency alone. [C.3.6.3.2.3]

Agency Networkx customers can submit billing inquiries and/or billing disputes directly to the Networkx billing team [REDACTED]

[REDACTED] A single tool is available for billing inquires and billing disputes. As with all Networkx [REDACTED]

[REDACTED] through the AT&T **BusinessDirect** web portal [REDACTED]

[REDACTED]

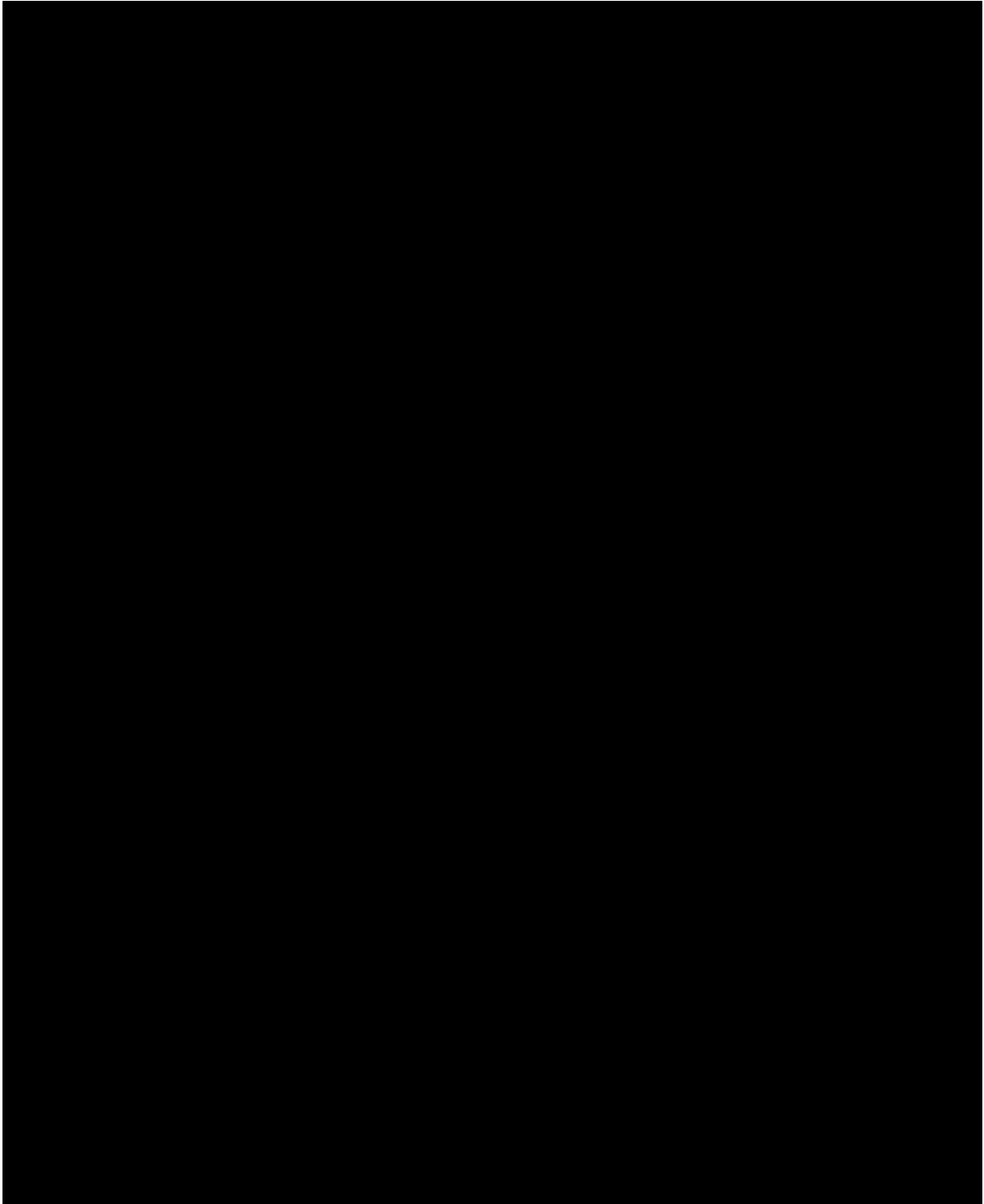
[REDACTED] AT&T BusinessDirect,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] **Figure 2.3.10.2-1.**



**Figure 2.3.10.2-1:**



The contractor shall provide a secure, web-based capability for the Agency/Sub-Agency and the GSA to inquire on detail billing and adjustment records and download them as necessary. [C.3.6.1.2.3]

The Government is required to certify all Networkx invoices on a monthly basis to make certain charged items (particularly pricing components) are complete and accurate. [REDACTED]

[REDACTED] available through AT&T **BusinessDirect**.

Customers can access and download detailed billing and adjustment records

[REDACTED]

Figure 2.3.10.2-2 pr [REDACTED]

[REDACTED]

[REDACTED]

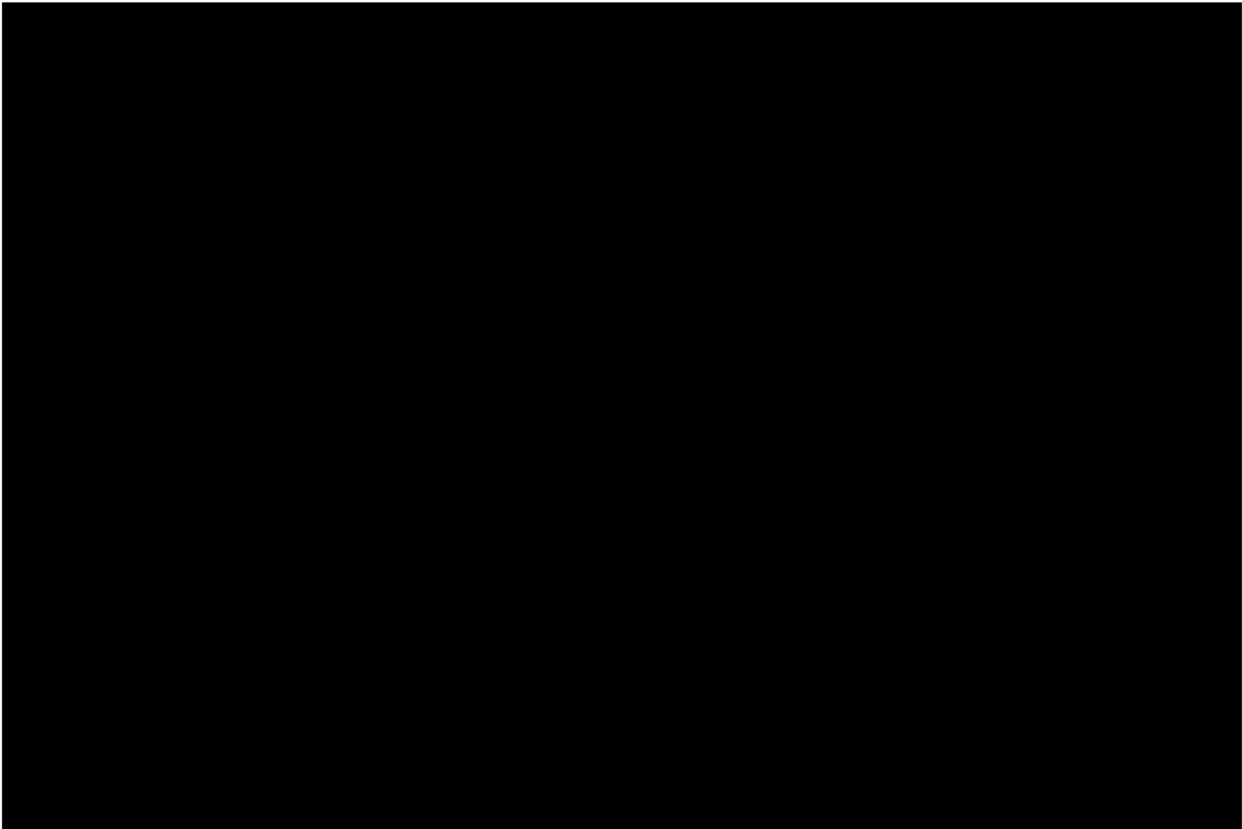


Figure 2.3.10.2-2: [REDACTED]

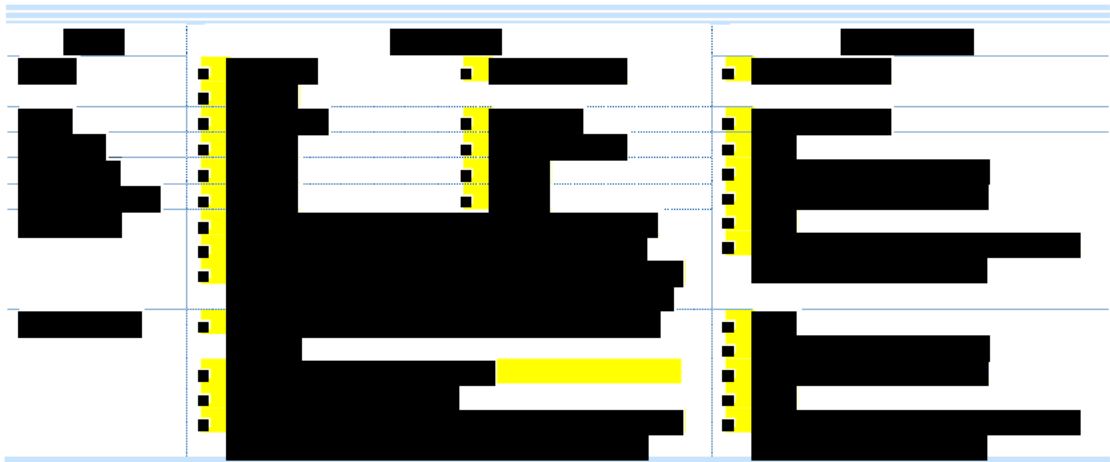
[REDACTED]

This reduces the amount of input required by Agencies and improves transaction accuracy. [REDACTED]

[REDACTED]

The contractor shall accept billing disputes from Agencies in the media types specified in Section C.3.6.3.3.2.2, Billing Dispute, as mutually agreed upon by the Contractor and the Agency. [C.3.6.3.2.2]

As mentioned in the previous section, Agencies have the option of submitting billing disputes through a variety of methods as listed in **Table 2.3.10.2-1**.



**Table 2.3.10.2-1:** [REDACTED]

The contractor shall accept billing disputes from Agencies, containing the data elements specified in Section C.3.6.3.3.2.2, Billing Dispute. [C.3.6.3.2.2]

AT&T will accept billing disputes from Agencies, containing the data elements in Section C.3.6.3.3.2.2. A common set of data elements is used in the processing of billing inquiries and disputes. [REDACTED] (Table 2.3.10.2-2) [REDACTED]





Immediately after submitting [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

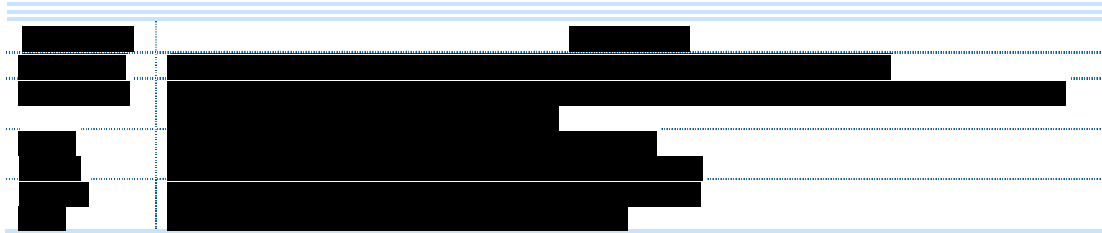
(d) Adjustment Data

The contractor shall send the Agency Adjustment File according to Section C.3.6.3.3.5.3, Agency Adjustment File, as mutually agreed upon by the contractor and the Agency. [C.3.6.3.2.8] - Agency  
The contractor shall send the GSA Adjustment File according to Section C.3.6.3.3.4.1 GSA Adjustment File as mutually agreed upon by the contractor and the GSA. [C.3.6.3.2.8] - GSA

Agencies and the GSA are provided with detailed information for adjustments applied to Networx invoices. This data is delivered within the Agency Adjustment File and the GSA Adjustment File, allowing the Government to clearly identify adjustments at the CLIN level. The Agency Adjustment files provided by AT&T to the Agency are available in the media/transport/format types described in Section C.3.6.3.3.5.3.3 of the RFP including either file server or email server media types, as mutually agreed upon with the Agency. GSA Adjustment files will be provided by AT&T in the media/transport/format types described in RFP table C.3.6.3.3.4.1.3. The GSA Adjustment file provided by AT&T to the GSA is available in any of the media/transport/formats described in Section C.3.6.3.3.4.1 of the RFP including CD-ROM, DVD-ROM, File Server, and Email Server, as mutually agreed upon with the GSA. For all services AT&T is offering, AT&T will provide the required media, transport, and formats for receiving and providing adjustment data consistent with Tables C.3.6.3.3.4.1.3 and C.3.6.3.3.5.3.3 in the RFP.

The Agency Adjustment File and GSA Adjustment File provided by AT&T contain the data elements listed in **Table 2.3.10.2-3**.





**Table 2.3.10.2-3:** [Redacted]

The contractor shall provide detailed information on adjustments applied to GSA invoices in the GSA Adjustment File. [C.3.6.3.2.8]

GSA is provided with detailed information on adjustments applied to invoices. This data is delivered within the GSA Adjustment File, allowing GSA to clearly identify adjustments down to the CLIN level and easily perform internal processing. AT&T recognizes the importance of delivering accurate adjustment data to the GSA in a timely manner. **Table 2.3.10.2-3** above provides an example of the type of information provided to the Government.

The contractor shall indicate on a record-by-record basis which records are adjustments, and which records are dispute resolution confirmations, if they are included in the same physical file as dispute resolution confirmations. [C.3.6.3.2.8]

GSA must be able to clearly differentiate which records in the file represent billing adjustments. Adjustment records are clearly identified to the Government. Dispute resolution confirmations are provided in a separate physical file provided to the Government. More detailed information on adjustments and dispute resolution confirmations, including sample data for all Networkx services, is available in Appendix N.

(e) Dispute Receipt Acknowledgement data  
The contractor shall provide confirmation of receipt from the Government in the media types specified in Section C.3.6.3.3.5.1, Dispute Receipt Acknowledgement, as mutually agreed upon by the contractor and the Government. [C.3.6.3.2.2]

Dispute Receipt Acknowledgements provided to the Government by AT&T are available in any of the media/transport/formats described in Section C.3.6.3.3.5.1 of the RFP including paper, CD-ROM, DVD-ROM, magnetic tape, file server, email server, and voice, as mutually agreed upon with the

Government. For all services AT&T is offering, AT&T will provide the required media, transport, and formats for receiving and providing dispute receipt acknowledgement data consistent with Table C.3.6.3.3.5.1.3 in the RFP.

The contractor shall provide confirmation of receipt from the Government, containing the data elements as specified in Section C.3.6.3.3.5.1, Dispute Receipt Acknowledgement. [C.3.6.3.2.2]

The GSA is provided with Dispute Receipt Acknowledgements containing the data elements specified in **Table 2.3.10.2-5** and in compliance with the requirements in C.3.6.3.3.5.1. More detailed information on Dispute Receipt Acknowledgements including sample data for all Networx services, is available in Appendix N.

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

**Table 2.3.10.2-5:** [REDACTED]

(f) Dispute data (C.3.6.3.2.3)  
The contractor shall maintain a web-based system and database to manage billing disputes. [C.3.6.3.2.3]



For all services AT&T is offering, AT&T will provide the required media, transport, and formats for receiving and providing billing dispute data consistent with Tables C.3.6.3.3.1.1.2 and C.3.6.3.3.2.2.2 in the RFP.

The contractor shall update the database on a daily basis with status changes and new disputes received from Agencies. [C.3.6.3.2.3]

[REDACTED]

[REDACTED] This provides Government users with up-to-date dispute information.

The contractor shall accept and update the database with the Monthly New GSA Disputes file provided by GSA containing new GSA initiated disputes and Agency initiated disputes escalated to GSA. [C.3.6.3.2.3]

New GSA and Agency initiated disputes escalated to GSA can be transmitted electronically. This data is provided within the monthly new GSA disputes file.

This data is accepted from the GSA [REDACTED]

[REDACTED]

[REDACTED]

The contractor shall accept new disputes from the GSA in the media types specified in Section C.3.6.3.3.1.1, Monthly New GSA Disputes file, , as mutually agreed upon by the contractor and the GSA. [C.3.6.3.2.3]

AT&T will accept new disputes from the GSA in the media types specified in Section C.3.6.3.3.1.1, Monthly New GSA Disputes File.

The contractor shall accept new disputes from the GSA, containing the data elements specified in Section C.3.6.3.3.1.1, Monthly New GSA Disputes file. [C.3.6.3.2.3]

AT&T will accept new disputes from the GSA containing the data elements specified in Section C.3.6.3.3.1.1 and in Attachment J.12.5. This data is

[REDACTED]

minimizing the risk associated with multiple hand-offs and reducing the dispute cycle time. More detailed information on the data elements associated with new disputes from GSA, including sample data for all Networkx services, is available in Appendix N.

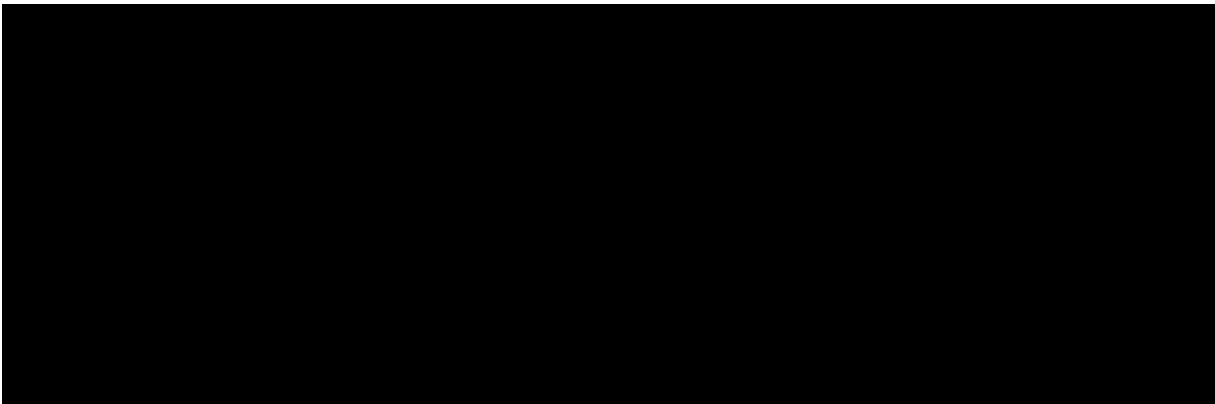
The contractor shall provide the Contractor Disputes file in the media types specified in Section C.3.6.3.3.3.1, Contractor Dispute file, as mutually agreed upon by the contractor and the GSA. [C.3.6.3.2.3]

The Contractor Disputes file provided by AT&T to GSA is available in any of the media/transport/formats described in Section C.3.6.3.3.3.1 of the RFP, including CD-ROM, DVD-ROM, magnetic tape, file server, and email server, as mutually agreed upon with the GSA.

The contractor shall provide the Contractor Disputes file, containing the data elements specified in Section C.3.6.3.3.3.1, Contractor Dispute file. [C.3.6.3.2.3]

The GSA and Agencies are provided with the Disputes File, containing the data elements specified in Section C.3.6.3.3.1 and Attachment J.12.5.1:  
Unit 1: Disputes Data Elements of the RFP.

The GSA is provided with the Dispute File [REDACTED]  
[REDACTED] **Figure 2.3.10.2-3.** This file allows the GSA to clearly determine the status of all Networkx billing disputes. More detailed information on the data elements associated with the Contractor Disputes file, including sample data for all Networkx services, is available in Appendix N.



**Figure 2.3.10.2-3:** [REDACTED]

***Information Retention (C.3.6.1.2.7, C.3.6.2.2.8, C.3.6.2.2.8, and C.3.6.3.2.3)***

The contractor shall provide reports and data fulfilling requests for archived information and data to the Government in a format acceptable to the Government within 5 business days after receiving the Government's request for ten years from expiration or termination of the contract. [C.3.6.1.2.7] – Direct Billing

The contractor shall provide reports and data fulfilling requests for archived information and data to the Government in a format acceptable to the Government within 5 business days after receiving the Government's request. [C.3.6.2.2.8] – Centralized Billing.

The contractor shall provide reports and data fulfilling requests for archived information and data to the Government in a format acceptable to the Government within 5 business days after receiving the Government's request up to ten years after the expiration or termination of the contract. [C.3.6.3.2.3] – Billing Disputes and Adjustments

Within 5 business days after receiving the Government's request, the contractor shall provide reports and data fulfilling requests for archived information and data to the Government in a format acceptable to the Government for ten years after termination or expiration of the contract. [C.3.6.3.2.8] – Billing Disputes and Adjustments

AT&T will fulfill requests from the Government for archived billing data and reports [REDACTED]

[REDACTED]

[REDACTED]



The contractor shall maintain and retain for ten years from expiration or termination of the contract copies of all data, hardcopy, letters, electronic mail, memorandums, adjustment data and other data pertaining to the billing of contract services as specified in Section G.5, Billing. [C.3.6.1.2.7] – Direct Billing

The contractor shall maintain and retain for ten years after termination or expiration of the contract copies of all data, letters, electronic mail, memorandums, adjustment data and other data pertaining to the billing of contract services as specified in Section G.5, Billing. [C.3.6.2.2.8] – Centralized Billing

The contractor shall maintain copies of all letters, documents, memoranda, computer files and any other materials relating to billing disputes and adjustments for a period of ten years after termination or expiration of the contract. [C.3.6.3.2.3] – Adjustment Data

The contractor shall maintain and retain for ten years after termination or expiration of the contract copies of all data, letters, electronic mail, memorandums, adjustment data and other data pertaining to the billing of contract services as specified in Section G.5, Billing. [C.3.6.2.2.8] – Adjustment Data

All Networx data, hardcopy, letters, electronic mail, memorandums, adjustment data, and other materials/data pertaining to the billing of contract services as specified in Section G.5 Billing, will be retained and maintained by AT&T in a secure environment for a period of 10 years after the termination or expiration of the Networx contract and in full compliance with the requirements in Section G.5. In addition, AT&T will maintain copies of all letters, documents, memoranda, computer files, and any other material relating to billing disputes and adjustments for the required period of ten years after termination or expiration of the contract. This includes all critical Networx data associated with billing including information relative to direct billing, centralized billing, and adjustments.

In addition to the requirements for a proper invoice specified in the Prompt Payment clause of this contract, the following information or documentation shall be submitted with each centralized or direct invoice: 1. Billing data as agreed between the contractor and the Government, which provides the data elements described in the Section J.12. 2. Information necessary to enable the Government to make payment by wire transfer in accordance with the Electronic Funds Transfer Payment clause of this contract. [G.5.2]

AT&T will comply with the requirements for a proper invoice as specified in the Prompt Payment clause of this contract. AT&T will submit the following information or documentation with each centralized or direct invoice: 1. Billing data as agreed between AT&T and the Government, which provides the data elements described in the Section J.12. 2. Information necessary to enable the Government to make payment by wire transfer in accordance with the Electronic Funds Transfer Payment clause of this contract. AT&T will fully comply with these requirements.

**Summary**

AT&T places a tremendous value on our long-standing relationship with the U.S. Government. We are committed to expanding our partnership by investing in the continued development of a billing infrastructure and award winning account servicing tools to take advantage of advanced technologies. Through the use of

a highly-flexible and powerful billing platform currently in use today, the Government will receive all Networx services [REDACTED]. All billing capabilities will be fully demonstrated during the Operational Support Systems (OSS) Verification phase. This platform can also be easily modified to accommodate future GSA and Agency needs. In addition, the Government will be fully supported by experienced and CSO and CPO professionals dedicated to providing accurate and timely Networx billing data.

#### **2.3.10.2.1 Billing Inquires and Disputes for Enhanced Managed Network Services**

All billing discrepancies and errors in invoices will be resolved within one billing cycle (30 calendar days) for agencies with EMNS.