

2.3.6 Trouble and Complaint Handling [L.34.2.3.6], [C.3.4.2]

GSA and Customer Agencies receive immediate attention and rapid resolution if a trouble or a complaint occurs, through the efforts of the professionals in the Networx Customer Support Office (CSO) and Customer Care Maintenance Centers.

2.3.6.1 Overview

The offeror shall describe how it proposes to meet Government requirements specified in Section C.3.4.2, CSO-Trouble and Complaint Handling. [L.34.2.3.6]

GSA and the Agencies obtain support and resolve service troubles through a dedicated Networx CSO team trained to manage all aspects of service and support for the Government. This team can be reached at 1-877-GET-NTWX. Using the same number and following prompt strings, the Government can directly contact a service-specific customer care maintenance center help desk. AT&T's **BusinessDirect**® allows Government to enter, track, analyze, classify, and escalate troubles and complaints 24x7 on-line, anytime, anywhere providing accurate and predictable problem resolution. This secure web portal provides access to the various Networx applications; specifically the **Sub** [REDACTED] [REDACTED] for troubles and the [REDACTED] link for Complaints, along with real-time reporting. [REDACTED]

[REDACTED]. The intent is minimum defects in service, but if a problem arises, the Government can report the trouble and conveniently follow the progress of restoration online. Ad hoc status inquiries/reports can also be created anytime, anywhere, using AT&T's Networx applications. A Trouble or Complaint Report includes a unique tracking number, contact name, estimated time to resolve, expected interval for status, suspected or known causes, identification of Telecommunications

Service Priority (TSP), or non-TSP. The Government is kept informed of the history of the problem, from initial status to escalations, restoration through agreement of issue closure. GSA and the Agencies save time and are more efficient because of the well-documented, consistently compliant process for trouble and complaint handling as noted in the features and benefits listed in **Table 2.3.6-1**.

Table 2.3.6-1:

Leading industry analysts recognize AT&T as a high-quality service provider with a history of measurable and documented service performance.

AT&T's Business Direct portal has achieved the highest overall level of integration and feature support. AT&T is viewed as having the strongest portal across all of these areas with "exceptionally well-developed integration with its network map" for trouble ticketing and maintenance



*--Business E-Portals Expand Capabilities
Bryan Van Dussen
January 2005*

2.3.6.2 Trouble and Complaint Handling

[L.34.2.3.6]

The offeror shall describe its organization, resources, strategies, practices, policies, processes, procedures, tools, systems, reports and any other relevant capabilities to provide the Government with a high degree of confidence that the offeror has sound, effective, and adequate management, technical, and operational capabilities that meet Government trouble and complaint handling requirements.

The Government can have a high degree of confidence that rapid problem resolution occurs in the event of a Networx trouble or a complaint. This is accomplished through AT&T's fully documented Problem Reporting (Trouble and Complaint) Process as described in **Figure 2.3.6.2-1**. Please note that at Step 4, AT&T creates an electronic record of the trouble or complaint, and begins resolution.

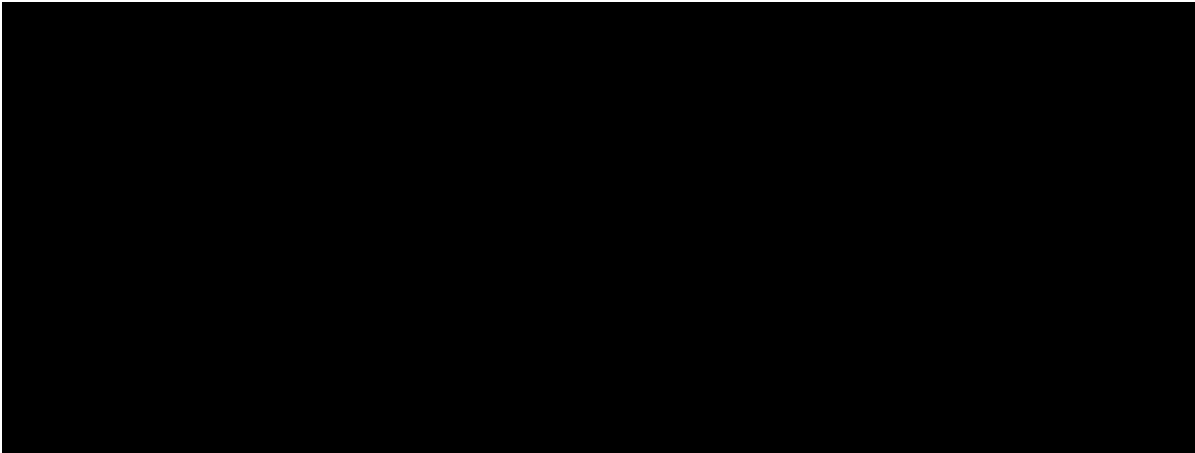


Figure 2.3.6.2-1:

Management Capabilities

AT&T has established a dedicated Networkx Customer Support Office (CSO) as the day-to-day interface for Networkx subscribers. The CSO, residing in Oakton, VA, serves as the focal point for all Government Networkx customers, providing service 24X7. The CSO is staffed by highly trained Networkx professionals with strong reputations in providing quality service along with specific experience working with the Government. The specific management functions within the CSO that support the Trouble and Complaint Handling Process include:

The Service Delivery Team

- [REDACTED] – Fields general questions, comments, and requests on all matters related to Networkx. Customers may call the [REDACTED], using the single toll free at 1-877-GET-NTWX. Non-domestic callers who cannot use the main toll free number will be provided an alternate telephone number to call collect. This number will be published on our Networkx public web-site, notices and invoices. Personnel calling to report a trouble from an Agency select the maintenance prompt, and they will be connected with the specific Maintenance Help Desk required for their service (explained in more detail below). Additionally, Non-domestic

Troubles and Complaints are handled in the same general manner as domestic Troubles and Complaints (Ts & Cs). The Government submits non-domestic Ts&Cs the same as they submit domestic Ts&Cs. The Maintenance teams are trained on both domestic and international troubles. They have processes and procedures that document both domestic and non-domestic trouble shooting tools, contacts, and escalation procedures

- [REDACTED] – Dedicated to ordering and managing critical service requests such as following critical orders end-to-end, maintenance requests and SLA reports for these services.
- [REDACTED] (which include Service Ordering, Provisioning, and Inventory) – Key personnel within the CSO to specifically support the Networkx Contract.

Network Management & Maintenance

- [REDACTED] – Supported by the [REDACTED]
[REDACTED] – often referred to as [REDACTED]
[REDACTED] The maintenance organization is readily available, with a team of skilled Technical Support Engineering professionals available to directly diagnose and resolve troubles for maintenance issues. Technicians will coordinate between the Government, AT&T, Local Access Providers and subcontractors for trouble resolution and restoration for Networkx services. Many individuals working in the AT&T Maintenance Centers are degreed in computer science, plus hold industry certifications such as Microsoft Certified Systems Engineer (MSCE), Novell Certified Network Engineer (CNE), Cisco Certified Network Associate (CCNA), and Cisco Certified Network Professional (CCNP). AT&T sponsors extensive additional training and all associates are encouraged to seek additional certifications.

The entire CSO pertinent to the Trouble and Complaint Handling Process for Networkx can be viewed in **Figure 2.3.6.2-2**.

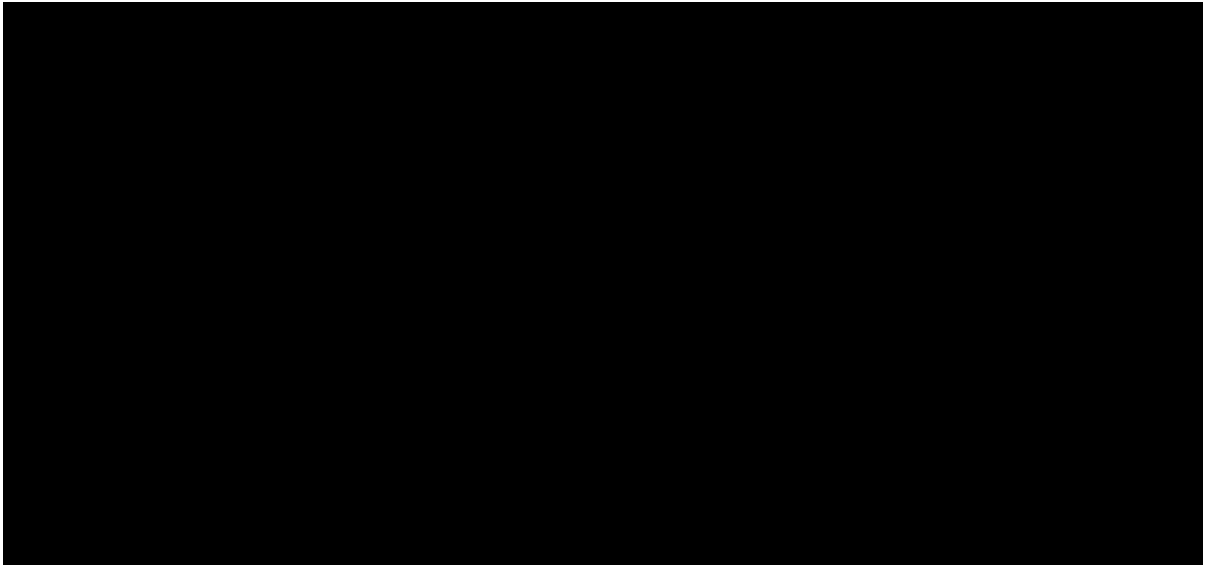


Figure 2.3.6.2-2:

Upon resolution, the [REDACTED] acquires a sampling of closed tickets and sends a [REDACTED] to the initiator of the trouble ticket to clarify expectations are consistently exceeded, and if not, input will be utilized for future process improvement to the trouble reporting experience.

Technical and Operational Capabilities

The Government Networx customers will benefit from AT&T's expertise to satisfy all technical and operational capabilities in support of trouble and complaint handling requirements. Networx Agencies will benefit from the expertise of the world's largest provider of integrated telecommunications facilities, with the unparalleled technology and infrastructure credentials of a world-class [REDACTED] pictured in **Figure 2.3.6.2-3**. The [REDACTED] proactively monitors the health and status (surveillance, communication and support) of AT&T's network infrastructure at all times. The [REDACTED] is the most sophisticated network command and control center in the world, now in its fourth generation, providing a high degree of confidence to the Government.

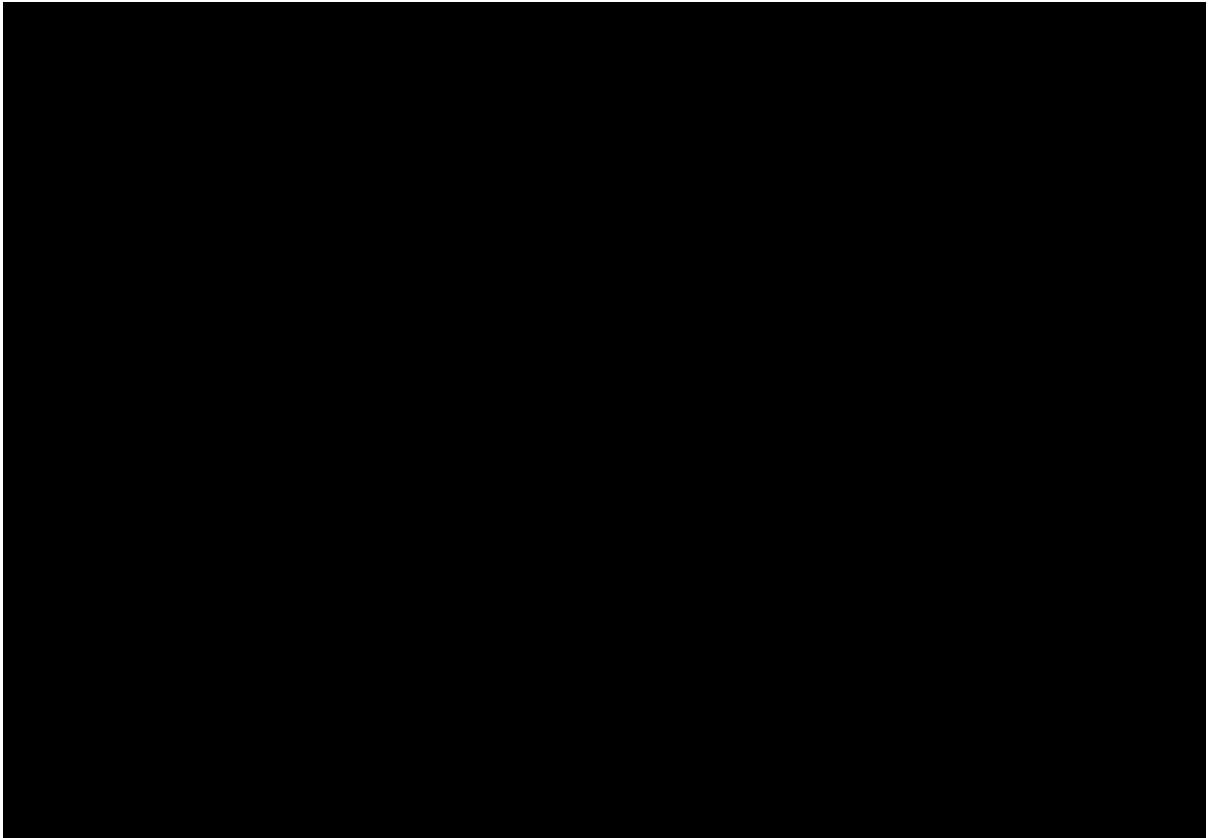
Most, if not all, other carriers do sample monitoring (roughly [REDACTED] of the total traffic) and wait for customers to call in a trouble ticket. AT&T internal procedures provide continuous pro-active monitoring and will typically detect a problem before the customer reports it. On average, [REDACTED] of customer-affecting problems are detected by AT&T automatically through the use of a variety of software tools and packages and the customer is able to view these tickets via [REDACTED]

[REDACTED] accessible through AT&T **BusinessDirect**. Posted alarms contain information concerning the affected customer appears on the screens used by [REDACTED] personnel. This alerts a [REDACTED]



Figure 2.3.6.2-3: AT&T Global Network Operations Center (GNOC). The GNOC is responsible for proactively managing the AT&T's Global Network, often resolving Agency problems before detection.

[REDACTED] through problem resolution. The Government's Networx services are monitored and safeguarded with the tools required to analyze, verify, and respond at the technician's fingertips. These features are viewable to Networx Customers via the AT&T **BusinessDirect** portal [REDACTED] application, (Figure 2.3.6.2-4).

**Figure 2.3.6.2-4:**

The [REDACTED] application allows the Government to administer convenient [REDACTED] [REDACTED], providing Agencies access to many of the same diagnostic tools AT&T technicians have. For many services, customers can check alarms and initiate their own circuit tests, with or without opening a trouble ticket.

For more complex issues, our dedicated [REDACTED], staffed with skilled Networkx trained professionals, is readily available at 1-877-GET-NTWX to personally assist GSA or the Agency with their concerns. Complaints, compliments, suggestions, and more can also all be electronically submitted via the [REDACTED] site (**Figure 2.3.6.2-5**). The [REDACTED] and the [REDACTED] links can both be accessed under the same secure Networkx subscriber web page (which is

further described in Section 2.3.7, Business Relationship Management). All complaints will be resolved within a [REDACTED]

[REDACTED] via the dedicated [REDACTED].



Figure 2.3.6.2-5: [REDACTED]
[REDACTED]

2.3.6.3 Trouble and Complaint Handling Capabilities

[L.34.2.3.6]. [C.3.4.2.2.1], [C.3.4.2.2.3]

The offeror shall describe its trouble and complaint handling capabilities to provide the Government a high degree of confidence that the offeror will be a strong partner that understands the challenges that the Government faces in:

- (a) Addressing customer problems and complaints expeditiously
- (b) Maintaining high customer satisfaction and ensuring the performance and quality of Networx trouble and complaint handling
- (c) Ensuring that Networx trouble and complaint handling capabilities are maintained up to current standards and practices
- (d) Ensuring Customer Agency users are adequately informed in a timely manner about progress, status, and actions taken by offeror to address problems and complaints

The contractor shall establish and implement procedures and systems for 24x7 trouble and complaint collection, entry, tracking, analysis, priority classification, and escalation for all services to ensure that problems are resolved within the time frames specified in Sections C.2, Technical Requirements and Attachment J.13, Service Level Requirements. [C.3.4.2.2.1]

The trouble management system and the complaint handling system need not be integrated, but the contractor shall provide a single interface to the Government that does not require the Government to distinguish between systems. [C.3.4.2.2.1]

The contractor shall provide secured Web-based real-time access to trouble and complaint reporting information for the Government to obtain ad hoc status updates. [C.3.4.2.2.3]

Network connections are mission-critical for the Government. To mitigate the challenges of problem isolation and resolution, AT&T's trouble management system and complaint handling system are both accessible through the single web based interface, BusinessDirect, [REDACTED]. This system provides up-to-date status of the overall condition of troubles and complaints, keeping Agencies informed at all times. AT&T's commercial standards and practices are less stringent than the notification response and resolution times required in the RFP. For Networkx, AT&T will establish and implement procedures and systems for handling troubles and complaints for all services to be resolved according to the intervals specified in **Table 2.3.6.3-1**, as requested in Sections C.2, Technical Requirements and Attachment J.13, Service Level Requirements. For Networkx, each Agency has a customer profile established identifying their services as part of the contract. **BusinessDirect**

[REDACTED]

[REDACTED] specified in the Networkx contract.

The Networkx designation notifies the technician that the circuit requires special handling. This [REDACTED]

[REDACTED] A similar process will be employed for Networkx [REDACTED] in the customer profile. AT&T will meet the Networkx response and resolution time frames.

[illegible]

To submit and review trouble status, GSA and the Agencies will have access to the [REDACTED] application through AT&T **BusinessDirect**. [REDACTED],

████████████████████, designed to highlight an Agency's trouble quickly and minimize downtime. Trouble detection and resolution is accomplished through technicians utilizing a variety of software testing tools and practices. If determined to be necessary, a technician is dispatched to the Agency site.

██████████ will confirm receipt within minutes while the trouble is

logged into our trouble ticketing system. Critical details are easily accessible and viewable under the [REDACTED] link as displayed in **Figure 2.3.6.3-1**.

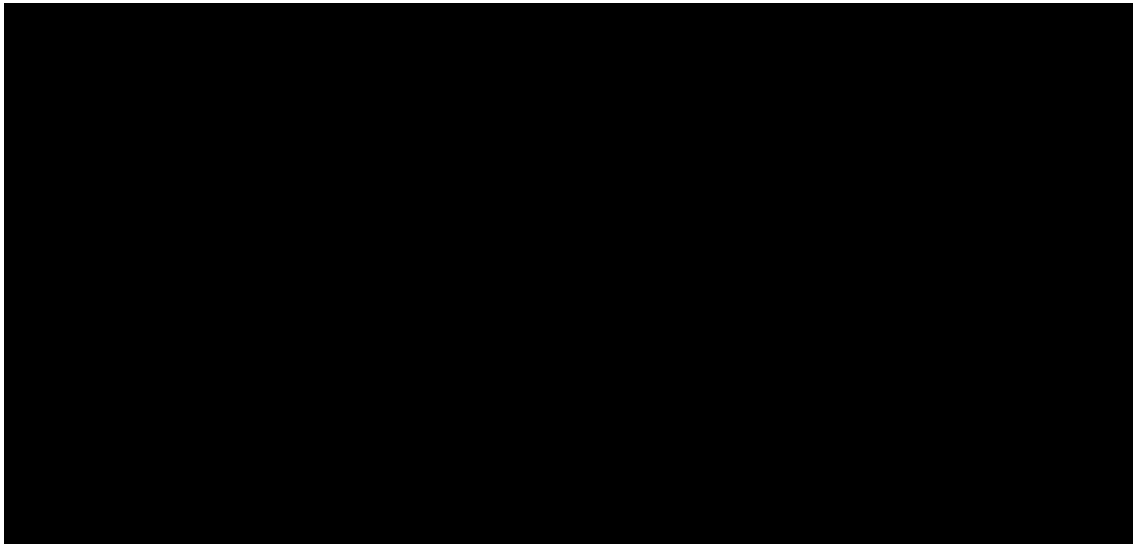


Figure 2.3.6.3-1: [REDACTED]

The Agency representative is also contacted by the same means of communications as the issue was received or by telephone to provide timely attention. [REDACTED]

worldspan.

"We expect 100 percent uptime, but when a failure does occur, AT&T enables us to shorten downtime & minimize the impact to our Customer...enabling us to more confidently predict a restoration time, which in turn gives our Customers confidence in our ability to restore service."

–Worldspan Network
Operations VP

[REDACTED] provide status to email, text pager or cell phone for select services. GSA and the Agencies can be assured AT&T will implement restricted access and user control privileges of AT&T **BusinessDirect** based on the Designated Agency Representative (DAR) permissions for specific Agency problems, yet the GSA will

have access to all Agency records. Status can be obtained and progress escalated through the Agency's own trouble reporting applications ([REDACTED])

[REDACTED]), which has proven to be very positive for efficient customer satisfaction.



Figure 2.3.6.3-2:



The Government can realize time savings, allowing efficiencies in other areas, by accessing the AT&T **BusinessDirect** customer portal (Table 2.3.6.3-2). As a problem is being resolved, the Government can access real-time status and ad hoc reports by simply [REDACTED]

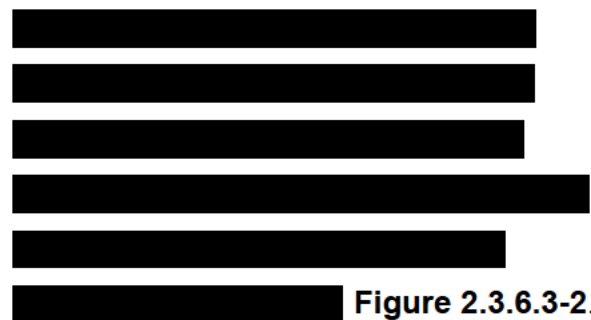


Figure 2.3.6.3-2.

TOOL	TRANSACTION		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Table 2.3.6.3-2: Typical Time Savings of [REDACTED]

[REDACTED]

The trouble report includes a [REDACTED]

[REDACTED]

AT&T includes the designation for TSP in the trouble reporting database.

In the event that a failure has occurred, restoration begins immediately, based on the following priorities:

-
- | Response | Percentage |
|----------------------|------------|
| Not responsible | 15% |
| Somewhat responsible | 35% |
| Very responsible | 45% |
| Don't know | 5% |

Upon resolution of the service trouble, status is updated online, and calls are made to the initiator directly to provide information concerning the declared status. If the initiator or alternate contact agrees with the trouble/complaint resolution, then the ticket is closed. If the DAR is unavailable to participate in cooperative testing to confirm resolution, AT&T indicates the interval between the request for assistance and the time testing was resolved. AT&T makes a concerted effort to contact the Government initiator DAR or alternate contact before closing the report record. A record of the resolution and closeout times, including the start and resolution date/time of the outage and the nature of the trouble are reported in the monthly Service Level Agreement (SLA) scorecard for Performance Management. (See example of a Trouble Report Summary in **Figure 2.3.6.3-3.**) The Government can always initiate a [REDACTED]

██████████ for any exceptions through their ██████████
██████████ which will be reviewed at the monthly Network Program
meetings. ██████████

Finally, AT&T continually reviews our trouble and complaint handling processes and systems to make sure they reflect the most current and effective standards and practices for quick, complete resolution.

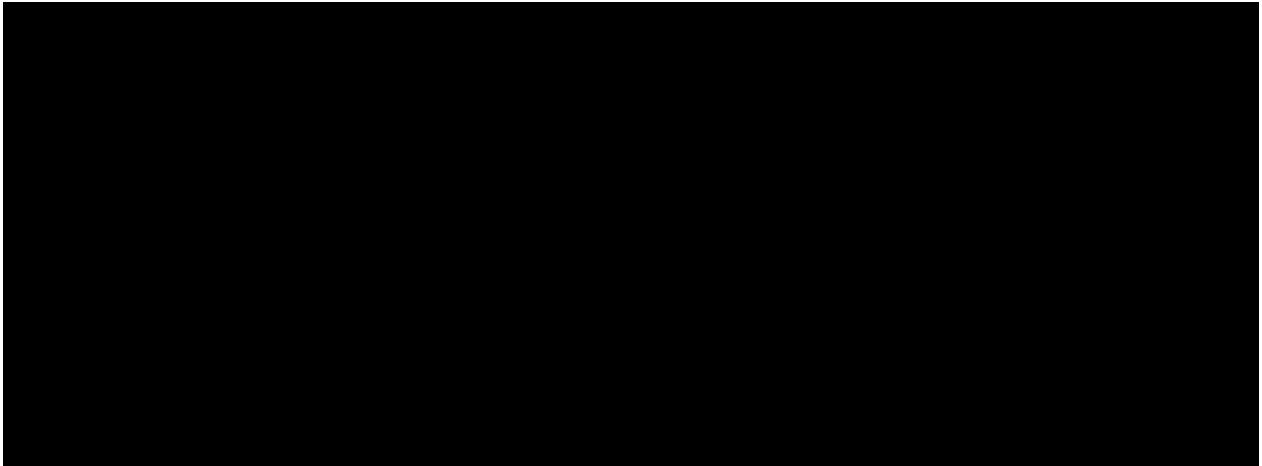


Figure 2.3.6.3-3: [REDACTED]

2.3.6.4 Escalation Procedures [C.3.4.2.2.4]

The contractor shall implement an internal process for escalating an issue to increasing levels of technical expertise when the current level is unable to resolve the problem within the required interval. [C.3.4.2.2.4]

The contractor shall implement a process for customer-driven escalations as well as internally-driven escalations to succeeding levels of management when a trouble or complaint is not resolved within the required performance target or when the customer has indicated dissatisfaction with the way the contractor has handled the issue. Requirements for the contractor's escalation contacts are in Section C.3.2.2.1, Contractor's Program Organization. [C.3.4.2.2.4]

AT&T works to ensure high-quality service as the norm for GSA and the Agencies. However, in the unlikely event that an issue is not resolved according to required intervals, or more attention is needed to gain resolution, direct internal and external escalation procedures are in place. In addition, the Government Program Management Team is provided with an escalation list, including personal direct numbers of the entire Network CPO, so the correct AT&T personnel can be reached when needed.

Table 2.3.6.4-1 displays External Escalation Contacts for use by Network users – **the Government may request escalation at any time.**

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

NAME	TITLE	OFFICE PHONE	CELL PHONE
[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 2.3.6.4-1: External Escalation Contacts for Networx.

Escalations, in general, are used to facilitate and expedite resolutions for problems that have been identified and brought to the managers' immediate attention. There are two types of escalations that the technician may need to execute.

- The *Technical Escalation* is used internally to engage a higher level of technical expertise to resolve a problem, and usually get involved at the second step of the escalation process.
- A *Management Escalation* is used to alert and seek the assistance of management within an organization to provide the necessary people and resources to resolve a problem within committed timeframes.

Escalations requests can be initiated by the Government, AT&T Networx CPO, CSO or another technician. Two common reasons for escalations include:

- [REDACTED]
- [REDACTED]

Note: In validating the priority level, for tickets with "TSP" or "Critical" priority, we will follow the contractual notification path by referencing **Table 2.3.6.3-1**, column titled Notification Response and Resolution Time Frame.

Escalation Lists

If an escalation arises on an outage, or if it is a critical service, the internal escalation path as described in **Table 2.3.6.4-2** should be followed: This is our standard AT&T Corporate Policy. Escalations are counted from the initial

trouble report time. The escalation process commences one hour after the initial report time, and every subsequent hour it goes to the next level. Note: Priority 1 is similar to our “TSP” or “Critical” services and Priority 2 is similar to our “Routine” services for Networkx.

Case No.	Case Name	Case Description	Case Status
1	John Doe	John Doe is a 35-year-old male who has been diagnosed with a rare form of cancer. He is currently undergoing treatment at the oncology department.	Active
2	Jane Smith	Jane Smith is a 42-year-old female who has been diagnosed with a rare form of cancer. She is currently undergoing treatment at the oncology department.	Active
3	Michael Johnson	Michael Johnson is a 58-year-old male who has been diagnosed with a rare form of cancer. He is currently undergoing treatment at the oncology department.	Active
4	Sarah Williams	Sarah Williams is a 65-year-old female who has been diagnosed with a rare form of cancer. She is currently undergoing treatment at the oncology department.	Active
5	David Brown	David Brown is a 72-year-old male who has been diagnosed with a rare form of cancer. He is currently undergoing treatment at the oncology department.	Active
6	Emily White	Emily White is a 28-year-old female who has been diagnosed with a rare form of cancer. She is currently undergoing treatment at the oncology department.	Active

Table 2.3.6.4-2:

As a full service provider, AT&T's intent is to provide GSA and the Agencies with high-quality service, maintenance support end-to-end for mission-critical success throughout the Network lifecycle for all services. When an escalation is necessary our team is in place for rapid resolution, as displayed in our operational flow in **Figure 2.3.6.4-1**.

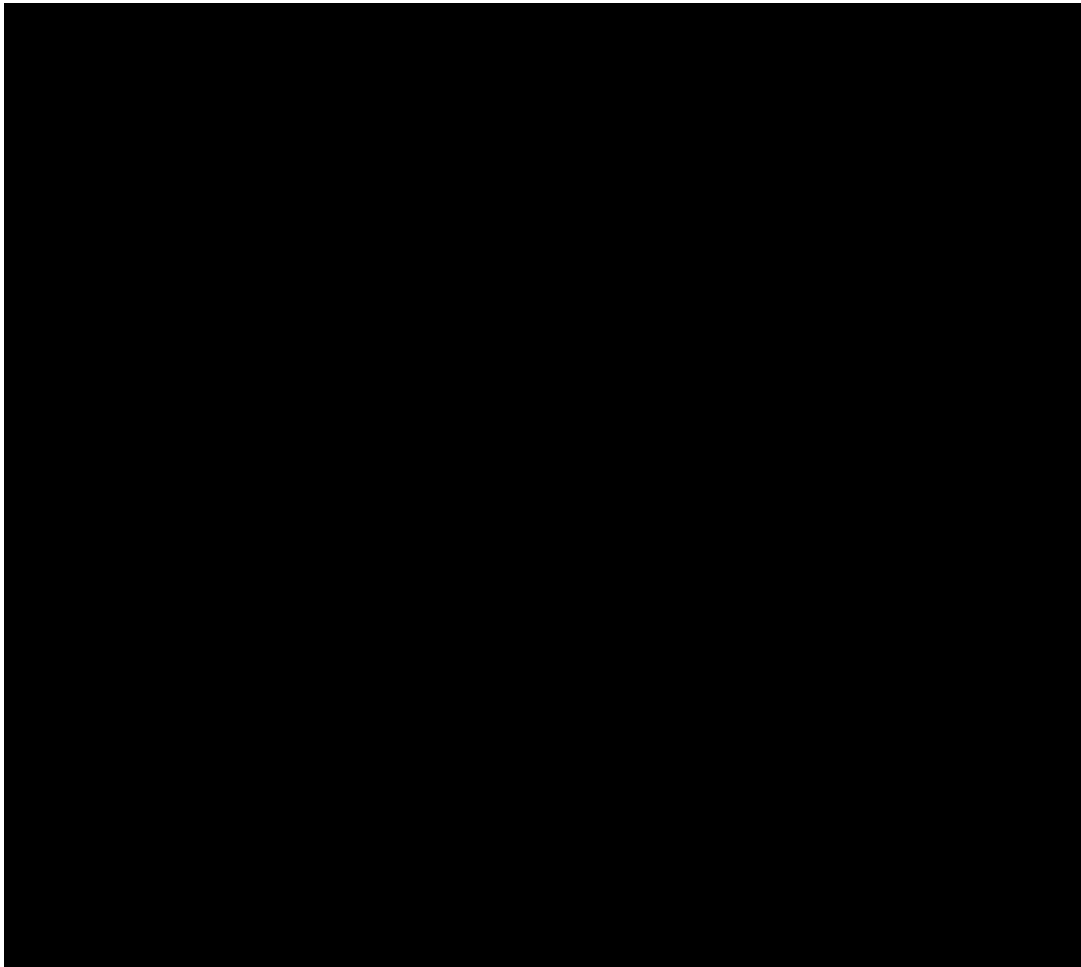


Figure 2.3.6.4-1:

If the Offeror's approach to meeting Trouble and Complaint Handling requirements is different for optional services than for mandatory services, the offeror shall describe the differences in a separate optional services sub-section within the Trouble and Complaint Handling section of the Offeror's response.[L.34.2.3.6]

The approach to meeting Trouble and Complaint Handling requirements is the same for both optional and mandatory services.

Summary



GSA and Agencies can easily enter and track trouble and complaints through a single secure web portal available 24x7, allowing them to quickly enter, track, analyze, prioritize, classify and escalate

either trouble or complaints. A tracking number, contact information, estimated time to resolve, expected interval for status, cause analysis and confirmation of TSP or non-TSP status will be provided. Responses and ad hoc inquiries, and real time delivery of status and resolutions, will be reported according to the requirements specified by the Government. AT&T strives to consistently exceed all requirements for Trouble and Complaint Handling.