

2.3.9 Service Ordering [L.34.2.3.9], [C3.5.1.2.1], [C.3.5.1.2.1.3], [C.3.5.1.2.2], [C.3.5.1.2.2.1], [C.3.5.1.2.2.5], [C.3.5.1.2.2.6], [J12]

The General Services Administration (GSA) and the Agencies are fully supported with secure Networx ordering tools and processes that allow service orders to be easily submitted, tracked, and completed in a timely and accurate manner. These tools and processes are backed by a highly experienced staff of industry professionals dedicated to providing Networx customers with a high-quality service ordering experience.

The offeror shall describe in detail, its service ordering and tracking data, systems, and processes and how they will meet the needs of the various Government users, as described in Section C.3.5, Service Ordering and Attachment J.12, Ordering and Billing Data Elements. In addition, the offeror shall:

- (a) Provide a Data Dictionary Package
- (b) Describe its Provisioning Intervals and related terms and conditions
- (c) Describe its methods of exchanging order-related information with Agencies

Overview

AT&T's service ordering philosophy, summarized in **Table 2.3.9-1**, is very simple:

SERVICE ORDERING PHILOSOPHY	GSA CUSTOMER BENEFITS
<ul style="list-style-type: none"> Issue orders accurately—the first time Proactively track orders to identify and eliminate potential sources of delay Aggressively resolve service delivery issues minimizing customer impact Maintain strict internal metrics to measure "Quote-To-Bill" performance 	<ul style="list-style-type: none"> Consistent and Predictable Less Error and Rework On-time Service Delivery Continuous Internal Improvement
<ul style="list-style-type: none"> Securely retain and store archival ordering data. Provide customers access to vital ordering data and the ability to perform customer self-service through an award-winning e-Servicing portal AT&T BusinessDirect® Enhance automation capabilities for new services as required by working business priorities in collaboration with GSA 	<ul style="list-style-type: none"> Customer Care Compelling Applications Long-term Relationships

Table 2.3.9-1: Service Ordering Philosophy. Maximize order efficiency and minimize the risk of ordering delays.

The importance of issuing service orders correctly and on-time cannot be overstated. Accurate service orders confirm that Networx services and products are installed and/or delivered on time; they confirm accurate billing and positively impact many aspects of the customer's initial experience.

Significant resources have been dedicated over the past two decades to the successful operation of large Federal contracts, such as FTS2000 and FTS2001 Crossover. Although AT&T is recognized as a major provider of quality telecommunications to the U.S. Government, we cannot rest on that reputation. We continuously strive to enhance the service ordering process for Government customers by making the investments necessary to create easy-to-use, rule based tools and processes that improve the delivery of existing services, deliver entirely new services (e.g. Internet ProtectSM and Level 2 VPN), and improve all service delivery performance and order quality metrics.



"AT&T's BusinessDirect portal has achieved the highest overall level of integration and feature support across ordering, maintenance, billing, and network management".
—The Yankee Group
January 2005

The Government can rely on AT&T as a stable provider in an unstable and dynamic industry. Major efforts are underway to simplify contracts, shorten provisioning times, improve billing accuracy, and provide electronic customer self-care with direct linkage into the ordering system.

AT&T **BusinessDirect**, an award-winning, web-based portal, provides GSA Customers with a powerful set of secure service order management tools. AT&T

BusinessDirect is a secure entry point for Government Networx users to perform electronic order related account servicing functions. Over

600,000 users perform an average of 2.6 million transactions daily across the AT&T **BusinessDirect** application portfolio. Government users can use the tools accessed through AT&T **BusinessDirect** to perform service ordering activities 24x7.

The Contractor shall establish an automated ordering capability. [L.34.2.3.9.] [C.3.5.1.2.1]

For the Networx contract, GSA and Agencies will have the ability to submit and track all orders through an automated ordering capability established to support their services and critical missions. This ordering experience begins with Government customers accessing eOrder applications through our **BusinessDirect** portal enhanced specifically for Networx.

In addition to providing Government customers eOrder capability, AT&T **BusinessDirect** brings many benefits to the Government, including convenient and secure account management that saves time by minimizing the need to place telephone calls and waiting for callbacks. Productivity is improved by increasing automation, minimizing manual data entry, and redirecting headcount. This allows Government personnel to focus on their core missions.

Figure 2.3.9-1 shows the first AT&T **BusinessDirect** screen that Government customers see when they initially access the portal.

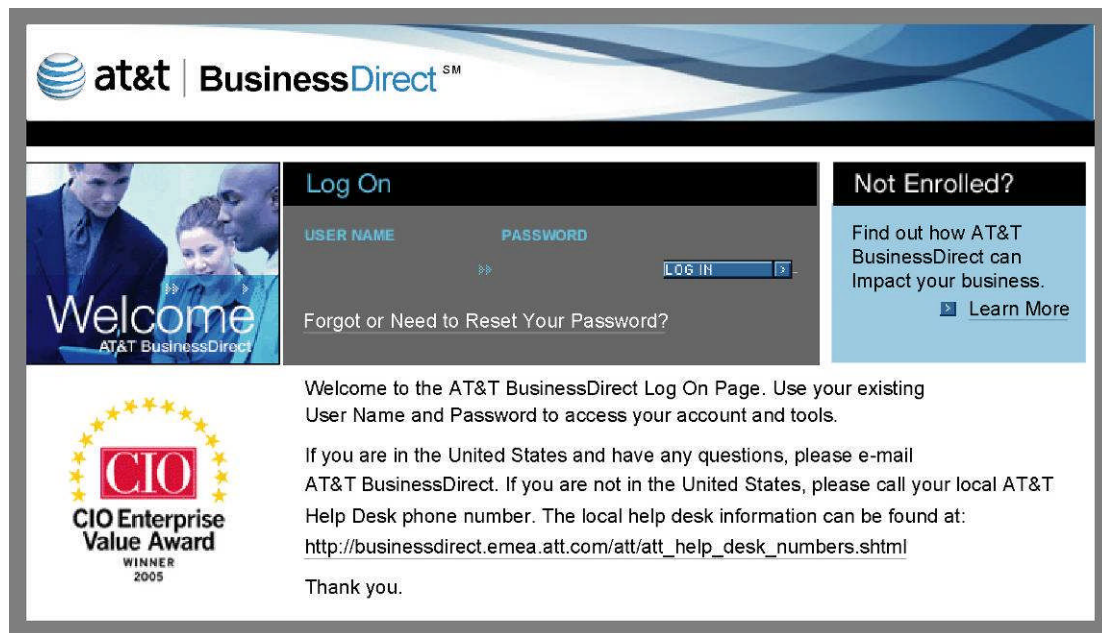


Figure 2.3.9-1: Welcome Screen. AT&T **BusinessDirect** is the authorization gateway for Government Networkx customers to perform a variety of order-related functions.

Government customers can perform the service order functions listed in **Table 2.3.9-2** by accessing the eOrdering tools within the AT&T **BusinessDirect** portal.

AT&T BUSINESSDIRECT ORDERING CAPABILITIES	GSA CUSTOMER BENEFITS
<ul style="list-style-type: none"> • Submit service orders in a secure, online environment. Automation speeds up the request directly into provisioning. • Monitor order status on pending Networkx service orders for optimum service installation planning. • Access up to 3 months of acknowledgement or confirmation data online (older data is available by contacting the Customer Support Office [CSO] or placing an on-line request).. • Easily obtain pre-order price quotes and verify billed charges. • Quickly determine the relationship between Agency Hierarchy Codes (AHCs) and AT&T account information. • Produce customized reports that include data elements for the Government user. 	<ul style="list-style-type: none"> • Speed, Accuracy, and Ease of Use • Lower Cost of Ownership • Customer Satisfaction • Customer Focused • Speed and Ease of Use • Flexible

Table 2.3.9-2: AT&T BusinessDirect Features. One stop shopping for Networkx customers.

The first eOrder step begins when the GSA or Agency personnel request and obtain a unique user ID and password from AT&T. AT&T works with the Agency to establish an overall owner of the **BusinessDirect** ID process, called the “Agency Administrator” who establishes all subsequent Agency IDs. The Agency Administrator functions are described in detail starting on

page 260 in the section titled "Security". After entering their ID and password, the user is presented with a customer home page, personalized for them, in addition, they are only granted access to the data associated with their permissions defined in their profile.

The tools page accessed from the main customer home page is shown in **Figure 2.3.9-2**.

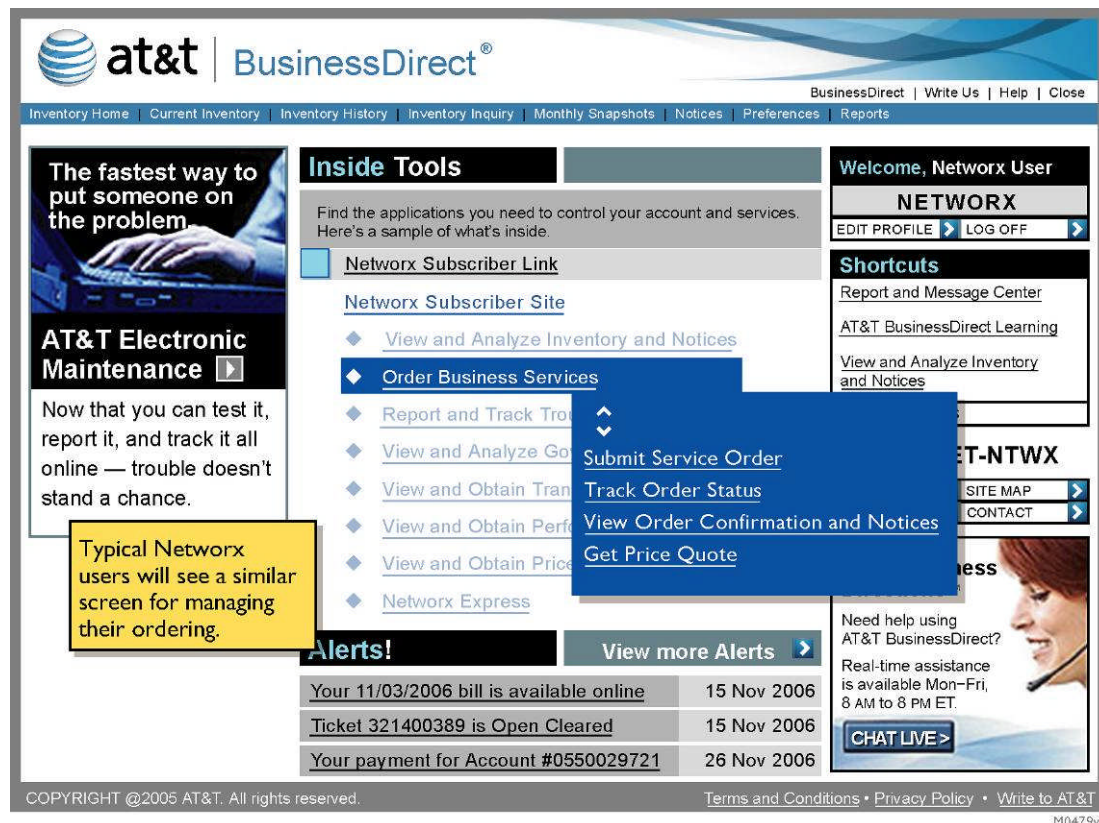


Figure 2.3.9-2: Government eOrder Tool. This key launching point for Networkx customers allows them to perform a variety of service-ordering functions

Authorization of Orders

One of the most important aspects of the ordering process involves defining the authority of Government Networkx users to place service orders. For example, ordering permissions can be set such that one user has permission to order data services only and another user has permission to order voice services only.

Permission management also includes restrictions to prevent unauthorized access to other Agencies' data. Filters associated with the company profile and eOrdering tool allows the Agency Administrator to further restrict access.

The AT&T **BusinessDirect** platform allows GSA and Agency customers to fully control who can access information through the portal, and the level of access provided. Individual agency DARs and their Agency Administrators have direct control over who receives AT&T **BusinessDirect** logon IDs and what access privileges those IDs are granted. AT&T accepts orders from any user who has an AT&T **BusinessDirect** ID with access permissions allowing them to order services, as designated by the Agency itself. For example, an Agency can choose to allow full access to place orders, but can restrict those same users from access to billing information. AT&T **BusinessDirect** access administration functions are as follows;

- Authorized User Management by Agency Administrator (adds/deletes)
- User profile Management (tools, add or delete)
- User access management (desktop certificates, user passwords)

The Agency Administrator is generally either the Contracting Officer (CO) or the DAR Administrator as defined in Section G.1, Roles and Responsibilities. The DAR Administrator within each Agency maintains the Government personnel who are authorized to place Networx orders and identifies each DAR. DAR administrator changes are provided by the Government (per requirements in the RFP Section G.1, Roles and Responsibilities).

For cases where Government customers who choose not to submit and track orders through our automated capability, we have the Customer Support Office (CSO) and Contractor's Program Organization (CPO) professionals who are available to provide world-class customer service and support.

eOrders

Government users begin the process of eOrder submittal by selecting Order Business Services from the AT&T **BusinessDirect** menu. **BusinessDirect** allows Networkx customers to perform the functions in **Table 2.3.9-3**.

ORDER BUSINESS SERVICES	GSA CUSTOMER BENEFITS
Submit Networkx orders	Less Error and Rework
Track and receive the status of Networkx orders	Consistent and Predictable Quality of Service
View service order confirmations and acknowledgements	On-time Service Delivery
Obtain price quotes for any Networkx service.	Customer Focused

Table 2.3.9-3: Submit and Track Orders. Agencies can obtain order information without having to contact the CSO.

Once Government customers access the main AT&T **BusinessDirect** menu, and selecting Order Business services, Networkx customers are provided access to a variety of ordering and tracking links, based on their user authentication, through AT&T eOrder, **Figure 2.3.9-3**.

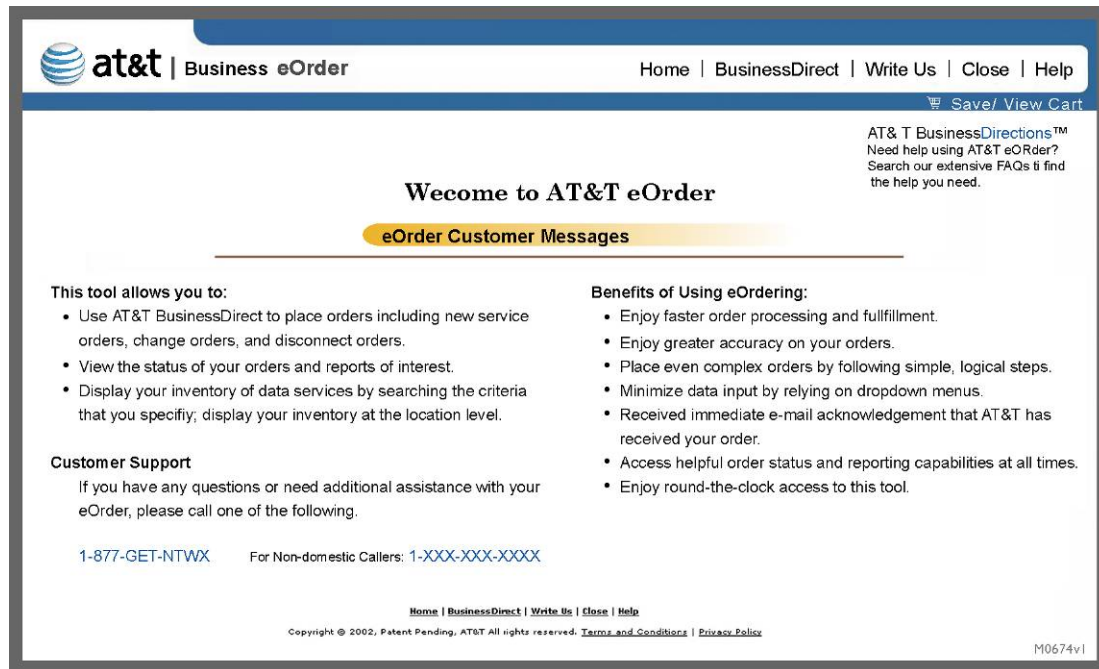


Figure 2.3.9-3: Screen for Accessing All eOrdering Tools. The AT&T **BusinessDirect** platform is the launching point to access all Networx ordering tools that Agencies require.

Within the **BusinessDirect** eOrder applications, Agency specific information (Address, Agency Hierarchy Code (AHC), Master Customer Number (MCN)) are pre-populated, whenever possible, to avoid the need for users to reenter data that is common to every order. Users can also save partially entered orders and restart their ordering session as they left it.

When the DAR places an eOrder it flows through the ordering applications and is managed from receipt through completion by the Oakton, Virginia Service Ordering organization. The provisioning workcenters and the maintenance workcenters differ depending upon the service type. **Table 2.3.9-4** lists these provisioning and maintenance workcenters. **Table 2.3.9-5** defines the relationship between all Networx services, and the associated provisioning and maintenance workcenters.

[illegible]

Table 2.3.9-4: Provisioning and Maintenance Workcenters. *GSA customers leverage existing commercial provisioning and maintenance workcenters ensuring service experience and best practices.*

Date		Time		Location		Weather		Wind		Sea		Visibility		Temperature		Humidity		Pressure		Remarks	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
1	2	3	4	5	6	7	8	9	10	11											

[illegible]

[illegible]

Table 2.3.9-5 Service Order Workflow. Here is a complete outline of service workflow status along with provisioning and maintenance workcenter support.

Electronic ordering processing means that Government orders for many voice and data services are completed faster and the risk of input/format errors is greatly reduced. Built-in logic eliminates certain kinds of common errors, by validating addresses and filtering for valid CLINs.. These up-front edits eliminate time-consuming order corrections, confirming service installation for the Government is accomplished on-time and without errors.

eOrder

When a Government customer issues orders through eOrder, built-in logic is used for more frequently ordered services providing immediate feedback on certain kinds of errors, such as data entries outside the range of expected values. Additionally, if changes or disconnect orders need to be issued, the existing inventory for that service type may be retrieved. Several online fields are pre-populated with the customer's data, including name, address, contact information, service, circuit identifier, etc. This eliminates the need for Networkx customers to re-key information that is common to that order.

The Government is provided with a tracking/order status function within e-Order, allowing them to securely access the status of Networkx orders they are authorized to view. Users can query on a number of order-specific fields to easily access orders for which they require a status. The benefits of using Government eOrder are described below in **Table 2.3.9-6**.

[illegible]

Table 2.3.9-6: e-Order benefits to the GSA. eOrder brings together a set of electronic ordering features that dramatically improve the operational efficiency of the GSA customer ordering experience.

The contractor shall provide users access to a secure, online, internet-accessible electronic ordering system that meets the performance requirements of Section C.3.9, Operational Support Systems. This system will provide Order entering, viewing, printing, tracking and downloading capabilities.[C.3.5.1.2.1.3]

Government Networx customers are able to access ordering applications that reside within AT&T **BusinessDirect**. This highly available, highly scaled, secure, online, Internet-accessible suite of advanced electronic servicing tools allows Government personnel to productively and cost-efficiently manage their Networx orders and all order-related data. **BusinessDirect** is available on a 7x24 basis with 99% availability measured as the ratio of time available to users to the total time in a given month less maintenance time. User response times are on par with best commercial practices. The **BusinessDirect** online, internet-accessible electronic ordering system meets the performance requirements of Section C.3.9, Operational Support Systems, to include the ability to enter, view, print, track and download data. AT&T **BusinessDirect** currently supports 2.6 million transactions daily and is used by many large commercial customers. **Figure 2.3.9-4** shows notionally how users securely perform online access to AT&T **BusinessDirect**.

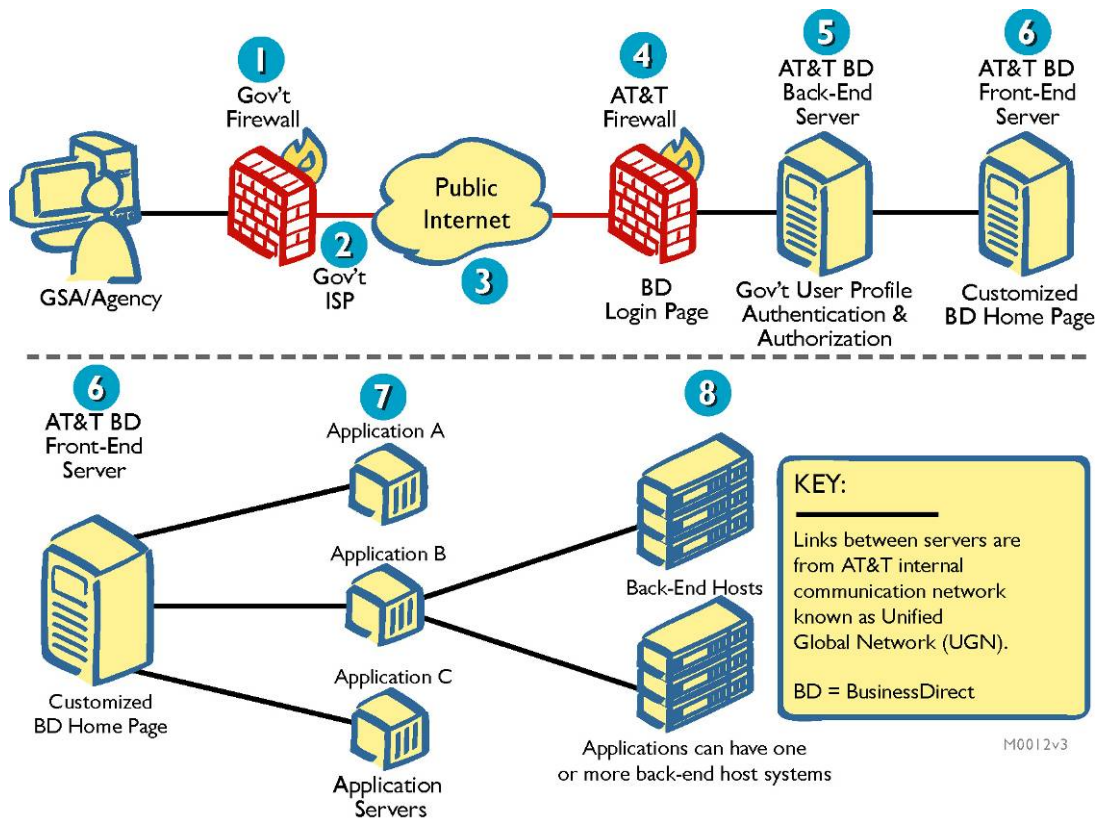


Figure 2.3.9-4: Secure, Web-based Portal. Sensitive Government ordering data is protected and available 24x7.

The contractor shall provide an ordering system that provides users with a web-based means of obtaining price quotes for simple price quotes. [C.3.5.1.2.1.3]

GSA and the Agencies can access pricing information through the Networx Pricing Tool, available through AT&T **BusinessDirect**. With 99 percent availability and worldwide accessibility, Agencies can enter a request for a

simple price quote, and then order service if desired as a separate action. Complex price quotes are available on an individual case basis through the Government Solution's Customer Care Center. Price quotes are provided via the contract line item number (CLIN).

The price quotes provided by the contractor shall allow users to rely on them when executing the Fair Opportunity process or when verifying an invoice. [C.3.5.1.2.1.3]

The price quotes are based on fixed pricing provided by the Networx contract and remain constant, based on the year and service that is being requested. Agencies are able to access the online pricing tool and save pricing information for later comparison. Using the pricing tool places no obligation on GSA and its Agencies to purchase services from the Networx contract. A sales force representative is available to answer any questions or pricing requests that GSA and its Agencies have during the Fair Opportunity Process. The pricing obtained via the Networx price quote tool can be used by the Agency to verify an invoice.

The contractor shall provide an ordering system that allows Agencies to place change orders, correct orders, cancel orders, order expedited processing, place multiple orders simultaneously, place disconnect orders, and track orders. [C.3.5.1.2.1.3]

Supplement/change orders: Customers can supplement (change) an order at any time, up until the Service Order Completion Notice (SOCN). When customers place a change order in AT&T **BusinessDirect**, inventory information, by location, is displayed on the screen for many frequently ordered Networx services. Customers can then point and click to place orders. This results in a much lower defect rate as numbers/addresses, circuit IDs, etc., are pre-populated whenever possible. Some order types require circuit identifiers or other identifying information in order for the change order to be processed. Supplementing nodal voice services (voice services delivered over a high speed circuit) may also be performed. If an order is supplemented the installation interval may be reset.

Correct orders: Customers have the opportunity to correct orders at all times while the order is in the customer's shopping cart. Initially, if an order is rejected, the DAR receives notification from the ordering representative that the order has been rejected. The customer then has the right to correct and resubmit the order using the same Agency service request number (ASRN) used in the original submittal. The ASRN is communicated in the Purchase Order Number field.

Cancel Orders: Government customers who wish to cancel an order may do so at any time following existing business rules for service specific cancels or until a SOCN is issued (access penalties could apply per Section C.3.5.1.2.4, Step 4). After the SOCN a disconnect order is required. Customers may not be able to cancel certain services on-line through AT&T **BusinessDirect**.

Disconnect Orders: Disconnect orders can be submitted at any time by Networx customers after a SOCN is issued. Disconnect orders are worked on time, and charges associated with the service cease once the Disconnect order has been processed.

Site Survey & Inside Wire Ordering: When an Agency requires Inside Wire services as part of a transport, managed service, or security service order, they must first order a site survey. The resulting site survey output will inform the customer of the exact Inside Wire services required. If the Inside Wire services required are in compliance with Section H.37 of the contract, the customer places an order for the Inside Wire services and AT&T will install the Inside Wire service as requested.

Order expedited processing: When an Agency requests an expedited order, AT&T leverages its relationship with other service providers or subcontractors to have the Government's service delivered as quickly as possible. A specialized

expedite team within the CSO closely monitors the order status of any expedited service request to confirm critical dates are met for expedited Networx orders.

Place multiple orders simultaneously: Multiple orders can be input and saved, or submitted to be provisioned immediately. The CSO is always available to assist customers on any order, large or small, if the customer chooses. Large ordering projects can be input via the shopping cart capability and later reviewed before submittal for accuracy or tracking purposes.

Track Orders: There is tight linkage between the ordering and inventory applications and databases. The Agencies are able to track all of their Networx orders (whether submitted online or via another method) by accessing the **BusinessDirect** application [REDACTED] and Notices. Within this secure application, Agencies can query, view and download the notices for any orders they have placed. Additionally, within the Order Business Services application, Agencies can click on the link for "Networx Tracking" to generate an order status report unique to their Agency.

Support for Critical Services: To meet the Government's requirements for critical services, a dedicated Critical Services Team in the CSO has been established. This team has access to the necessary internal tools, processes, and other organizations to confirm that critical services are expedited and delivered to the Government. Unique service arrangements can be required to activate critical services; part of this team's charter is to understand each request individually and bring the necessary resources together to install and maintain the service to Government specifications. The GSA and Agencies can rely on this team to confirm that critical service deliverables, measurements, and milestones are met (service order intervals, special mean time to repair commitments, and pulling and compiling SLA data).

Pages 252-254 intentionally left blank.

The contractor shall provide an ordering system that stores all acknowledgement information online and allows individual users to download acknowledgement information related to their ordering activities. [C.3.5.1.2.1.3]

Service Order Acknowledgements and Confirmations

Acknowledgment and confirmation data is an important component of the ordering lifecycle that provides Networx customers with written confirmation regarding the completion of critical ordering milestones. AT&T will provide Acknowledgement Data Elements, as specified in Attachment J.12.2, to the proper Agency personnel, as mutually agreed upon with the ordering Agency. Government customers receive ordering acknowledgement/confirmation notices throughout the ordering lifecycle even for those orders that are entered by the CSO. In addition, the Networx e-Status tool stores, for display and/or downloading, at least three months of historical information that can be retrieved by searching on order-specific data, such as the order number, Agency Service Request Number (ASRN), line number, or circuit ID. Users access all acknowledgement and ordering information online through BusinessDirect using the "[REDACTED]" tool. This Networx service Inventory system will keep all acknowledgement and ordering information throughout the life of the contract. If GSA or an Agency requires acknowledgement or confirmation data that is older than 3 months, and has been archived it is provided within 5 business days after contacting the CSO to make the request or placing a request on-line to obtain the archived information. **Figure 2.3.9-5** shows the confirmation/acknowledgement flow.

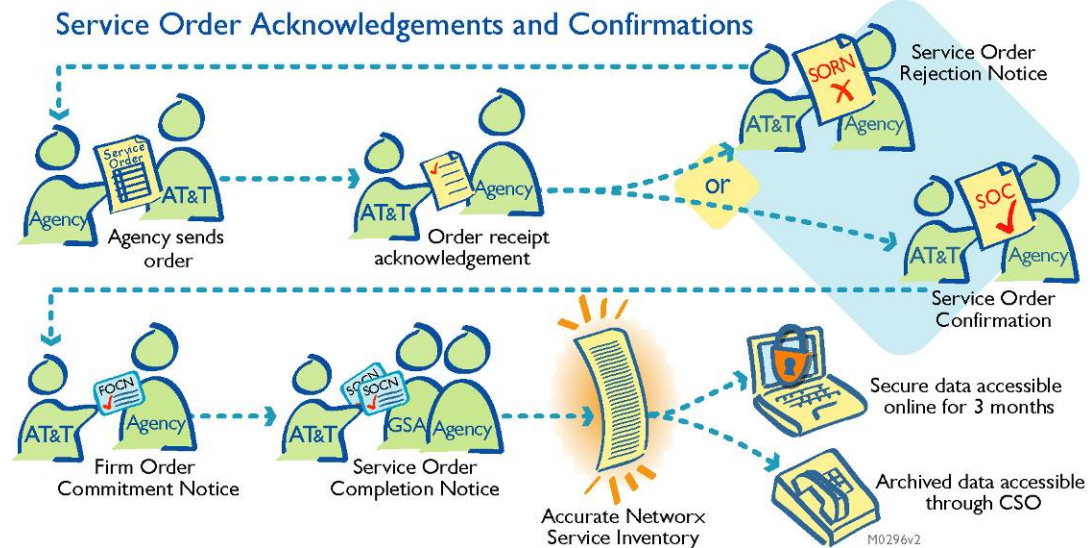


Figure 2.3.9-5: Acknowledgement and Confirmation Notices. When critical ordering events have been completed, Government Networx customers are provided with fully compliant acknowledgement and confirmation notices.

The contractor shall provide an ordering system that provides security requirements consistent with Sections C.3.9, Operational Support Systems, and C.3.3.2, Security Management and the following additional user access controls:

Security

AT&T is committed to the protection of data and systems through physical security (access to buildings and space), data security (access to machines

and applications), and information security measures. **Figure 2.3.9-6** shows the various methods used to protect vital Government ordering information. See Sections C.3.3.2 and C.3.9 for a complete description.

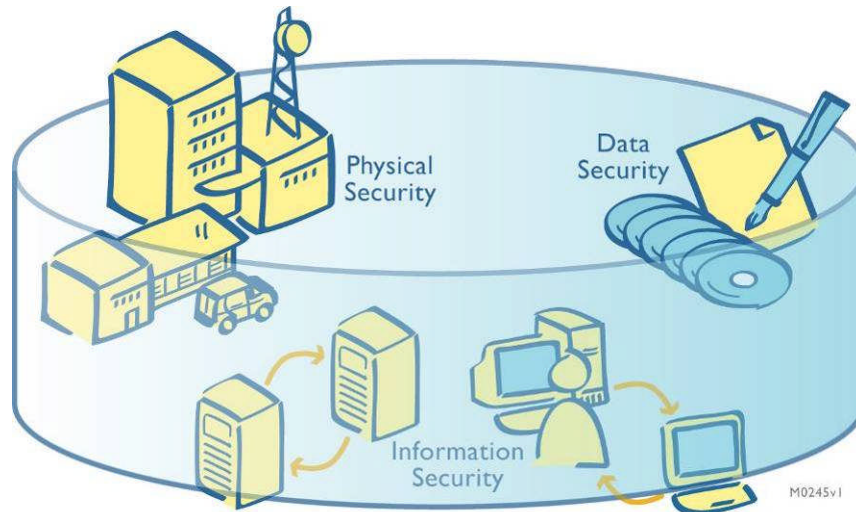


Figure 2.3.9-6: Government's Network Security Requirements. AT&T provides complete AT&T Security Plan, as detailed in our response to Sections C.3.3.2 and C.3.9.

1. Access controls that prohibit access to the system by any unauthorized user.

Only Government personnel who have been authorized by their DAR administrator and have IDs established by the **BusinessDirect** Agency Administrator are able to place, view, or track Networkx service orders. AT&T **BusinessDirect** has user ID and password protections; based on account hierarchy code (AHC), implemented via account data to validate and confirm that only authorized personnel can access the ordering tools residing within the portal. One Agency is not able to view another Agency's ordering data and an Agency administrator can quickly remove permissions when Agency personnel no longer require access.

2. Access controls that will allow individual users only to access portions of system functionality to which they are authorized and that relate to their specific ordering activities.

AT&T **BusinessDirect** is based on unique individual user passwords and IDs, defining the services a customer is allowed to order and restricting them from performing activities for which they are not authorized. This is predetermined

by specific criteria submitted by a DAR/Agency Administrator to the Networx Ordering Center. The user's access privileges may also be controlled by the Agency Administrator using management features in the AT&T

BusinessDirect Portal. These access controls prohibit access to the system by any unauthorized user. AT&T maintains access controls within

BusinessDirect prohibiting access to the systems by any unauthorized user.

3. Access Controls that provide Agency "X" users with access only to portions of system functionality that relate to Agency "X's" activities. [C.3.5.1.2.1.3]

Through the security controls in place within AT&T **BusinessDirect**, Government personnel only have access to those portions of the platform that have been granted by the Agency Administrator. These controls are based on AHCs (with some systems using account information), along with user ID/password profiles. Government customers are able to access the Hierarchy Manager tool (within the AT&T **BusinessDirect** portfolio) to easily understand the relationship between their AHC and internal accounting indicators, such as the Master Customer Number (MCN). Access Controls that provide Agency "X" users with access only to portions of system functionality that relate to Agency "X's" Activities. The access controls with BusinessDirect only let a user access those portions of system functionality that relate to their Agencies' activities. For example, Agency X can not log-in and view information for Agency Y. Furthermore, filters associated with the company profile allow the Agency Administrator to further restrict access to only show sub-agency detail within an Agency account for a specific user ID.

The contractor shall provide specific users with access only to portions of system functionality that relate to their specific activities (e.g., ordering Voice Service), as determined by information in the user's profile. [C.3.5.1.2.1.3]

AT&T **BusinessDirect** allows GSA and the Agencies to fully control not only who can place Networx orders, but also what type of orders can be placed. The key authorization mechanism that determines user capability is the MCN or Service Manager. The Agency Administrator can control user ordering capabilities within their Agency and which services can be ordered. The Agency Administrator is responsible for performing the administrative functions related to AT&T **BusinessDirect**, so that only authorized Agency personnel can access Networx data. When a user is provisioned for the eOrdering tool, the Agency Administrator establishes a profile, selecting all the account IDs (AHC or MCNs) the user can use. The list of valid account

IDs is specified when the company profile is first set up by the AT&T **BusinessDirect** work center. Subsequent users can get the full set or a subset of those account IDs. The Agency Administrator can also select the specific services the user is allowed to order. These Agency created access controls allow individual users only to access portions of system functionality to which they are authorized and that relate to their specific ordering activities. A users' BusinessDirect ID restricts that user to only access those portions or system functionality to which they are authorized and that relate to their specific ordering activities.

The contractor shall allow authorized users to query the system for data elements pertaining to orders and acknowledgements and download the query results. [C.3.5.1.2.1.3]

The GSA and Agency authorized users are allowed a full array of customized reports of orders and acknowledgement data available through AT&T **BusinessDirect**. Electronic ordering provides extensive reporting capabilities

that include the ability to filter by the following variables: Master Customer Number/Bill Group Code (MCN/GRC – a unique AT&T account identifier), service, date the order was placed, and project number/shopping cart. All acknowledgement data elements can be specified for downloading for reporting purposes.

Authorized Networx users may query order data (orders and notices), and download order query and acknowledgement data element information by using the **BusinessDirect** web portal. To query order data, users select the Order Business Services link and then choose Submit and Track Orders. From that screen they select the "[REDACTED]" link on the left-hand box to generate a status report. To view their notices, users select the [REDACTED] [REDACTED] link from their **BusinessDirect** home page. Each notice can then be chosen for viewing and downloaded and saved to the users desktop by selecting the "download" button.

Users are also able to receive reports of orders and acknowledgement data in any of the formats described in Table C.3.5.1.3.4.2.3 Media/Transport/Format – Acknowledgements. The user is able to choose the desired format for acknowledgements and notices at order placement.

The contractor shall provide a system that provides users with direct and immediate access to ordering information provided by the system that they are authorized to access. [C.3.5.1.2.1.3]

The Government's e-Order application is accessible through the AT&T **BusinessDirect** platform and allows authorized Government users to view and download 3 months worth of ordering information. This includes data on pending/completed orders and acknowledgement/confirmation information. The Agency administrator manages user profiles to control the ability of Agency personnel to access tools with the AT&T **BusinessDirect web portal**. Access permissions for specific applications are based on Agency account IDs like MCNs and Service Manager IDs.

The contractor shall provide a system that stores all ordering data elements for the length of the contract. .
[C.3.5.1.2.1.3]

The ordering data elements and notices are stored in the Networkx Services Inventory system for the length of the contract. . When an agency makes a query in this system to see data that has been archived, an option will appear on the screen to allow the user to request and obtain the archived data. If the agency clicks “yes”, the data will be downloaded to the server and available for the agency to view within 5 business days. The requestor will get an email stating that their data is now available.

The contractor shall make ordering data available to the Government within 5 business days after the contractor receives a formal request. [C.3.5.1.2.1.3]

Government Networkx users have direct and immediate, online access to at least [REDACTED] by accessing the Government e-Order within the AT&T **BusinessDirect** platform. This includes data on pending/completed orders, acknowledgements/ confirmation notices, and the ability to create ad hoc reports related to Networkx ordering. [REDACTED]



[REDACTED] Government users can contact the Networkx CSO or make an on-line request. This information is provided in a media type and format that is acceptable to the Government within 5 business days of receiving the initial request that complies with C.3.5.1.4.1.1.3.2 Media/Transport/Format – Order Processing Performance Reports. Networkx records and documentation compliance will be maintained according to the requirements described in **Table 2.3.9-7 Networkx Records and Documentation Compliance.**

The contractor shall maintain and retain for ten years from contract termination or expiration copies of all data, letters, electronic mail, memorandums, adjustment data and other data pertaining to the ordering of contract services as specified in Section G.4, Ordering. [C.3.5.1.2.1.3]

The protection and retention of ordering information is a very important issue to GSA customers. All Networx service ordering data is maintained and retained in a secure environment throughout the life of the contract and for a period of 10 years after the termination or expiration of the Networx contract. This includes general data, letters, electronic mail, memorandums, adjustment data, and all other data pertaining to the ordering of contract services, in full compliance with the requirements specified in Section G.4, Ordering.

Networx records and documentation compliance will be maintained according to the requirements described in **Table 2.3.9-7** Networx Records and Documentation Compliance.

NETWORX RECORDS AND DOCUMENTATION COMPLIANCE	
1. Location	
1.1	Networx Records Management has approved all locations for paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage (Networx archive).
1.2	Buildings chosen for Networx records storage are entirely weatherproof.
1.3	Storage areas have good drainage and are above the 100 year flood plane.
1.4	Storage areas are dedicated to paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage.
1.5	Storage areas are intruder resistant and access controlled.
2. Environmental Control	
2.1	All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records are kept in a stable environment, within the range of 15° to 27°C and 30% to 60% relative humidity.
2.2	All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records of GSA or Agency are transferred quarterly to environmentally controlled storage.
2.3	All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage areas exclude all direct sunlight.
2.4	The air in paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage areas circulates freely and there is an intake of fresh air.
2.5	Storage areas for magnetic media (electronic files, electronic mail, and magnetic tape) are protected from magnetic fields.
3. Shelving and Packaging	
3.1	Shelving and handling equipment is clean, in good condition and appropriate to the format and retention period of Networx all paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records.
3.2	Item containers are clean, in good condition and appropriate to the format and retention period of all Networx paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records.
3.3	Records storage facilities, shelving and equipment meet occupational health and safety requirements.
4. Protection From Disaster	
4.1	Risk management exercises include examination of all paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage areas.
4.2	Fire prevention and suppression measures include heat/smoke detection, fire alarms and extinguishers.
4.3	All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records storage areas have sprinklers installed.

NETWORKX RECORDS AND DOCUMENTATION COMPLIANCE

- 4.4 Current disaster reaction and recovery plans are in place which covers each Networkx Archive location.
- 4.5 Staff are assigned responsibilities in the paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records disaster management process and are trained to meet them.
- 4.6 After recovery from a disaster, the root cause is identified, managed, and the plan reviewed and updated

5. Maintenance

- 5.1 Networkx Archive areas and buildings are regularly maintained and monitored as part of an on-going post termination 10 year program.
- 5.2 Repairs Networkx Archive areas and buildings are carried out promptly after identification.
- 5.3 Mold or pest infestation is treated promptly and appropriately.
- 5.4 Appropriate conservation action is undertaken as required and repairs to Networkx Archive area and buildings do not damage the records further.
- 5.5 All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records will be moved into the Networkx archive on a quarterly basis and are made available as required during contract life and on an on-going basis for the post termination period of 10 years.
- 5.6 All electronic files and electronic mail files will be stored in a minimum RAID-1 configuration that is quarterly tested for accessibility. Any required repairs will be performed to keep all electronic files and electronic mail files in a minimum RAID-1 configuration.
- 5.7 All paper, magnetic tape, CD ROM and DVD ROM files will be clearly labeled by date.

6. Careful Handling

- 6.1 Guidelines for the handling and use of record formats are defined and communicated to all staff.
- 6.2 Guidelines for the safe transport of record formats are defined and communicated to all staff and contractors.
- 6.3 Policies and procedures are implemented to ensure that all paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records are handled with care for the post termination 10 year period.
- 6.4 All paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records are handled carefully in the conversion process to the Networkx Archive and converted according to recognized standards if necessary.

7. Accessibility

- 7.1 The location of Networkx Archive areas and records facilitates prompt retrieval.
- 7.2 There are standards for documentation and controls that enable all paper, electronic files, electronic mail, magnetic tape, CD ROM, and DVD ROM records to be identified and retrieved quickly and easily.
- 7.3 The technology for reading, printing, and otherwise transferring documents electronically from compact disks or other electronic media is kept current for a period of 10 years from contract termination.

Table 2.3.9-7: Networkx Records and Documentation Compliance. All Networkx Service ordering documentation is maintained and kept secure for the life of the contract and for 10 years after contract expiration.

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 contract termination or expiration. [C.3.5.1.2.1.3]

Secure, easy access to historical Networkx ordering data and reports is critical to GSA customers. Many billing problems can be traced back to the original orders that installed the service; so securely storing and accessing these records is vital to resolving billing issues quickly. Responses to requests for archived ordering data and/or reports is provided to the Government within 5 business days of the request in a format that is acceptable to GSA or a particular Agency. Secure retention of ordering related data is performed for a period of 10 years from termination or expiration of the Networkx contract.

The contractor shall provide in the SOCN, for each CLIN, all the data elements that are required by Section B, Pricing to accurately verify the price of each service except for usage-based services. [C.3.5.1.2.2.6]

The SOCNs that are provided to the Government include CLINs for each billable data element associated with the Networx service order to allow Networx customers to cross-check or verify the pricing for each ordered component. CLINs that are zero-rated are displayed to simplify the verification process, except for usage-based services. A prototype of SOCN that is provided to Networx private line customers is provided in **Table 2.3.9-8**.

2019		2020	
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