

Managing Small and Disadvantaged Businesses

AT&T is committed to the principles and the spirit of the provisions of Public Law 95-507, which establishes certain requirements for contractual arrangements with small business (SB) owned and controlled by socially and economically disadvantaged individuals, and women-owned small business concerns (WOSB). This also includes historically black colleges/universities (HBCUs), minority institutions, and the blind and other severely handicapped persons. AT&T also takes affirmative actions to achieve positive subcontracting opportunities with historically underutilized business zone (HUBZones), veteran-owned small businesses (VOSB), and service-disabled veteran-owned (SDVO) small businesses.

AT&T's [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

AT&T [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] GSA customers [REDACTED]

[REDACTED]

[REDACTED] Networkx [REDACTED]

(c) Describe its methods of exchanging order-related information with Agencies

2.3.9.2.1 Service Ordering Interval Upgrade

For EMNS, installation and upgrades for T1 circuit speeds and below will be within [REDACTED] Installations and upgrades for T3 circuit speeds and above will be within [REDACTED]

These intervals apply only to Agencies ordering Enhanced Managed Network services.

2.3.9.3 Information Exchange [L.34.2.3.9.3] [C.3.5.1.2.2] [C.3.5.1.2.2.1] [C.3.5.1.2.5] [C.3.5.1.2.6]

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

- (a) Order data
- (b) Order Receipt Acknowledgement data
- (c) Order Rejection Notice data
- (d) Service Order Confirmation data
- (e) Firm Order Commitment Notice data
- (f) Service Order Completion Notice data

Government ordering data and acknowledgement notices are the key vehicles to begin the service ordering process. These notices provide Networkx customers with detailed confirmation on critical events that have successfully occurred, or their future occurrence, within the service ordering lifecycle. Agencies have a complete record of this information throughout the life of the Networkx contract. The Government eOrder tool [REDACTED]

[REDACTED]

[REDACTED]

The Government is provided with acknowledgement and notification data in accordance with the requirements specified by the Networkx contract. These consist of: Order Receipt Acknowledgement, Order Rejection Notice, Service Order Confirmation, Firm Order Commitment Notice, and Service Order

Completion Notice (SOCN). These notices are linked together with a service order number that is provided when the Agencies order their Networkx services. This service order number is used to correlate CLINs, quantities, descriptions and unit prices using the SOC, FOCN and SOCN. For all services AT&T is offering, AT&T will provide the required media, transport, and formats for receiving and providing Order data consistent with Table C.3.5.1.3.1.2.2 Media/Transport/Format – Order. For all services AT&T is offering, AT&T will provide the required media, transport, and formats for receiving and providing Order Receipt Acknowledgement, Firm Order Commitment Notice, Order Rejection Notice, and Service Order Confirmation data consistent with Table C.3.5.1.3.4.2.3 Media/Transport/Format – Acknowledgements. For all services AT&T is offering, AT&T will provide the required media, transport, and formats for receiving and providing Service Order Completion Notice data consistent with Table C.3.5.1.3.3.1.3 Media/Transport/Format- Service Order Completion Notice.

The contractor shall provide acknowledgements to the Agency in accordance with Section C.3.5.1.3.4.2, Acknowledgements. [C.3.5.1.2.2]

Providing timely and accurate Networkx ordering data keeps GSA and Agency customers fully informed as to their order status at multiple stages during the ordering lifecycle. Up to five separate order acknowledgements are provided to identify the status of each Government order. The service inventory is initially

created at the point an order is received and updated through out the order lifecycle. The acknowledgements come from the service inventory system. Each acknowledgement is built upon the previous one issued, with the Service Order Completion Notice (SOCN) being the final acknowledgement. The Government receives acknowledgement notices, confirmation notices, and SOCNs on a variety of media types and formats, based on specific Agency requirements or capabilities per RFP requirement C.3.5.1.3.1.2.2.

The contractor shall provide an external title or subject line for all acknowledgements that includes the type of acknowledgement, an identifier (e.g. ASRN, Contractor order number) and date and time stamp. [C.3.5.1.2.2]

All acknowledgements and confirmation notices provided to the Government include a subject line at the top that identifies the type of document being sent, a key identifier (i.e. service order number), as well as a date and time stamp. This allows GSA and Agency personnel to quickly and easily identify the type of document or information being provided to them. An example of a subject line is provided in **Table 2.3.9.3-1**.

NETWORX SERVICE ORDER CONFIRMATION (SAMPLE)
AT&T ORDER NUMBER: N1234-5678 SEPTEMBER 1, 2006 / 8:00AM

Table 2.3.9.3-1: Notice Subject Line. Acknowledgements and confirmation notices include a subject line at the top that identifies the type of document being sent, a service order number (if possible), and a date stamp.

(a) Order data

The contractor shall accept orders from Agencies containing the data elements specified in Attachment J.12.1, Ordering Data Elements. [C.3.5.1.2.2]

Order Data

Government Agencies can submit their Networx orders containing ordering data elements listed in **Table 2.3.9.3-2**. These orders are accepted and the order issuance process begins upon receipt. AT&T [REDACTED]

[REDACTED] Appendix M - Data Dictionary Package for Ordering that will enable the Government to easily interpret the contents and match the data elements specified in J.12.1 of the RFP. A separate Data Dictionary Package will be provided for each required Ordering file that is transmitted to the Government and Agency. This Data Dictionary Package

FIELD NAME	VALUE
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

FIELD NAME	VALUE
[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 2.3.9.3-2: Ordering Data Elements. Ordering data elements are resident in the Government eOrder tool and they can be sent by an Agency in a variety of formats and media types.

(b) Order Receipt Acknowledgement data
The contractor shall provide Order Receipt Acknowledgements containing the data elements specified in Attachment J.12.2, Acknowledgement Data Elements and in accordance with Section C.3.5.1.3.4.2, Acknowledgements. [C.3.5.1.2.2.1]

Order Receipt Acknowledgement Data

When a Government Agency submits a Networx service order request, a response is provided within 1 business day after receiving the order from the Agency customer. Every order has an Order Receipt Acknowledgement, with the exception of bulk orders. A single order receipt acknowledgement is provided for every bulk order placed. [REDACTED]

[REDACTED] The data elements on the order receipt acknowledgement are listed in **Table 2.3.9.3-3**.

FIELD NAME	VALUE
Contract number	For Networx assigned by GSA
Contractor name	AT&T
ASRN (Agency Service Request Number)	Agency provided service request order number
Receipt Date	Date AT&T was in receipt of Agency's order

Table 2.3.9.3-3: Order Receipt Acknowledgement. Agencies receive an Order Receipt Acknowledgement for every Networx order submitted, based on the requirements specified in Section C.3.5.1.3.4.2.

Table 2.3.9.3-4 provides a sample order receipt acknowledgement [REDACTED]

[REDACTED]

[REDACTED]

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

Table 2.3.9.3-4: Sample Service Order Receipt Acknowledgement. A sample receipt acknowledgement lists the data fields required by the Government.

(c) Order Rejection Notice Data

The contractor shall provide acknowledgements that shall contain the applicable data elements specified in Attachment J.12.2, Acknowledgement Data Elements to the proper Agency personnel, as mutually agreed upon between the contractor and the ordering Agency. [C.3.5.1.2.2]

Order Rejection Notice

Occasionally, orders submitted by GSA or Agency customers might not include the data necessary to process the initial request. These orders are considered invalid. Within 1 business day after determining that an order request is invalid, the Agency that submitted the request is contacted in an attempt to obtain the additional information required to issue the service order. Agencies have 5 business days to respond once they have been notified that the initial request is invalid. If the Agency does not respond within 5 business days after being notified, an Order Rejection Notice is sent to the Agency using the fields listed in **Table 2.3.9.3-5**.

FIELD NAME	DESCRIPTION
Contract Number	Networx - assigned by GSA.
Contractor Name	AT&T
ASRN (Agency Service Request Number)	Service request number assigned by agency at time service order is placed.
Receipt Date and Time	Date and Time AT&T was in receipt of Agency's order
Rejection Code(s)	Input data/business rule violation(s) when possible
Reject Comments	Additional information supplied by an Order Specialist

Table 2.3.9.3-5: Order Rejection Notice. Agencies receive an Order Rejection Notice if they do not respond within 5 business days of being informed that their initial order was invalid.

Each order [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] **Table 2.3.9.3-6.** [REDACTED]
[REDACTED] **GSA** [REDACTED]
[REDACTED]

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

Table 2.3.9.3-6: Networx Order Business Rule Requirements. *Networx users must pass through a set of business rule validations before ordering to ensure an accurate and complete service order input process.*

If the business rules listed in **Table 2.3.9.3-6** cannot be verified, the order request is invalid. The GSA Customer that originated the order is contacted and informed that the order is invalid and which portions of the order are causing the invalid status. GSA Customers can then make the necessary corrections and resubmit the order. If a corrected order is not received within 5 days after the order was declared invalid, the Order Rejection Notice is issued. **Table 2.3.9.3-7** is a sample of an Order Rejection Notice.

NETWORX SERVICE ORDER REJECTION NOTICE (SAMPLE)
AT&T ORDER NUMBER: N1234-5678 AUGUST 6, 2006 / 8:00AM

Field Name	Description
Contract Number	TQC-JTB-05-0001
Contractor Name	AT&T
ASRN (Agency Service Request Number)	20050704-12345
Receipt Date	07/31/2006
Order Rejection	Invalid DAR

Table 2.3.9.3-7: Sample Order Rejection Notice. Agencies can submit a corrected order within 5 business days. .

(d) Service Order Confirmation data

The contractor shall provide acknowledgements that shall contain the applicable data elements specified in Attachment J.12.2, Acknowledgement Data Elements to the proper Agency personnel, as mutually agreed upon between the contractor and the ordering Agency. [C.3.5.1.2.2]

Service Order Confirmation Data

When the Government submits an ordering request for Networx services that passes all validation checks, a Service Order Confirmation (SOC) is issued within five business days after receiving the initial order. The Government receives SOCs containing the data elements specified in Attachment J.12.2 and listed in **Table 2.3.9.3-8**.

FIELD NAME	DESCRIPTION
Contract Number	Networx - assigned by GSA.
Contractor Name	AT&T
Agency Service Request Number (ASRN)	Service request number assigned by Agency at time service order is placed
Receipt Date	Date AT&T was in receipt of Agency's order
Agency Hierarchy Code (AHC)	Agency Hierarchy Code (identifies Agency billing organization responsible for the service being reported on)
Customer Want Date (CWD)	Agency/Customer Want Date to have service installed by
Order Type	Identifies whether order is for New services, a Change order, Cancellation, or a Disconnect order
Transition Order	(Y/N)
Shared Tenant Order	(Y/N)
Unique Billing Identifier (UBI)	A unique identifier for a single service and all components of that service. (See Section C3.5 Service Ordering, C.3.6 Billing and Attachment, J.11 Glossary of Terms)
Networx Inventory Code(s)	11 character Originating and Terminating code(s) for service, as defined in Section C.3.2
Jurisdiction ID(s)	Originating and terminating, as required. See Table B.6.6-1 Country/Jurisdiction identifications
Service	Contract service being provided. See Section C.2 Technical Requirements.
Access Type(s)	Identifies type(s) of access required and adequately covers access location (on-net or off-net access, inbound, outbound, etc.) and access characteristics (dedicated or switched)
Access Provisioning	AT&T or Agency provided (C/A)
Service Enabling Devices (SEDs)	Model number, manufacturer, etc. associated with CLIN
Description	
Bandwidth	Data Rate selection
Feature Type(s)	Feature descriptions(s) (e.g., call forwarding).

Firm Order Commitment Notice

This notice is important for orders that require a local access circuit to be installed at the Agency location. The firm order commitment date provided within the Firm Order Commitment Notice (FOCN) either complies with the implementation interval, as specified in the Networx interval requirements, or they are negotiated separately with the DAR before issuance of the Firm Order Commitment Notice.

Some Networx orders that are submitted by the Government require local access service to deliver the services ordered. A firm order confirmation date is obtained from the appropriate Local Exchange Carriers (LECs) or other local access provider(s) and provided within the body of the FOCN. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Government Agency, [REDACTED]
[REDACTED] Government Agencies

are provided with data elements listed in **Table 2.3.9.3-10** as part of the FOCN.

FIELD NAME	DESCRIPTION
Contract Number	For Networx, assigned by GSA
Contractor Name	AT&T
Agency Service Request Number (ASRN)	Service request number assigned by agency at time service order is placed.
Receipt Date	Date AT&T was in receipt of Agency's order
Agency Hierarchy Code (AHC)	Agency Hierarchy Code identifies agency billing organization responsible for the service being reported on.
Customer Want Date (CWD)	Agency/Customer Want Date to have service installed by.
Order Type	Identifies whether order is for New services, a Change order, Cancellation, or a Disconnect order.
Transition Order	(Y/N)
Shared Tenant Order	(Y/N)
Unique Billing Identifier	A unique identifier for a single service and all components of that service. (See

FIELD NAME	DESCRIPTION
(UBI)	Section C.3.5 Service Ordering, C.3.6 Billing and Attachment J.11 Glossary of Terms)
Networx Inventory Code(s)	11 character Originating and Terminating code(s) for service as defined in Section C.3.2.
Service	Contract Service being provided. See Section C.2. Technical Requirements.
Access Type(s)	Identifies type(s) of access required and adequately covers access location (on-net or off-net access, inbound, outbound, etc.) and access characteristics (dedicated or switched).
Access provisioning	AT&T or Agency provided? (C/A).
Service Enabling Devices (SEDs)	Model number, manufacturer, etc. associated with the CLIN(s).
Bandwidth	Data Rate selection.
Feature Type(s)	Feature description(s) (e.g. call forwarding).
CLIN(s)	Contract Line Item Number(s).
Quantity(ies)	Numerical count or quantity of CLINs.
Routine or Critical Service Level	Certain services require the Agency to select whether Critical or Routine service levels apply when placing an order.
Service Order Number	AT&T's tracking number for this service order
Firm Order Commitment Date	Firm order commitment date for this order. Date is firmed up when LEC can firm up their date for access.
Additional Instructions	Additional instructions for this order. (Contractor Account number, Incumbent contractor, etc.) Other items, associated with the order that are required in special circumstances. Elements required to verify the price and elements that may be generally independent of the service type.
Unit Price	Price of ordered component
Description(s)	Description(s) of each ordered CLIN other than Feature Type or SED

Table 2.3.9.3-10: Firm Order Commitment Notice Data Elements. *Networx Agencies obtain these critical data elements concerning service installation on the FOCN.*

Table 2.3.9.3-11 provides a sample of a Firm Order Commitment Notice (including the subject line to clearly indicate the type, an identifier/AT&T order number, and a date/time stamp).

[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 2.3.9.3-11: Sample of Firm Order Commitment Notice. [REDACTED]

The contractor shall provide a firm order commitment date in the Firm Order Commitment Notice that either complies with the implementation interval specified in Attachment J.12.3, Service Provisioning Intervals or is negotiated with the DAR prior to issuance of the Firm Order Commitment Notice. [C.3.5.1.2.2.5]

The firm order commitment date is provided to the Government within the Firm Order Commitment Notice either complies with the implementation intervals specified in **Table 2.3.9.2-1** (Networx Service Order Intervals), or is negotiated separately with the DAR before issuance of the Firm Order Commitment Notice. For Networx services, the definition of implementation

interval is the number of calendar days from the service order confirmation date to the completion date, as provided on the SOCN.

(f) Service Order Completion Notice Data

The contractor shall provide acknowledgements that shall contain the applicable data elements specified in Attachment J.12.2, Acknowledgement Data Elements to the proper Agency personnel, as mutually agreed upon between the contractor and the ordering Agency. [C.3.5.1.2.2]

Service Order Completion Notice

The GSA and ordering Agency is provided with a SOCN within 1 business day after all components are fully implemented, and the Agency accepts the ordered service per the terms, conditions, and requirements of Section E.4, Verification and Acceptance Testing of Telecommunication Services, and in Attachment J.12.2.2. In the event that information on the original order needs to change after the service has been accepted, a revised SOCN is issued to the Agency within 1 business day after the Agency accepts the terms and conditions of the amended service information. This is a change order on an existing service. A SOCN for each order is provided that is fulfilled under this contract. Government Agencies are provided with the following data elements as part of the SOCN (**Table 2.3.9.3-12**).

FIELD NAME	DESCRIPTION
Contract Number	For Networx, assigned by GSA.
Contractor Name	AT&T
DAR name	Name of authorized individual who prepared the order.
Networx Inventory Code(s)	11 character Originating and Terminating code(s) for service, as defined in Section C.3.2.
ASRN (Agency Service Request Number)	Service request number assigned by agency at time service order is placed.
Jurisdiction ID(s)	Originating and Terminating, as required. See table B.6.6-1 Contry/Jurisdiction Identifications.
Receipt Date	Date AT&T was in receipt of Agency's order
Agency Hierarchy Code(s) (AHCs)	Agency Hierarchy Codes(s) (identifies agency billing/budget organization responsible for the service being reported on).
Customer Want Date (CWD)	Agency/Customer Want Date to have the service installed by
Order Type	Identifies whether order is for New services, a Change order, Cancellation, or a Disconnect order.
Transition Order	(Y/N)
Shared Tenant Order	(Y/N)
Unique Billing Identifier (UBI)	A unique identifier for a single service and all components of that service. (See Section C.3.5 Ordering, C.3.6 Billing, and Attachment J.11 Glossary of Terms)
Circuit ID	AT&T specific internal Circuit Identifier
Phone Number Range	Phone number or range of phone numbers to be ordered
Service	Contract service being provided. See Section C.2 Technical Requirements.

FIELD NAME	DESCRIPTION
Access Type(s)	Indicates type(s) of access required and adequately covers access location (on-net or off-net access, inbound, outbound, etc.) and access characteristics (dedicated or switched).
Access Provisioning	AT&T or Agency provided? (C/A)
Service Enabling Devices (SEDs)Description	Model number, manufacturer, etc. associated with the CLIN(s).
Bandwidth	Data rate selection
Feature Type(s)	Feature description(s) (e.g. call forwarding)
CLIN(s)	Contract Line Identification Number(s)
Quantity(ies)	Numerical count or quantity identified with this CLIN record.
Routine or Critical Service Level	Certain services require the Agency to select whether Critical or Routine service levels apply when placing an order.
Service Order Number	AT&T's service order number associated with the service being ordered.
Firm Order Commitment Date	Firm order commitment date for this order.
Additional Instructions	Additional instructions for this order (Contractor account number, Incumbent contractor, ICB Case Number, etc.) Other items, associated with the order that are required in special circumstances. Elements required to verify the price and elements that may be generally independent of the service type.
Unit Price	Price of Ordered component
Description(s)	Description(s) of each ordered CLIN other than Feature Type or SED.
Directed to number	The number toll free service is to be directed to
Originating -Serving Wire Center	Originating Serving Wire Center (8-character CLLI Code)
Terminating -Serving Wire Center	Terminating Serving Wire Center (8-character CLLI Code)
Completion Date	Date service installation was completed. This also represents the Effective Billing Date of the service.
Contractor Customer Account Number	AT&T 's selection of account numbers or other identifier(s)
Expedite (Y/N)	Expedite charges assigned (Y/N)
Telecommunications Service Priority	TSP provisioning, TSP restored, TSP design change (indicate all that apply) OR not applicable.

Table 2.3.9.3-12: Service Order Completion Notice Data Elements. *These are the data elements that GSA and Agencies receive to confirm that Networx services have been successfully installed and accepted.*

Table 2.3.9.3-13 [REDACTED]

[REDACTED]

[REDACTED]

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

The SOCNs that are provided to the Government include all ordered CLINs for services even when the price equals zero or the item is Not Separately Priced (NSP). Every ordered CLIN associated with the Networx service order, will appear to allow Networx customers to easily cross-check or verify the pricing and billing for each ordered component. The Networx Pricing and Inventory tools can also be used to double-check both SOCN and Networx billing information.

If the Offeror's approach to meeting Service Ordering 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 Service Ordering section of the Offeror's response.

There are no differences in approach to meeting Service Ordering requirements for optional services than for mandatory services.

Summary

Our mission is to provide GSA with secure, convenient electronic order management capabilities to simplify order issuance, tracking, and the receipt of acknowledgement and/or confirmation notices, while reducing time spent on paperwork and telephone calls. AT&T is committed to continuously enhancing the online service for GSA customers.

AT&T is fully compliant with the service ordering interval requirements for Networx including routine, Class B expedited, and TSP orders. We rely on our ability to issue accurate orders, our relationships with other service providers, and the talents of our [REDACTED], CPO, and CSO groups to confirm service, access, and equipment are managed in manner that provides maximum benefit to the GSA and GSA customers. For many services, AT&T's [REDACTED]

The Government has clearly indicated the importance of acknowledgement and confirmations notices as they apply to Networx ordering. It is critical that

standardized proactive status is provided so that Agency personnel understand when ordering events are scheduled to occur and receive written confirmation to that effect. AT&T is fully compliant with all acknowledgement and confirmation data requirements, as specified in the Networx RFP.

Table 2.3.9.3-14 summarizes the features and benefits of the AT&T's service ordering capabilities to GSA.

FEATURES	BENEFITS
AT&T BusinessDirect	Highly available and reliable web portal providing access to ordering functions on a 24x7 basis. Single sign on Secure entry point for ALL service ordering functions
Commercial Best Practices	The commercial marketplace is a crucible of economic fitness. New or improved services, processes, and operational efficiencies are ruthlessly pummeled into enterprise capabilities. GSA customers receive the benefits of fierce competition in the \$30B per year market for commercial services. AT&T is a recognized leader in this marketplace with its award-winning customer self service capabilities (AT&T BusinessDirect), electronic bonding, automated service ordering for voice services, and innovative new services (Internet Protect).
eOrder	<p>All Required Fields: Service ordering screens are populated with all required Networkx fields.</p> <p>[REDACTED]</p> <p>Online Order Confirmation: When a customer places an online order with AT&T Electronic Ordering, that customer receives an immediate online order confirmation, along with a tracking number.</p> <p>Shopping Cart Features: Familiar website shopping cart features facilitate the ordering process.</p> <p>Order Status: Once an order is placed, customers can check the status of the order online at any time.</p> <p>Save Partially Completed Orders: Government eOrder allows GSA and Agency customers to complete an order and save it in a shopping cart without submitting it. The customer can return to the cart, when convenient, and submit the order.</p> <p>Reports: Government eOrder provides some reporting capabilities that include the ability to filter by variables.</p> <p>Availability: 99% availability across a 24x7 schedule allows Networkx customers to perform ordering functions when it is most convenient for them.</p>
Small Business Supply Chain Products and Services	The strength of AT&T's commitment to building small business alliances is exemplified in our achievement of consistent, successful results on contracts that contain small business goal commitments on both civilian and defense programs. This success directly benefits GSA customers
Service Intervals	AT&T delivers service on time, complies with notification requirements, integrates trouble management (including exception handling internally and with suppliers) ensuring that GSA customers receive the consistent excellent service they expect and deserve.
[REDACTED]	[REDACTED]

FEATURES	BENEFITS
Flexible Ordering Data Elements	GSA Customers receive flexible ordering capabilities across all the service types.
[REDACTED]	[REDACTED]
Detailed data dictionaries and mapping for all elements	Order elements are clearly defined, simplifying electronic interface requirements for GSA customers.
Secure storage of acknowledgement, confirmation, and inventory	GSA customers focus on mission objectives not service ordering information security.
[REDACTED]	[REDACTED]
Web based, on-line access to acknowledgement, confirmation, and inventory data	Standard web interface technology means GSA customers do not require technology refresh for service order management functions

Table 2.3.9.3-14: Service Ordering Features and Benefits. AT&T provides GSA customers with outstanding service ordering benefits in the areas of commercial best practices, service ordering intervals, and service ordering exchanges.

2.3.9.3.1 Order Confirmation Notices for EMNS

For Agencies with an EMNS network, the following Notice parameters apply:

- The Service Order Confirmation (SOC) will be provided to the Government [REDACTED] of the Order Receipt Notification. The notice will include the unit price.
- Confirmation notices, distributed via unsecured communication methods, will not contain [REDACTED] information. Only pre-approved, secure methods for sending [REDACTED] information will be used.
- If an agency with an EMNS network needs non-standard notification procedures, AT&T will honor the request and work with the agency to define the non-standard notification procedures.
- AT&T will respond to a custom order request [REDACTED] with a request consisting of a date and time to discuss the order.

- In the event of an emergency or if providing same day service installations, AT&T will provide service installation notification information to the local contact via the phone.
- Upon receipt of the Service Order Completion Notice (SOCN) through the secured web portal, the agency will have [REDACTED] to accept or reject the notification via the web portal. Acceptance or rejection of the SOCN will be based upon the acceptance testing performed by the agency during this [REDACTED]. The agency has the right to reject any newly installed service that fails one or more verification tests.

2.3.9.3.2 Equipment Installation Notification for EMNS

For EMNS, AT&T will send notices at least one business day in advance to the local contact identified on the order of the scheduled arrival of equipment to complete the installation of a service. The notice will contain a shipment date and tracking information. This notice enhancement only applies to customers ordering Enhanced Managed Network Services.

2.3.9.3.3 DAR Capabilities for EMNS

For Agencies with an EMNS network, the following DAR capabilities will be available:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2.3.9.3.4 Service Ordering System Bonding

For Agencies ordering NB-IPVPN Premier Service, AT&T will support secure Service ordering capability via an XML interface with the Agencies internal ordering system that will confirm to the Agencies C& A requirements.

2.3.9.3.5 Service Installation Report

For Agencies ordering NB-IPVPN Premier Service, AT&T will provide an [REDACTED] This report will be created and made available to the Agencies thru the Web portal.

2.3.9.3.6 Service De-installation and Decommissioning

For Agencies ordering NB-IPVPN Premier Service, AT&T will coordinate, conduct and document decommissioning of a device according to the Agencies security guidelines.