

TABLE OF CONTENTS

9	National Security and Emergency Preparedness (NS/EP) [G.11]	1
9.1	Basic Functional Requirements [G.11.1]	7
9.2	Protection of Classified and Sensitive Information [G.11.2]	9
9.3	DHS OEC TSP [G.11.3]	10
9.3.1	GETS Capabilities [G.11.3.1]	12
9.3.2	Wireless Priority Service (WPS) [G.11.4.2].....	14
9.3.3	Telecommunications Service Priority (TSP) [G.11.4.3]	18

LIST OF TABLES

Table 9.1-1. Basic Functional Requirements.....	7
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TABLE OF FIGURES

9 National Security and Emergency Preparedness (NS/EP) [G.11]

Compliance with National Policy Directives. Verizon will deliver services in compliance with national policy directives that apply to the national telecommunications infrastructure. [REDACTED]

[REDACTED]. Verizon maintains an extremely high level of preparedness, consistent with its unique role in furnishing critical telecommunications and information services to federal, state, and local government entities as well as to the public. Our response to past disasters—both natural and human-induced—provides the experience and readiness required to provide communications and data availability in the face of challenging scenarios. We comply with all requirements outlined in RFP Section G.11, as outlined in the following.

Specific National Policy Requirements. Specific national policy requirements include, but are not limited to P.L. 93-288 (Disaster Preparedness Assistance, dated May 22 1974), PPD-1 (Organization of the National Security Council System, dated February 13, 2009), PPD-21 (Critical Infrastructure Security and Resilience, dated February 12, 2013), NSDD-97, NSDD-145, and its successors, and other applicable laws, regulations, and directives. E.O. 12,472 and 13,618 and its successors will also be considered in the design and operations of services provided under this contract.

NS/EP Functional Requirements Implementation Plan. Verizon has developed the components of an NS/EP Functional Requirements Implementation Plan that addresses requirements in RFP Sections G.11.1–G.11.3. Verizon will update this plan annually.

Immediate Government Notifications. Verizon will notify the Government immediately when events arise that may have major consequences to its network. This notification is similar to the “abnormal report” currently furnished to the DNS National Coordinating

Center (NCS). Verizon understands that although the GSA CO will set priorities, Verizon will be solely responsible for network operations.

[REDACTED]

[REDACTED] responsible for on-time delivery of priority telecommunication services—including GETS, WPS, TSP, and NGN—to the US Government to meet the needs of authorized NS/EP communications users at a level that confirms a high probability of availability. [REDACTED] is capable of providing a full spectrum of service planning, engineering, development, vendor technical management, testing, implementation, and acceptance testing. [REDACTED] verifies that priority service functionality is maintained as Verizon priority services evolve [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Business Continuity & Emergency Management (BC&EM). Verizon has invested substantial time and expense in building a highly reliable, redundant network topology that provides excellent telecommunications service with a minimum of interruption to its customers. In order to respond effectively to an event that exceeds business-as-usual response processes, Verizon maintains a world-class series of Business Continuity (BC), Disaster Recovery (DR), Facility Preparedness, and Emergency Management programs that are essential to the protection of its employees, critical business processes, and structural facilities across the globe. Verizon's BC, DR, and Emergency Management programs are supported by a comprehensive BC&EM framework consisting of the major building blocks of long-term mitiga-

tion strategies including preparedness, emergency response, and short- and long-term recovery. The Verizon BC&EM framework provides guidance to the organizations responsible for business continuity, disaster recovery, and emergency management planning and response on how to implement, manage, and maintain their business continuity and emergency management programs. The Verizon BC&EM framework is designed to protect and support Verizon personnel, critical operations, and infrastructure:

- Outlining consistent processes, procedures and templates for managing a BC, DR, and/or Emergency Management Program; and
- Providing a standardized incident management methodology to facilitate response activities.

Verizon applies an all-hazards approach to planning, preparedness, and emergency management that supports this common framework. Regardless of whether the event is natural or human-induced, Verizon can adapt its response to the event.

[REDACTED] responsible for coordinating incident management efforts [REDACTED] [REDACTED] developing overall incident priorities, and coordinating the execution of a single incident action plan. [REDACTED] [REDACTED] to support response and recovery activities, including sourcing oversight, deploying and tracking emergency resources, and post-incident reports and recommendations.

Disaster Response: Rapid Reaction Capabilities. Verizon supports the Government by responding on short notice to emergencies 24 hours a day. Verizon has a proven track record of supporting special communications during natural disasters for emergency operations throughout the world.

[REDACTED]	
<ul style="list-style-type: none">▪ [REDACTED]▪ [REDACTED]▪ [REDACTED]▪ [REDACTED]▪ [REDACTED]	<ul style="list-style-type: none">▪ [REDACTED]▪ [REDACTED]▪ [REDACTED]▪ [REDACTED]▪ [REDACTED]

<ul style="list-style-type: none">■ [Redacted]■ [Redacted]■ [Redacted]■ [Redacted]■ [Redacted]■ [Redacted]■ [Redacted]	<ul style="list-style-type: none">■ [Redacted]■ [Redacted]■ [Redacted]■ [Redacted]■ [Redacted]■ [Redacted]■ [Redacted]
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Advanced Preparedness. Crisis events can happen anywhere, anytime, and with little warning. Our investment in resilient infrastructure [REDACTED] help keep Verizon's customers communicating. Our BC and DR plans are regularly updated and tested to help keep Verizon operational during a crisis.

Capability & Preparedness = Resilience. [REDACTED]

Extensive Disaster Simulation Training. [REDACTED]

Geographical Diversity for Added Security. [REDACTED]

[Redacted text block]

Priority Services. [Redacted text block]

Wireless Capability. [Redacted text block]

Basic Functional Requirements	
5. International Connectivity. Voice and data services must provide access to and egress from international carriers.	[Redacted]
6. Interoperability. Voice and data services must interconnect and interoperate with other government or private facilities, systems, and networks.	[Redacted]
7. Mobility. The ability of voice and data infrastructure to support transportable, re-deployable, or fully mobile voice and data communications (i.e., Personal Communications Service (PCS), cellular, satellite, high frequency (HF) radio).	[Redacted]
8. Nationwide Coverage. Voice and data services must be readily available to support the national security leadership and inter- and intra- agency emergency operations, wherever they are located.	[Redacted]
9. Survivability/Durability. Voice and data services must be robust to support surviving users under a broad range of circumstances, from the widespread damage of a natural or manmade disaster up to and including nuclear war.	[Redacted]

their control to reasonably mitigate the risk of loss or compromise at the level of classification up to and including Top Secret / SCI, as identified by the Government.

Standards-Compliance; Protected Access. [REDACTED]

[REDACTED]

9.3 DHS OEC TSP [G.11.3]

Verizon complies and interoperates with DHS OEC TSP. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Verizon has reviewed the Telecommunications Service Priority Orders, Section 1.2.1.5.5 [RFP Sections G.3.5.5 and G.11], understands and will comply with GSA contract modification requirements.

Provisioning of TSP Requests. Priority provisioning is obtained by a TSP service user to facilitate priority installation of new telecommunications services. Provisioning on a priority basis becomes necessary when a service user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard service vendor provisioning timeframe. (Note: The user is responsible for ensuring that all other avenues for obtaining service have been exhausted before resorting to TSP procedures.) Verizon will provide TSP service only after receipt of a TSP authorization code. Priority provisioning requires the service vendor to provision the following:

- TSP services assigned an “E” provisioning priority (Emergency TSP services) as soon as possible.
- TSP services assigned provisioning priorities 1–5 (Essential TSP services) providing best efforts to meet the requested service date.

As specified in the TSP rules, Verizon will cooperate with other service vendors involved in provisioning a TSP service by honoring requests for assistance. [REDACTED]

[REDACTED]

[Redacted]

9.3.1 GETS Capabilities [G.11.3.1]

Verizon complies and interoperates with GETS system requirements. [Redacted]

[Redacted]

Network Security. [Redacted]

[Redacted]

[Redacted]

Non-Traceability. Voice service calls are traceable unless specific actions are taken to limit the traceability. Non-Traceability in the Verizon network is achieved [Redacted]

[Redacted]

Restorability. [Redacted]

[Redacted]

International Connectivity. [Redacted]

[Redacted]

[Redacted]

Interoperability. Verizon interoperability is achieved by adherence to standards developed and publicized, in part, by the American National Standards Institute, Committee T1 of the Alliance for Telecommunications Solutions, and best practices published by Telcordia Technologies. [Redacted]

[Redacted]

Coverage. Verizon's network is widely deployed in North America and worldwide. [Redacted]

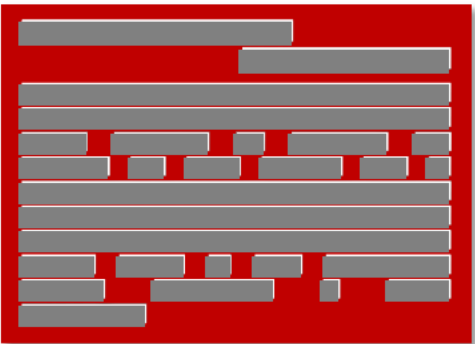
[Redacted]

9.3.2 Wireless Priority Service (WPS) [G.11.4.2]

Verizon's Wireless network meets WPS requirements, currently provides WPS voice service on the CDMA network. [REDACTED]

[REDACTED]

[REDACTED]



Verified Performance. [REDACTED]

[REDACTED]

Wireless Capability. Verizon has the nation's largest and most reliable 4G LTE network. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]. The skills and experience of Verizon's DR team are key to Verizon's successful planning and management of catastrophic events. These teams are fielded quickly to enable the rapid provisioning or restoration of communications services. Verizon's experience shows that effective disaster recovery planning and trained disaster recovery personnel can save time when responding to an emergency.

Relevant Experience. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Provisioning and Restoration. The TSP Program has two main components: *provisioning* and *restoration*. A *provisioning priority* is obtained to facilitate priority installation of new telecommunications services. Provisioning priority is required when a service user has an urgent requirement for a new NS/EP service that must be installed immediately (i.r., an emergency) or by a specific due date (i.e., essential) that can be met only by a shorter than standard service vendor provisioning timeframe. A *restoration priority* is assigned to new or existing telecommunications services to ensure restoration before non-TSP services. Priority restoration is assigned to a new service when disruptions may have a serious, adverse effect on the supported NS/EP function.

Priority Levels. To provide priority provisioning or restoration of a telecommunications service, a service vendor must receive a service order (SO) containing a TSP Authorization Code. The TSP Authorization Code, a 12-digit alphanumeric code, is the official authorization from the OPT for a TSP vendor to provide priority provisioning and/or restoration to an identified service. The Code has two parts: (1) the TSP control identifier (ID), an alphanumeric identifier for tracking purposes, and; (2) the TSP priority levels that identify the provisioning and restoration priority-level assignment. The TSP provisioning priority level will be E (the highest), 1, 2, 3, 4, or 5. Note: Priority level "E" is assigned only to emergency provisioning requests. The TSP restoration priority level will

be 1 (the highest), 2, 3, 4, or 5. A zero (0) in either priority-level position indicates no priority. Note that prime service vendors are required to forward TSP Authorization Codes to applicable subcontractors to ensure that priority-level assignments of NS/EP services are accurately identified "end-to-end."