

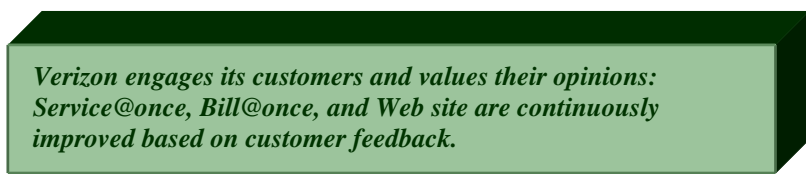
### 3.0 Management Response (L.30.2.3)

The nexus of delivering 360° of service – total service coverage and continuity throughout the National Capital Region (NCR) and comprehensive integrated end-to-end solutions to all WITS 3 customers – begins with providing outstanding customer service just as Verizon has provided GSA for nearly two decades. Verizon will staff the Verizon Customer Service Center (VCSC) with highly trained employees familiar with the products and services offered under WITS 3 and will provide industry leading Support Systems to use in delivering outstanding customer service to the Federal Government. This section presents key areas of Verizon’s Management Approach to meeting the requirements of WITS 3: Support Systems, Program Management, Transition Management, and Subcontractor Management.

The Verizon Program Management Office (PMO) is staffed with key personnel who have experience and are currently performing under the existing WITS2001 contract. These employees have developed trusted relationships with WITS2001 customers, which have resulted in high customer satisfaction. The Program Manager directs the PMO and is responsible for the complete management of Verizon’s WITS 3 operational support. As an integral part of the Verizon PMO, the VCSC will be the primary single point of contact for the Federal Agencies using the WITS 3 Contract.

Verizon uses the Service@once and Bill@once systems to support the PMO. These systems were custom-built for the Government to meet the

ordering, billing, trouble reporting, and other interface requirements of GSA and its WITS2001 expanding customer base. These robust support

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*Verizon engages its customers and values their opinions: Service@once, Bill@once, and Web site are continuously improved based on customer feedback.*

systems have been regularly enhanced [REDACTED] with continual Government advice and input. For WITS 3, additional investment in improvements will provide more user functionality. Because WITS2001 customers are already trained and adept at using Verizon's Service@once and Bill@once systems, "Day One" transition to WITS 3 will be a seamless, no risk continuation of service.

Verizon's WITS 3 program management organization is designed to perform three main functions: program management, customer service, and business development. Performance of WITS 3 requirements will be conducted by a matrix organization staffed with cross-functional expertise from Verizon's customer service, project management, engineering, security, and sales organizations to keep WITS 3 consistently on course and moving forward with comprehensive service coverage. Specific Project and Program Managers will be assigned the task of providing a "Day One" No Risk Transition to WITS 3. These individuals will work with agencies as they manage convergence to newer technology such as IP-Based services (premises and network based IP VPN, IP telephony, and video transport), converged IP services, and network and CPE-based Voice over IP (VoIP). Verizon is committed to providing the resources and solutions that will enable an agency to manage and plan, at their own pace, their future technology directions. The PMO will manage the many subcontractors used on the WITS 3 Program.

### **Verizon Customer Service Center (VCSC)**

WITS 3 customer service operations are conducted through a dedicated Customer Service Center staffed with experienced personnel, [REDACTED] [REDACTED] with WITS2001. The WITS 3 VCSC is the primary point of contact for end-users to administer telecommunication support services to agencies.

Customers place calls to the VCSC using a toll-free number (1-800-381-3444) and are directed to the proper desk by an Automated Call Distribution (ACD) system. This familiar approach provides a frictionless transition to WITS 3, with all the support and capabilities that over [REDACTED] customers have come to expect and depend on.

### ***The Service@once and Bill@once Solution***

The Service@once and Bill@once solution, developed specifically for large and dynamic Government telecommunications programs, provides complete ordering, inventory, reporting, billing, and trouble reporting capabilities in one integrated solution. In developing Service@once, Verizon

*Verizon provides an experienced team, legacy support systems, and proven management processes that provide exceptional performance.*

incorporated the strengths of the traditional support systems, as well as the understanding and knowledge of more than 100 years of telecommunications experience. Rather than trying to retro-fit corporate systems

or insert a significant number of manual processes to meet many of the ordering and billing requirements, Verizon invested in creating a best-in-class solution. Service@once is the most comprehensive telecommunications management system available. It incorporates the rules that govern the switches which, in turn, enable end users to directly place service orders affecting the configuration of a telephone line in real-time without human intervention. This means the utmost in efficient and error-free service provisioning.

Bill@once is a Verizon billing system developed specifically for GSA's WITS2001 telecommunications program. Bill@once interfaces with Service@once to formulate billing information; pulls work completion and

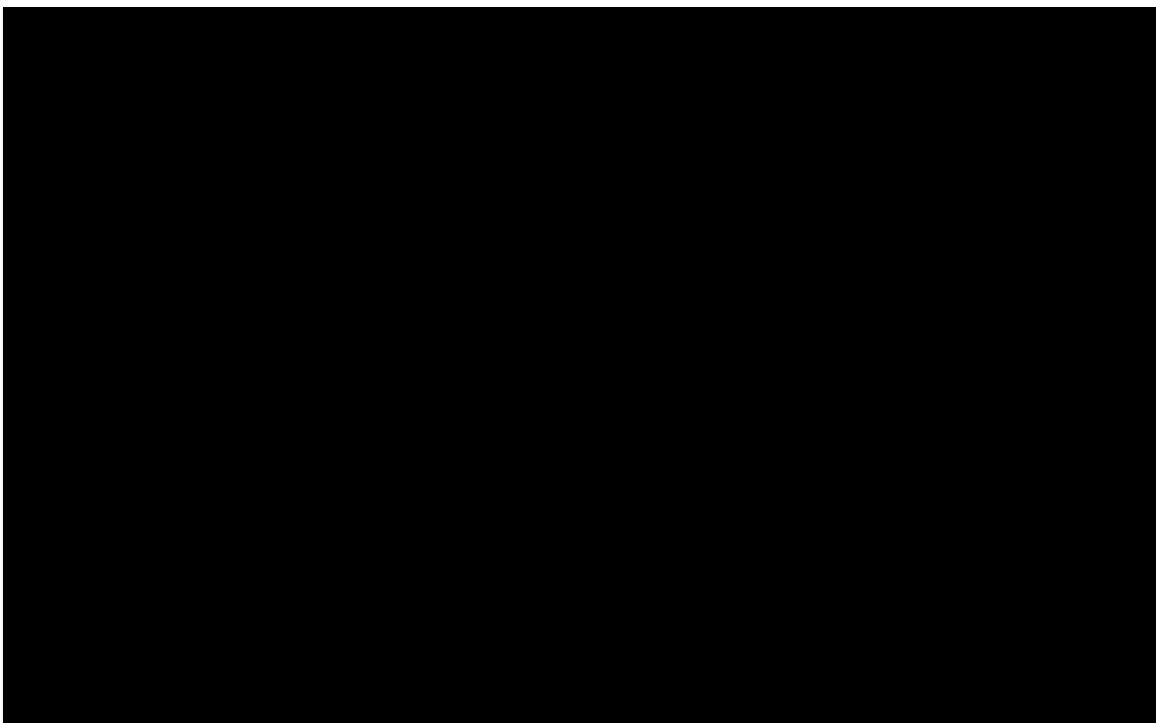




### **3.1 Support Systems (L.30.2.3.1, C.3, G.2)**

This section describes the support systems that Verizon is proposing to manage the delivery and ongoing operation of WITS 3 services. The key to providing 360° of outstanding customer service and meeting service delivery intervals is the capability for processing service orders with the proper information, minimal manual intervention, automated functions, and integrated support systems and having skilled personnel to support the entire process, as shown in Figure 3.1-1.

**Figure 3.1-1: WITS 3 Support Elements → Redact Graphic**



The VCSC is a 24x7 operations center that can be reached via a toll free number (1-800-381-3444). In addition to the toll free number, the VCSC and the agency users will be supported by the Verizon WITS 3 Web site ([www.verizonwits3.com](http://www.verizonwits3.com)). The Web site will enable authorized users to 1

obtain price quotes, place service orders, and track and change service orders using information from the Client's Guide, found in Appendix 4. Access from the WITS 3 Web site to the management and billing systems will be restricted to authorized Government users. The required level of support will include home page development, design, maintenance, and regular updates of WITS 3 services, products, and pricing.

Customer service functions include accepting, responding to, and/or providing status on:

- Service inquiries and service orders
- User trouble reports and complaints
- Billing inquiries and providing billing status
- Training scheduling and registration
- Technical and operational support
- General inquiries
- Information on available products and services.

### **Verizon's Business Support & Operations Support Systems**

Effective support systems are the foundation of a successful program implementation and premier customer service. Verizon has a long and proven history of providing an integrated Operational Support Systems (OSS) solution to the Government to manage their telecommunications needs.

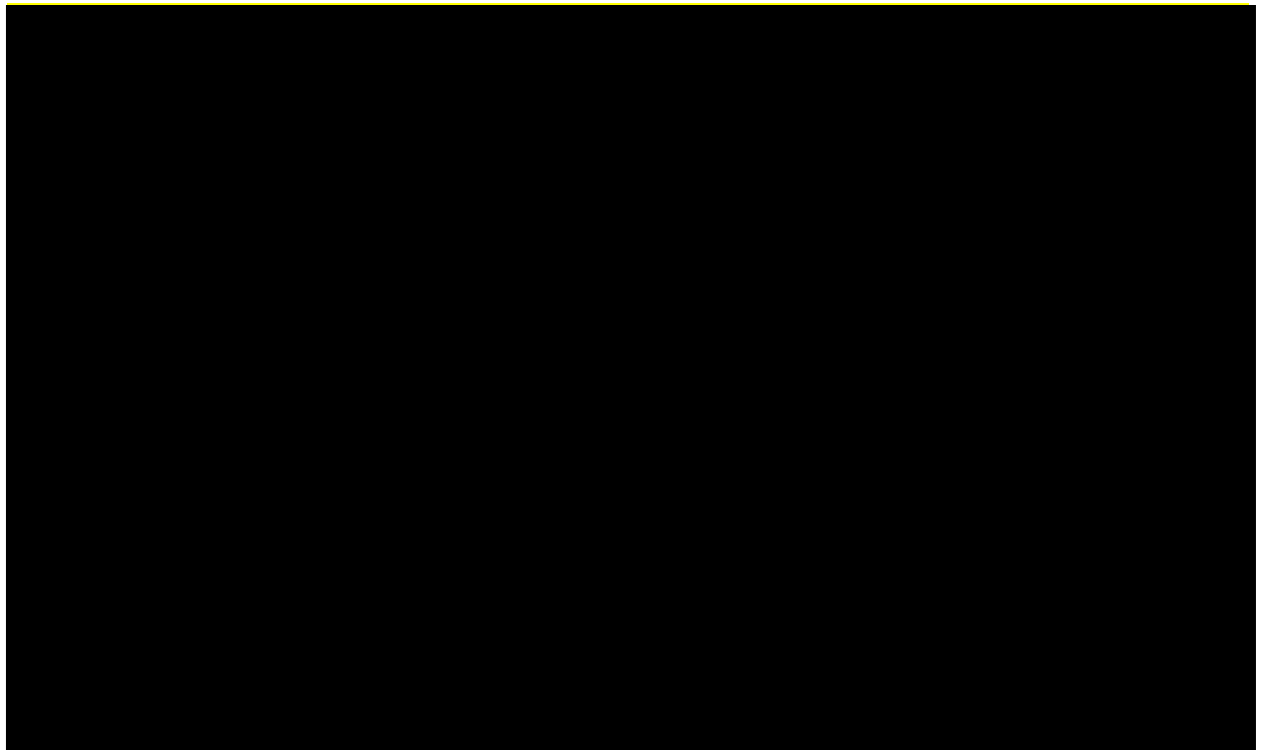
- Proven, Tested, Integrated, Efficient & Effective
- WITS Customers are already trained
- Interfaces and processes already exist with GSA

With the original WITS contract awarded in 1989, Verizon recognized that in order to exceed GSA's expectations, it needed to develop an OSS solution in-house, as opposed to attempting to purchase a third party vendor application. As a result, Verizon has provided GSA and its customers the most advanced management system available. The Service@once and Bill@once solution

provides complete ordering, inventory, reporting, billing, and trouble reporting capabilities in one integrated solution.

As shown in Figure 3.1-2, Service@once and Bill@once support systems are Verizon's primary customer-facing Operational Support Systems (OSS) and Business Support Systems (BSS) for WITS 3. Service@once and Bill@once are used today on WITS2001 and are the latest in a systems lineage of nearly two decades. The "@once" solution will continue to provide the unmatched service ordering, operational support, billing, trouble handling, training, and customer service capabilities the Agency user community has come to expect. This is evident in the fact that [REDACTED]  
[REDACTED]  
[REDACTED] into Service@once.

**Figure 3.1-2: Verizon WITS 3 @once Solution**







[Redacted]

Verizon's automated and integrated systems significantly streamline the ordering process, and reduce the overall customer workload with improved service ordering accuracy, databases for all services, and expanded notification capabilities.

Service@once provides [Redacted]

Service@once and the Bill@once [Redacted]

Service@once provides the WITS 3 customer a proven, effective, user-friendly application. During [Redacted]

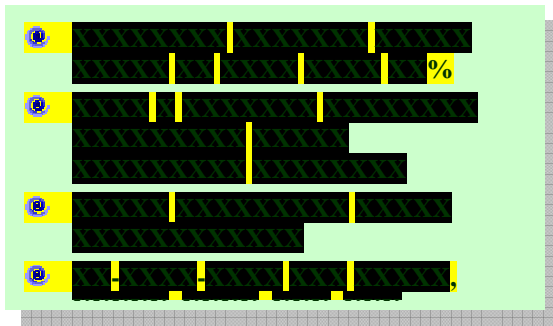
[Redacted]

[Redacted]

[Redacted]. For all service orders, including data, CPE, and professional services, [Redacted]

[REDACTED] the effectiveness and user-friendly capabilities of the Service@once system.

### 3.1.1 Service Ordering (C.3.2)



Verizon's experience of [REDACTED] years serving the WITS community, commitment to providing leading edge dedicated Operational Support Systems, and proven performance puts Verizon in a

unique situation in being able to far exceed the Government's ordering requirements. Verizon will continue to enable the WITS 3 users to have unmatched control over their network based voice services by providing automated dial tone activation and real time feature changes. WITS 3 users will have the ability to place these orders directly into Service@once without the need to contact the VCSC. Service@once was developed [REDACTED]

[REDACTED] thus enabling unprecedented user control and the ability to activate dial tone over [REDACTED] of the time without human intervention. These capabilities have attributed to the [REDACTED] [REDACTED] [REDACTED], since the start of the WITS2001 contract period.

Past experience in working with GSA and its Agencies has enabled Verizon to incorporate system features that go well beyond basic service order placement. Examples include the ability to schedule "soft change" changes for a specific time and the ability to provide "Global" agency changes of inventory without having to issue orders for each product or service. These and many other functions will provide efficient, effective and automated tools

for the WITS 3 DARs. For WITS 3, Verizon will continue to provide system enhancements that will make telecommunications management more streamlined and effective. Some of these enhancements [REDACTED]

[REDACTED]

The WITS 3 service ordering process will support all of the required functions: provide service price quotes; initiate service orders; track service orders; change service orders; accept service orders; and disconnect service orders. The ordering capabilities provided by Service@once are the cornerstone of Verizon's ability to provide 360° of service to the WITS 3 community.

#### **3.1.1.1 Provide Price Quotes (C.3.2.1)**

GSA and its agencies will have the capability to obtain real-time price quotes for services and features by using either the Verizon WITS 3 price quote application (WITS 3 Pricer) or the Verizon Service@once system, both of which will be accessible from the Verizon WITS 3 Web site ([www.verizonwits3.com](http://www.verizonwits3.com)). Access from the WITS 3 Web site to the WITS 3 Pricer, management and billing systems will be restricted to authorized Government users.

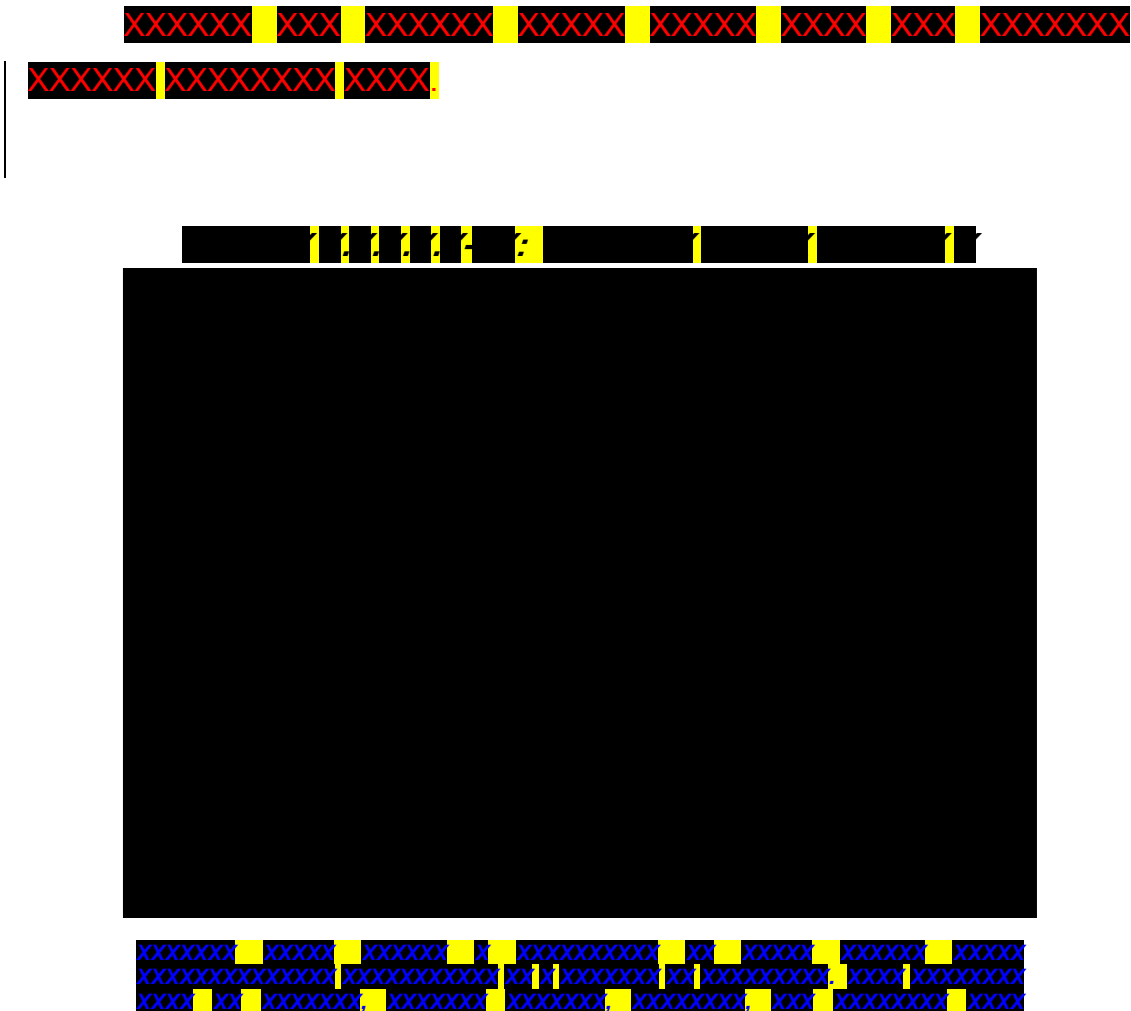
#### **3.1.1.2 Initiate Service Orders (C.3.2.2)**

Government DARs will have the ability to submit service orders using the WITS 3 Web site via Service@once, electronic mail, or facsimile. For DARs wishing to submit orders via e-mail or facsimile, a WITS 3 order form will be available for download from the Verizon WITS 3 Web site. However, if history is any indicator, the majority of orders will be placed directly into

Service@once by the DARs, thereby providing them more control, and a streamlined, efficient, effective, and automated means of placing service orders.

**3.1.1.2.1 Service Order Format (C.3.2.2.1)**

Verizon will use the Service@once application as the service order system for the WITS 3 contract. Table 3.1.1.2.1-1 describes the service order form and cross-references the Government data requirement with the Service@once field name equivalent in Figures 3.1.1.2.1-1a, 1b, 1c, and 1d.



XXXXXXXXXXXX XXXX XXXXXXXXXX XXX XXX XXXX XX XXXX XXX XXXXXXX XXXX XXX  
XXXXXXXXXX

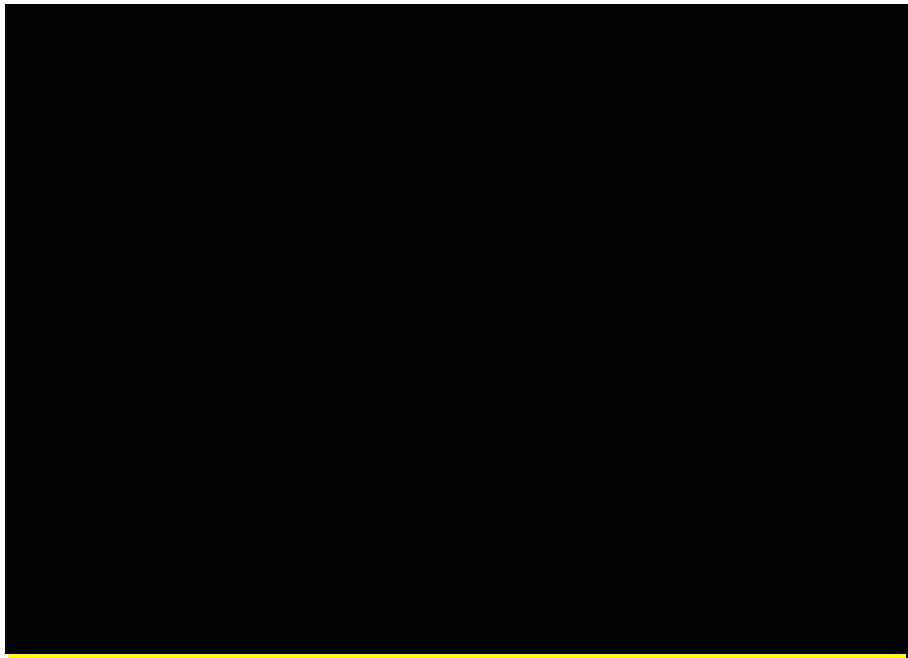
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XX

[Redacted Content]



GSA will have online, real-time access to service order data. User agencies will also have online access to their specific service order data based upon the level of their security permissions and the agency data they are authorized to access. The service order data for both GSA and the agencies will be accessible by viewing the service order directly in the Service@once system by individual order or query, or through standard Service@once service order reports.

**3.1.1.2.2 Service Availability Intervals (C.3.2.2.2)**

With a [REDACTED] WITS2001 service order requests during 2006, Verizon has proven performance in meeting the Government’s delivery intervals—whether routine, expedited, or emergency—as shown in Table 3.1.1.2.2-1.

**Table 3.1.1.2.2-1: Service Order Completion Breakdown over Life of WITS2001**

XXXXXXXX	XXXXXXXX XXXXX XXXXXXXXXXXX XXXXX	XXXXXXXXXXXX XXXXXXXXXXXX	XXXXXXXX
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Verizon will implement service order requests using the service availability intervals in Table 3.1.1.2.2-2, measured from the time service order receipt is acknowledged to the time the order is accepted:

**Service Intervals**

**Routine:** Routine time intervals required for completion after receipt of an order vary depending on size and type of service order.

**Expedite:** To expedite an order for a fee, contact the VCSC at 1-800-381-3444 or check the appropriate box on the service order form; negotiation with the VCSC may be necessary.

**Emergency:** In emergency situations, it will be necessary to negotiate service intervals with the WITS 3 VCSC.

**Table 3.1.1.2.2-2: Service Intervals by Access Type**

XXXX X XXXXXXXX XXXXXXXXXX XX XXXXXX XXXX			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]







xxxx x xxxxxxxx xxxxxxxxxx x x xxxxxx xxxx			
[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]

Verizon will support the Government in responding to emergencies [as determined by the Government Agency Contracting Officer (ACO)]. The costs and service intervals will be negotiated on an individual case basis.

Service orders requesting expedited service implementation will take priority for completion over routine service orders previously submitted by the requesting customer and will not be placed ahead of the orders of any other customer unless otherwise directed by the GSA ACO. Expedited service requests may be charged an additional fee.

**3.1.1.2.3 Moves/Adds/Changes and Service Visits (C.3.3.2)**

GSA and agency DARs will be able to submit electronic online requests to perform moves, adds, and changes of lines, trunks, services, features and CPE through the WITS 3 Service@once ordering process. Service Intervals for adds, moves, and changes are shown in Table 3.1.1.2.3-1. If the changes involve the relocation of facilities, the request may be made through an administrative change order. Service@once provides high levels of direct user order entry and automation for an effective, efficient, and low risk solution to the Government.

Table 3.1.1.2.3-1: Service Intervals for Adds/Moves/Change

XXXXXXXX XXXXXXXXXX XXX XXXX XXXXX XXXXXXXX			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Verizon will allow the GSA and agency DAR to submit service orders to process incidental software changes to WITS 3 services directly online. During this process, the DAR will request the software reconfiguration with regards to line features, classes of service, telephone numbers, and other aspects of service not requiring changes in physical facilities. Service@once will perform the necessary editing and switch translations. The request will then be queued to the switch. Following the successful update of the switch, Service@once will automatically close the service order and update the appropriate databases.

Verizon understands the importance of this capability to the WITS 3 users. Under the current WITS2001 contract, Verizon incorporated additional enhancements to this capability to enable [REDACTED]

[REDACTED] " [REDACTED] "

In 2006 alone, GSA and agency DARs [REDACTED]

[REDACTED] " [REDACTED] "

This is truly a cost effective and efficient method of operation for the Government.

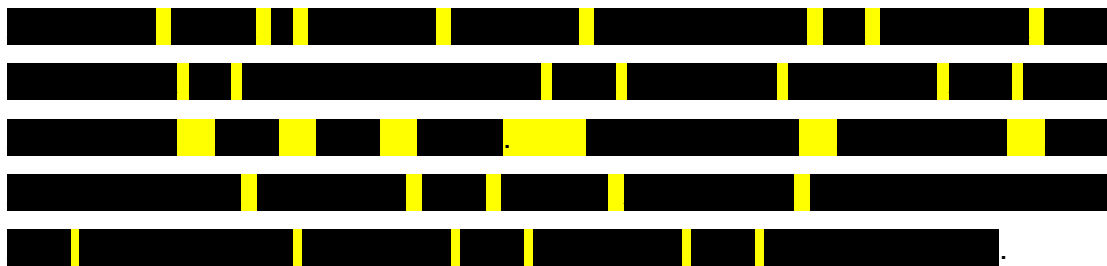
Verizon Business will make billable service visits only in response to a customer request. That is, such service visits will extend beyond the Verizon-provided operations support as part of the basic service. The scope of a service visit will include, but not be limited to, implementing incidental equipment such as telephones, workstations, and other CPE; integrating the customer's legacy equipment and systems with the WITS 3 network; and providing technical support services to assist the customer with service ordering, adds/moves/changes, billing verification, number/address administration, inventory management, security management, or other operations support requirements. Verizon Business will provide technical support services on an hourly, monthly, and annual basis. The personnel categories supported will include, but not be limited to, those outlined in the Technical Volume, Section 3.6 Verizon's WITS 3 Technical Support Services (L.30.1.3.2).

**3.1.1.3 Track Service Orders (C.3.2.3)**

WITS 3 users who input their orders directly into Service@once will be notified immediately, via an electronic message when they authorize a service order, that their order has been successfully placed. This new capability will provide the user with a more streamlined, automated process.

GSA and agency DARs will be able to track service orders directly through the Service@once system. DARs will have the capability to access their order and track its status from the point the order is entered into Service@once through the contract expiration date. They can access service orders directly through Service@once or request one of several standard service order reports.

For WITS 3 users who place their orders through the VCSC,



#### **3.1.1.4 Change Service Orders (C.3.2.4)**

Verizon understands the Government has the right to cancel, modify, or change the due date or other parameters of a service order at any time prior to acceptance of the service order. Acceptance in the service order process is the authorization point within Service@once when Government funds are obligated to the service request. Prior to Acceptance/Authorization, DARs can make changes to service orders within Service@once. To facilitate the management of Government funds Verizon has incorporated edits within Service@once to restrict the inclusion of additional funds to the service order following Authorization.

After Acceptance/Authorization, a DAR will need to provide a written change order request to cancel/modify/change a service order. The date of the service order change will be the date the DAR provides written notice of the change order request to Verizon.

### **3.1.1.5 Accept Service Orders (C.3.2.5)**

On a Service@once order, each work request (e.g., lines, CPE, Labor) is an individual “item” within a service order. The Service@once service order architecture allows individual work requests to be completed, thereby enabling the partial completion of a service order. Each item can be completed, closed, and billed independently of any other item. In the event a service order is partially closed, an order completion notice will be sent for each item that was completed. If the entire service order is completed at the same time, an order completion notice will be sent for the entire service order.

The order completion notice can be retrieved by the agency DAR by running a service order report within Service@once. A new capability will be added to the system to allow the DAR to receive an automatically generated order completion notice by e-mail. The order completion notice will include the effective service date, the SDP, Location Code, associated telephone numbers or circuit numbers, and Billing Account Code.

### **3.1.1.6 Disconnect Service Orders (C.3.2.6)**

Verizon will enable the GSA and agency DARs to submit orders for service disconnection directly into the Service@once application. Orders for service disconnection will be processed by Service@once at 6:00PM Eastern Time (ET) on the due date of the service order, unless otherwise coordinated with the customer. As the disconnection of voice service is an automated process, this will make certain that all necessary processing will be completed by 11:59PM ET of the due date. For billing purposes, service termination will occur no later than 11:59PM ET on the service disconnect date required by GSA or agency DAR.

### 3.1.2 Operational Support Systems (OSS) (C.3.3; C.7.3)

Verizon's experience in e-commerce with the Government is unmatched. [REDACTED], Verizon has provided GSA and its agencies electronic access to the Verizon ordering system, beginning with BAOSC and currently with Service@once. The systems used to serve the Federal Government were designed specifically to meet their unique requirements. In developing Service@once, Verizon incorporated the strengths of the traditional support systems, as well as the understanding and knowledge of more than 100 years of telecommunications experience. Rather than trying to retro-fit corporate systems or insert a significant number of manual processes to meet many of the ordering and billing requirements, Verizon invested in creating a best-in-class solution that provides Government users access to order, track, inventory, and maintain products and services ordered through Verizon. This investment will grow as Verizon continues to build robust ordering, billing, and security capabilities in its systems solution, including Service@once, Bill@once, and the Verizon WITS 3 Web site. Service@once is the most comprehensive telecommunications management system available. It incorporates the rules that govern the switches which, in turn, enable end users to directly place service orders that configure a telephone line in real time without human intervention. This produces the utmost in efficient and error-free service provisioning.

Verizon's experience in implementing and administering the current WITS2001 contract provides the competence and technical understanding of the WITS 3 support systems. Verizon has the personnel in place to capably operate and maintain these systems. Therefore, the transition time required to adequately train the WITS 3 staff is minimal.

For WITS 3, Verizon will continue to improve [REDACTED @ [REDACTED],  
[REDACTED]



[REDACTED]

Service@once supports the following telecommunications functions: number administration; moves, adds, and changes; service visits; operation, administration, and maintenance of CPE; inventory management; and security services. In addition, it provides fully automated provisioning of Centrex analog and ISDN services, billing account code administration, trouble management, facility assignment (inside and outside), switch load balancing, and line management. Service@once provides the required information for billing as well as that required by the Local Exchange Carrier (LEC) for Enhanced 911 service and toll restriction, and it maintains all CLIN information that is used in the ordering process to develop price quotes.

### **3.1.2.1 Number Administration Database (C.3.3.1)**

Verizon has extensive knowledge and experience with telephone number administration. Using the Service@once application, Verizon will manage an online inventory of the WITS 3 telephone numbers and update it in near real time as changes occur. Verizon's WITS 3 Service@once database administrator will make certain that WITS 3 telephone numbers will be made available for use when needed. This database will be available at the time of the initial acceptance of WITS 3 services.

Service@once [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**3.1.2.2 [REDACTED] (C.3.3.5)**

The Service@once system has the capability to store, display, and report on WITS 3 services ordered with Service@once service orders. [REDACTED]

[REDACTED]

[REDACTED]

From an equipment perspective, Service@once [REDACTED] Government equipment under the WITS2001 contract. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**3.1.2.3 Technical Support (C.3.3.3)**

To fully support the needs of the Federal Government, Verizon proposes all of the labor categories currently in use on the WITS2001 contract, which includes all of the labor categories in *RFP Table C.3-2: Representative WITS3 Labor Categories*. Verizon is also proposing additional security, engineering, and management CLINs to support the evolving needs of the Federal Government. All offered technical support services are provided on an hourly, monthly, and annual basis.

Verizon has assembled an extensive and impressive team to provide technical support under WITS 3. This team includes personnel from a wide

range of Verizon-owned companies which serve various IT markets, and a select group of both small and large business partners.

Verizon's technical support services provide a number of value added benefits to the Federal Government:

- Verizon and its partners will continue to provide the wide range of technical support services required by the WITS 3 RFP. This maintains continuity of those services from WITS2001 and access by the Federal Government to the same experienced personnel already in place.
- For the greatest level of continuity and access to experienced personnel, Verizon has proposed the labor categories listed in the WITS 3 RFP and all of the current WITS2001 labor categories.
- The additional capabilities proposed by the new labor categories demonstrate Verizon's ability to meet the Federal Government's evolving telecommunication needs. The new labor categories make available personnel in areas such as security, Internet engineering, and management.

Verizon has successfully partnered with GSA to provide the experienced personnel needed by the Federal Government under WITS2001 and will continue to provide the required personnel under WITS 3. Verizon is providing a new level of technical support to meet the evolving needs of the Government.

**3.1.2.4** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]





[REDACTED]

Verizon will bill WITS 3 customers in arrears on a monthly basis. As required by the Government, Verizon will provide two methods of billing:

1. Centralized Billing – Provides an invoice to GSA with supporting data and charges for all customers using centralized ordering. GSA will be responsible for paying the centralized invoice.
2. Direct Billing – Provides an invoice and supporting data to each customer cost center that chooses direct billing. Customers billed under the direct billing option will verify their invoices and pay Verizon directly.

The GSA ACO will notify Verizon of the agency billing arrangement (centralized or direct billed). For WITS 3 centralized invoices, Verizon will collect those charges from GSA. Verizon will be responsible for the collection of charges from direct billed agencies or sub-agencies. Verizon will be responsible for any direct billed charges to any agency or sub-agency.

### **3.1.3.1 Invoice Requirements (C.3.4.1)**

Verizon is committed to providing the WITS 3 user community an accurate, efficient, and understandable invoice. The Bill@once solution affords Verizon customers the ability to consolidate multiple billing sources (e.g., contract, ILEC, toll) into a single invoice. This unified billing solution is essential in the automated reconciliation and disbursement of the AGF as the

administrative effort required to manually reconcile the AGF from multiple billing sources would be costly and subject to error.

██████████ of all WITS2001 invoices to the Government on-time. Verizon's use of Bill@once will reliably, accurately, and quickly produce a single consolidated invoice for each centralized or direct account each month with no manual intervention required. Verizon will provide the Government a fully consolidated bill that will include all WITS 3 contract charges. The capability to define the invoice delivery media is accommodated through Bill@once. Verizon will submit the originals of all paper invoices, in addition to selected electronic delivery formats.

#### **3.1.3.1.1 Invoice Preparation (C.3.4.1.2)**

Verizon will prepare all invoices (for both direct and centralized billing) in accordance with the Government's Billing Account Code, Agency Bureau Code, Agency Billing ID, Location Code, and Service Delivery Point ID. These codes will permit each customer to be billed for the WITS 3 services actually used. Verizon currently provides the Government the basic capability to receive billing data in at least a three-level hierarchy [e.g., Agency (ABC/BAC), location code, and telephone number]. Each invoice will also include the transaction number specified on the service order.

[Verizon will include the Agency Bureau Code \(ABC\) on the Service@once service order. The Service Delivery Point ID is currently, and will be in WITS 3, located within Figure 3.1.1.2.1 – 1d \(see Section 3.1.1.2.1 Service Delivery Format above\). The scroll bar is not low enough to view in the figure. The table below displays an updated service order format.](#)

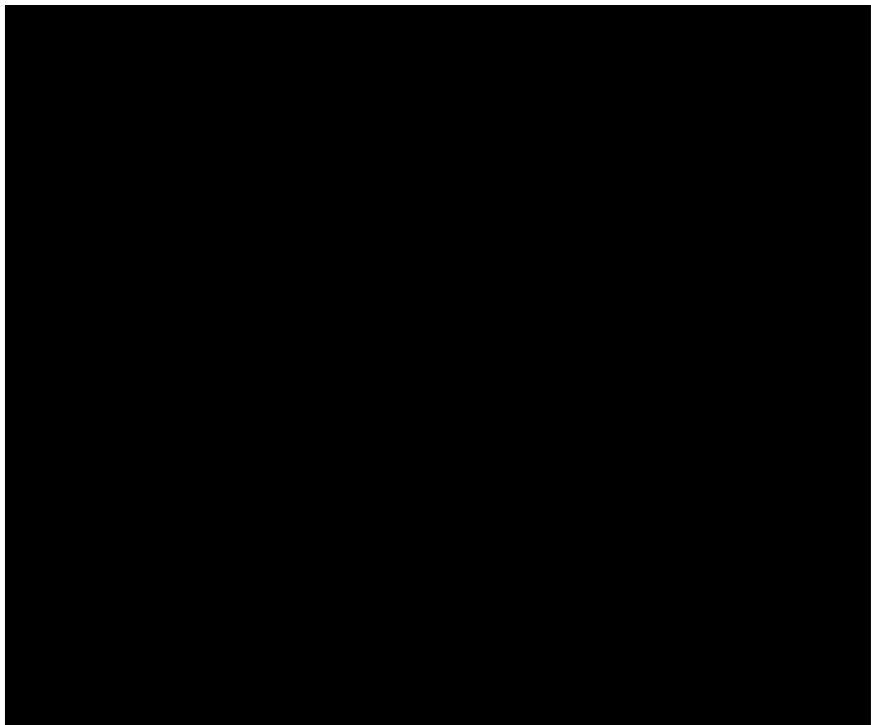




Verizon will credit the affected customer as specified in the RFP. The Bill@once solution can support the adjustment of individual recurring charges by date range. Figure 3.1.3.1.2-1 provides an example of the Bill@once adjustments window. Within three billing cycles after resolution of the service outage, the service outage credit will be processed through the billing system and appear on the invoice and the Billing Adjustments Summary.

Verizon will provide [REDACTED]  
[REDACTED]  
[REDACTED] @ [REDACTED], [REDACTED]  
[REDACTED] . [REDACTED] [REDACTED] [REDACTED] [REDACTED]  
[REDACTED]

[REDACTED] @ [REDACTED]



*Verizon's automated billing system supports adjustments and reconciles credits easily.*

### 3.1.3.1.3 Billing Verification (C.3.4.1.9)

As part of the robust billing solution provided by Verizon, the Bill@once invoice can be delivered to the Agency in a variety of media including paper, CD-ROM, or ASCII file. For electronic media, no special software or report generation tool is required to read the files.

Verizon will provide a Web-based invoice inquiry application to GSA and the direct billed agency CORs. One of the functions of the Web-based invoice viewer is the ability [REDACTED]

### 3.1.3.2 Billing Disputes (C.3.4.2)

All customer [REDACTED] \$, along with all consultant claims and adjustments regardless of amount, are entered [REDACTED] ([REDACTED]). [REDACTED]

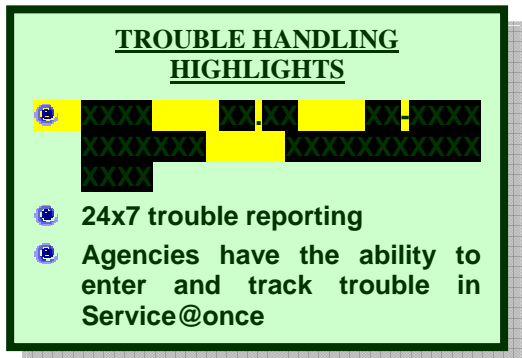
Verizon will process WITS 3 disputes using NCAS and show any and all associated credits on the Bill@once invoice for WITS 3. During DAR training, Verizon will describe the mechanism for uniquely identifying each billing dispute to permit the dispute initiator to track the status of a dispute.

The Government or the dispute initiator will respond within five business days with a proposed resolution. If either party wants to escalate the dispute to the ACO (GSA ACO for centralized billing or agency ACO for direct billing) at any time, it may do so.

### 3.1.4 Trouble Handling (C.3.5)

The VCSC is the focal point for trouble reporting for every service type offered by Verizon under the WITS 3 program. The VCSC will be staffed with experienced personnel who are trained to handle customer trouble reports as well as calls for assistance. Verizon’s trouble handling process will have the same “look and feel” regardless of access method.

All trouble report processing will be centralized within the VCSC, which will be operational 24 hours a day, 7 days a week. Information about the nature of the problem will be collected, a trouble record will be entered into Service@once, and a resolution commitment will be made to the customer. Troubles reported by other means (e.g., electronic mail, facsimile, or the Worldwide Web) will be acted upon immediately by a positive response to the source, by voice, voice mail, electronic mail, facsimile, or the Internet. The notification will indicate that the trouble has been received and entered into Service@once. Unless specified, the response will be provided using the same media as the report. Through Verizon’s WITS 3 website, end-users will have the capability to enter a trouble report directly into Service@once.



**TROUBLE HANDLING HIGHLIGHTS**

- [Redacted]
- 24x7 trouble reporting
- Agencies have the ability to enter and track trouble in Service@once

Once a trouble has been entered into Service@once, the VCSC will be responsible for trouble analysis, resolution, periodic status reports, trouble escalation, and final disposition with the customer. The VCSC will track all troubles regardless of the source or service type, including CPE. It will be responsible for historical analysis of trouble patterns, routine network monitoring, and preventive and restorative maintenance of the network and for reporting these activities to the Government as needed.

The VCSC will respond to trouble reports that are generated by support systems, network probes, and other alarm monitoring equipment that may be used by Verizon. The entire VCSC and the associated operations and maintenance personnel will work cooperatively with the Government, other Verizon organizations, and other contractors to resolve problems expeditiously. Verizon will maintain an audit trail of the WITS 3 program trouble resolution activities for the duration of the contract.

Verizon's Service@once system is capable of managing troubles for all of the products and services provided under WITS 3. Some of the trouble handling functions provided by Service@once and the VCSC include:

1. Providing centralized trouble reporting
2. Determining the cause of and correcting troubles
3. Working cooperatively with other contractors and Government representatives to resolve problems
4. Maintaining audit trails of trouble resolution activities
5. Responding to subscriber inquiries regarding trouble resolution status
6. Providing trouble escalation for normal and emergency events
7. Monitoring trouble report management and escalation procedures
8. Providing trouble report and performance information to customers.

Verizon's experience in working with the existing WITS2001 customers clearly demonstrates its trouble handling capabilities. Through the life of the WITS2001 contract, the combination of the WITS2001 CSC and



#### **3.1.4.1 Trouble Reporting (C.3.5.1, C.3.5.2)**

Verizon will resolve troubles on both a routine and emergency basis. The trouble report will specify whether emergency or routine handling is required. Verizon will provide escalation intervals of one hour for emergency

service category troubles and two hours for routine service category troubles when the restoration commitment has been missed, regardless of the type of service arrangement for both voice and data products and services.

- The WITS 3 VCSC will use [REDACTED]
- Maintenance problems that cannot be resolved by the Verizon team’s maintenance forces will be escalated for technical assistance.

The following table provides restoration time intervals for each service category provided under this contract:

**Table 3.1.4.2-3: Service Restoration Intervals**

Service Restoration Intervals	
RESTORATION TIME INTERVALS	WITS 3 SERVICES
Routine – dispatch: next business day Routine – non-dispatch: within four hours or by a negotiated clearing time Emergency – within four consecutive hours	Voice Services Circuit Switched Data Service Dedicated Transmission Service Teleconferencing Services Frame Relay Service Asynchronous Transfer Mode Service Dark Fiber Service Internet Access Service Gigabit Ethernet Service

**Routine Restoration of WITS 3 Facilities and Services**

All commitments for routine restoration will be a maximum of the next business day if a site visit is required for a user without service. If a visit is not required, service will be restored within four hours or by a negotiated clearing time agreed to by the Government and Verizon.

**Emergency Restoration of WITS 3 Facilities and Services**

Verizon understands the mission-critical nature of telecommunications and will meet the needs of agencies. Emergency trouble reports will be acted upon within two hours and will carry a commitment to restore service within

four consecutive hours. However, in most situations, response will be immediate with escalation intervals of one hour for emergency service category troubles. Verizon will provide emergency restoration in response to any of the following occurrences:

- Catastrophic failure of single or multiple switching systems
- Catastrophic failure of single or multiple transmission systems
- Switching or building locations isolated due to equipment or facilities failures
- Loss of system access to the Local Exchange Network
- Failure of the mated Signal Transfer Points (STP) or Integrated Services Control Points (ISCP)
- Buildings isolated due to equipment or facilities' failures
- Loss of system access to FTS2001/Networx
- Loss of system access to the Internet
- Disruption of service to users or circuits designated as critical by the government
- Traffic overloads and surges
- Any situation under which an entire service or 20% of the station lines at a single building is disrupted for more than four hours. Verizon will not be responsible for damages or meeting restoration service level commitments in connection with Force Majeure events, which are beyond Verizon's control.

The WITS 3 VCSC will monitor the network to identify outages requiring emergency restoration and begin appropriate remedial action before the actual submission of a trouble report. Verizon will immediately notify the GSA Customer Relations Management Center (CRMC), the affected customer and Verizon management of the emergency and will provide hourly status reports.

**Priority Restoration**

When outages occur, Verizon will provide prioritized service restoration to station lines designated on the service order as critical by the customer.

**3.1.4.2 Escalation Procedures (C.3.5.2)**

[Redacted content]

**Table 3.1.4.2-1: Escalation Contacts**

XXXXXXXX XXXX XXXXXXXXXXXX XXXXXXXX		
[Redacted]		
[Redacted]		
[Redacted]	[Redacted]	[Redacted]



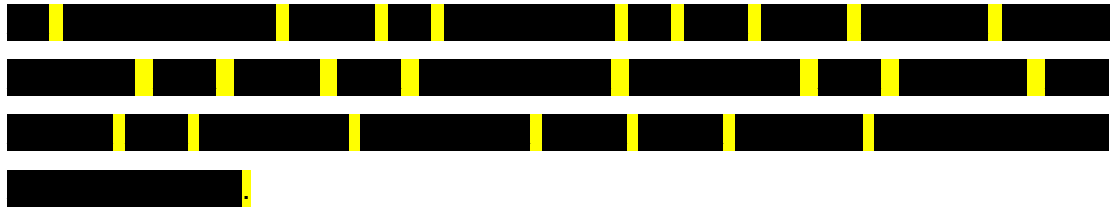


[REDACTED]

The WITS 3 Program Manager will be the single point of contact for the overall contract and will interface directly with the appropriate government counterpart at the program management level. The WITS 3 Program Manager will [REDACTED] & [REDACTED]

To maintain quality of service and achieve timely trouble resolution, customers will be encouraged to utilize these escalation procedures as a first step for resolving issues or concerns. Outside of normal business hours calls should be made to the WITS 3 VCSC.

If the escalation process is found to have a systemic or quality defect, [REDACTED] ( ) [REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

### **3.1.5 Customer Service Support**

Verizon has unparalleled experience in the management and operations of customer service centers for interfacing with its Government customers. The WITS 3 VCSC will replicate the systems, methods and procedures used in the customer service operation for WITS2001.

#### **3.1.5.1 Verizon Customer Service Center (VCSC) (C.3.7)**

On “Day One,” dedicated Verizon customer service staff will be available to WITS 3 customers to provide a productive, positive and seamless transition experience. The benefits of the VCSC to the WITS 3 customer include:

- The WITS 3 VCSC is operational 24x7
- Users can call, fax, or e-mail service orders or maintenance requests to the VCSC
- Users can call one number to receive maintenance on all WITS 3 products and services
- Service@once fully automates the trouble reporting process
- Service level commitments are outlined in the contract
- Experienced technicians understand the technology and customer requirements
- Emergency Maintenance and Escalation Procedures are defined for the WITS 3 contract

As shown in Figure 3.1.5-1, customers will place calls to the VCSC using a toll-free number that will be answered by an Automated Call Distribution (ACD) system. Callers will be asked to select the service they are seeking from a short menu. The ACD will route the caller to the next available attendant in the service area selected.

[REDACTED]

[REDACTED]

[REDACTED]

Customer service functions performed will include:

- Accepting and acting on user service inquiries and service orders
- Accepting, responding to and providing status on user trouble reports and complaints
- Accepting billing inquiries and providing billing status
- Providing training scheduling and registration
- Providing technical support
- Responding to general inquiries
- Providing information on available products and services.

Verizon has committed dedicated resources to provide superior service to WITS 3 customers. The VCSC will [REDACTED]  
[REDACTED]

### **3.1.5.2 Client's Guide (C.3.1; G.2.1.13)**

The Verizon WITS 3 Client's Guide has been developed as an informational resource for WITS 3 contract stakeholders. It is a resource to provide WITS 3 stakeholders with:

- Guidance and information to price and order WITS 3 services, features, CPE, and other technical support services
- Verizon WITS 3 Program organization point of contact information
- Instructions and information on ordering and billing systems
- Service intervals tables and information
- Trouble reporting and escalation
- Product and service overviews and procedures
- Dialing Instructions

A Table of Contents, Glossary and Acronyms are included for ease of finding and understanding information contained in the Verizon WITS 3 Client's Guide. Verizon's WITS 3 Client's Guide is provided as a separate deliverable in Appendix 4.

The Verizon WITS 3 Client's Guide will be provided as a Web-based document that can be downloaded from the Verizon WITS 3 Web site. The Verizon WITS 3 Client's Guide is a living document. As new services, features and other WITS 3 contract changes occur, the Verizon WITS 3 Client's Guide will be updated on the Verizon WITS 3 Web site. A summation of the changes that have occurred during the past quarter will be submitted to GSA for review on a quarterly basis.

In addition to the Client's Guide, the Verizon WITS 3 Web site is designed to disseminate information about Verizon's WITS 3 contract. The WITS 3 Web site ([www.verizonwits3.com](http://www.verizonwits3.com)) will provide announcements for the

addition of new products and services to the contract, pricing changes, training/workshop offerings, process changes, updated forms, and scheduled system outages. The site includes overviews of services, plus technical specifications of popular Customer Premises Equipment (CPE). The site will include a search engine to assist customers in quickly finding CLINs for pricing, points of contact, and other WITS 3 related information. Customers will be encouraged to sign up for Info by Request, which sends e-mails to subscribers when announcements are posted.

Although Verizon's WITS 3 Web site will be open to the general public, links to Service@once, Bill@once, and to the network monitoring sites will be limited to authorized, pre-defined Government personnel.

### **3.1.5.3 Customer Training (C.3.6)**

Since the start of the WITS2001 contract period, Verizon's training staff provided carefully planned training to more than [REDACTED] Government personnel. This training, guided by a Training Plan developed specifically for WITS2001 customers, was successful in terms of both quantity and quality, as noted in student evaluations. The WITS 3 RFP presents training requirements that are very similar to those of the WITS2001 RFP. [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]. Verizon offers the

following five types of training for WITS 3 users:

1. COTR and COR
2. Designated Agency Representatives (DARS)
3. End-Users of WITS 3 Services
4. Government Trainers



## 5. Government Executives

Full details of the Verizon Customer Training Plan are presented in Appendix 7.

### **3.1.5.4 Security (C.3.3.7; G.2.1.17)**

Verizon is recognized in the industry for its focus on and attention to security issues. The SANS Institute, which awards innovative and resourceful companies for their extraordinary leadership in the Network Security field, presented Verizon with two key Information Security Leadership Awards in the Internet Service Provider (ISP) category in 2003. Verizon was recognized for its superior performance in protecting the company's IP network, as well as its track record of success in responding to and rapidly resolving major IP network security incidents and threats for its customers. Verizon and its security team also received the award for leadership in Mitigating Denial of Service Attacks for its proactive efforts in developing new and aggressive techniques to identify and block Distributed Denial of Service attacks (DDOS) against its customers.

Verizon's security program is built on a foundation of formal security practices, procedures, and organizations that are dedicated to securing the Verizon infrastructure. Using the most current security features and services, Verizon continuously protects, prevents, responds to, and addresses threats to the network, and protects the confidentiality, integrity, and availability of the critical information assets that are under its control and protection. As detailed in the WITS 3 Security Plan found in Appendix 8, Verizon's approach to security and the methods used to secure its own service networks and supporting management systems is based on a multi-tiered approach that focuses on all critical security disciplines, including management, operational, and technical controls, security planning, and risk management.

### 3.1.5.5 OSS Verification Test (E.3.1)

As GSA has expanded the scope and breadth of the WITS contract over the past two decades, Verizon’s support systems have evolved to support the contract. [REDACTED] ( [REDACTED] ), to the existing Service@once and Bill@once solution, Verizon has made sure that its systems have exceeded the Government’s expectations. The Verizon OSS Verification Test Plan can be found in Appendix 9. If requested by GSA, Verizon will meet the test case outlined in *RFP Table E.3-1 OSS Verification Test Cases*.

### 3.1.5.6 Fraud Prevention (H.22)

Verizon fraud management capabilities are designed to fulfill comprehensive and measured fraud protection objectives related to the WITS 3 program. Fraud is a billion-dollar problem throughout the telecommunications industry. There are many types of fraud which Verizon and all of the other telephone companies, both local and long distance providers, experience on a daily basis.

Verizon’s history with the WITS and FTS2001 programs — as well as with enterprise, small business, and residential customers — demonstrates an organization with the capability to manage fraud at any level. [REDACTED]

[REDACTED]

[REDACTED]. The Verizon WITS 3 PMO, along with Verizon Fraud Control, will work to identify all fraud-related system and network vulnerabilities and take corrective actions to eliminate them. Full details of

Verizon's solution for WITS3 fraud prevention are presented in Appendix 10, Fraud Prevention Procedures.

### 3.1.6 Deliverable Format and Content (L.30.2.3.1; G.2)

Verizon's WITS2001 team developed and implemented a very successful solution for managing the preparation and on-time submission of program deliverables. Verizon committed the right resources, in the right quantity, to promote success. An experienced team, armed with proven procedures, is in-place to meet the WITS 3 program deliverable requirements.

The content of all required reports in the Management Volume will meet the requirements specified in the various sections of the WITS 3 RFP, including sections C, F, G, H and J as appropriate.

[REDACTED]

[REDACTED]

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



Additional types of identifiers will be assigned as needed. For reports that are outputs of the @once support systems, a report number is included on the output. For example, the Service Order Detail Report used to meet the Service Order Status Summary Report requirement is report number SOM01 in Service@once.

Verizon is fully prepared to carry forward the WITS2001 tradition of on-time submission of program deliverables that meet the requirements of WITS 3 customers. An indexed Deliverables Master Log will be maintained electronically. This Log will be used to track and record the submission of required deliverables. WITS 3 deliverables will be managed

- (1) @
- (2)
- (3)
- (4)

Upon contract award, Verizon will implement a proven Concept of Operations (ConOps) for managing all deliverables. Special attention will be given to those deliverables that are not required to be operational at contract award to ensure these deliverables are addressed. The deliverables ConOps incorporates the following features:

- (1) [Redacted]
- (2) [Redacted]
- (3) [Redacted]
- (4) [Redacted]
- (5) [Redacted]
- (6) [Redacted]
- (7) [Redacted]
- (8) [Redacted]

Verizon will continue to provide the WITS user community all required reports and deliverables in a variety of formats. Included with this proposal are several deliverables provided as appendices to the Technical, Management, and Business Volumes. The format and content for several deliverables and reports are provided in this section of the Management proposal.

**3.1.6.1 Service Order Receipt Acknowledgement (C.3.2.2.2; C.3.2.3)**

Through the Service@once system, WITS 3 users will be notified immediately when they authorize a service order that their order has been successfully placed.

**3.1.6.2 Service Order Tracking/Status (C.3.2.3)**

Verizon will provide a means for GSA and agency DARs to track service orders directly through Service@once. DARs will have the capability of accessing their order and tracking its status from the point the order is entered into Service@once through the contract expiration date. They can access the service orders directly through Service@once or request one of several standard service order reports. The Verizon WITS 3 Web site will provide an electronic access to the service order database.

Verizon will retain as much service order data online as possible without causing system disruption to the users. At a minimum, Verizon will retain the most recent three months of data online. Verizon will make archived data available for customer review after the VCSC receives notification.

**3.1.6.3 Service Order Completion Acknowledgement (C.3.2.5)**

The Service@once Order Detail Report will be accessed directly by the Agency through Service@once, or the VCSC. Verizon will make available to the DAR a new Service@once feature [REDACTED]

[REDACTED]

**3.1.6.4 Service Order Status Summary Report (G.2.1.2)**

As it has in the past, Verizon will meet the GSA requirement for a Service Order Status Summary report using the Service Order Detail report

available via Service@once. This report will provide all necessary status of an order, including order number, agency, location, Service Delivery Point (SDP), telephone/circuit number, estimated costs, and whether the order is partially closed.

**3.1.6.5 Summary Report of Billed Charges for All Customers (G.2.1.3)**

The Summary Report of Billed Charges for All Customers will be provided by Verizon to agency CORs by cost center and to the GSA COR for all customers on a monthly basis. The report will identify the charges billed by service and collected by Billing Account Code (BAC). To identify charges collected by service, an agency would have to make payment for each individual service, by either its account or BAC.

**3.1.6.6 Billing Adjustments Summary Report (G.2.1.4)**

The Billing Adjustments Summary Report will be delivered by Verizon monthly and will be included as part of the invoice. Verizon will provide the agency, by BAC, a summary of the adjustments that appear on the invoice. The report will be part of the invoice, and it can also be accessed by using the Bill@once Invoice Viewer, which allows the agency COR to view its invoice online. The agency COR will then be able to print the information as required.

**3.1.6.7 Inventory Report (G.2.1.5)**

Verizon will provide a monthly inventory listing, by BAC, of all WITS 3 lines, features, number assignments, circuits, trunks, and CPE that have been installed and accepted by the Government. The changes to this inventory will be identifiable by the service order completion date. Verizon understands the importance of this report and has worked with the Government to develop several formats and delivery media for this type of

information under the existing WITS2001 contract. The inventory reports will be available to CORs and DARs electronically.

**3.1.6.8 Billing Dispute Status Summary Report (G.2.1.6)**

Under WITS2001, Verizon has worked closely with GSA to define and refine the billing dispute process and reports. As a result, an effective and mutually accepted report and process are currently in place. Verizon will utilize the same reporting structure and format for the WITS 3 contract.

**3.1.6.9 Service Performance Report (G.2.1.7)**

Verizon will provide monthly performance information regarding the on-time completion of service orders as well as the on-time restoration of a trouble report. This monthly report will provide information on the WITS 3 network as a whole and for each customer.

**3.1.6.10 Associated Government Fee(s) (AGF) Summary Report (G.2.1.8)**

Verizon understands the importance and need for quality in managing the GSA AGF, as Verizon has been performing this function under the WITS2001 contract. The AGF Summary Report will be delivered to GSA monthly. The report will consist of the total billed charges for the month, the amount collected during the billing cycle, and uncollected charges older than 30, 60, and 90 days. The report will include the amount of the AGF owed the Government, based upon the amount of collected charges.

**3.1.6.11 Compliance Report (G.2.1.10)**

Verizon has worked closely with GSA to develop mutually acceptable criteria for many deliverables on the previous WITS contracts and will do the same for the WITS 3 Monthly Compliance Report.



### **3.1.6.12 Systems Analysis Report (G.2.1.12)**

Verizon will maintain a status of the overall health of the systems and network and provide the Government with a monthly Systems Analysis Report that will summarize major system changes during the reporting period; real and potential customer service, network service, or system problems; projected WITS 3 growth; and the recommended system upgrades or improvements, measures to reduce system costs, and provisioning rules for the next month.

### **3.1.6.13 Special Reports (G.2.2)**

Verizon understands that there are times when standard reports will not meet the operational needs of the customer. When requested, Verizon will provide the following reports for an additional fee. The associated CLINS are defined in RFP Section B.11.3 (Other Charges). Verizon can provide customized versions of standard reports. Charges for making changes in standard reports will be negotiated by individual case.

#### **3.1.6.13.1 Call Detail Records Report (C.2.2.1; G.2.2.1)**

Verizon will provide a Call Detail Records Report in an electronic format at least once a month to CORs and online customers who require Call Detail Records (CDRs). The report will list the CDRs for off-net calls as specified by the agency representative (e.g. by BAC, building, and telephone number). Requests for the CDR report must be made one month in advance of the desired reporting period, to enable adequate preparation time for data collection. A representative example of the Verizon Call Detail Report for BAC 1, LG 7, is provided in Table 3.1.6.13.1-1.

**Table 3.1.6.13.1-1: Example of Call Detail Records Report**

XXXX	XXXXXX XXXX	XXX XXXX	XXXXXXXX	XXXXXXXXXXXX XX	XX	XXXXXX XX	XXXXX
███	███	███	███	███	███	███	███*
███	███	███	███	███	███	███	███*
███	███	███	███	███	███	███	███*
███	███	███	███	███	███	███	███*

\*No charge for Flat Rate usage

**3.1.6.13.2 Network Usage Report (G.2.2.3)**

Verizon will provide network usage information from the Service Delivery Point (SDP) to the point of presence (POP) or between SDPs on demand for Frame Relay, ATM, and Gigabit Ethernet Services. These capabilities will be in addition to those provided in its basic service. Verizon will designate measurement intervals to allow the customer to view graphs of the Subscriber Network Access Line utilization over Verizon-designated measurement intervals (e.g., 15 minutes, 1 hour). The customer will be able to monitor parameters such as the Sustained Cell Rate, bit-error rate, dropped packet rate, Cell Delay Variation Tolerance, peak load, and traffic matrix between designated SDPs and POPs.

**3.1.6.13.3 Custom Service Performance Report (G.2.2.2)**

Verizon, at the request of the customer, will provide a customer specific performance report that will detail the service performance with regard to the performance metrics outlined in the contract. This report will be requested through the VCSC, and the appropriate CLIN will be charged.

**3.1.6.13.4 Ad Hoc Reports (G.2.2.4)**

The Government can request ad hoc reports from Verizon on an individual case basis. By definition, ad hoc reports are not required on a regular basis. Verizon will negotiate the development of ad hoc reports. As the charge for the ad hoc and customized standard reports will be negotiated

on an individual case basis, the CLIN for these reports will be based on actual requirements.