

1.0 Introduction

1.1 Purpose of the Client's Guide

The Verizon WITS 3 Client's Guide has been developed as an informational resource for WITS 3 contract stakeholders. It is a resource to assist 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 information overviews 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.

1.1.1 Access to the Client's Guide

The Verizon WITS 3 Client's Guide is provided as a Web-based document that can be downloaded from the Verizon WITS 3 web site at www.verizon.com/wits3. The Verizon WITS 3 Client's Guide is intended to be 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.

1.1.2 Verizon WITS 3 Web Site

The Verizon WITS 3 website is designed to disseminate information about Verizon's WITS 3 contract. In addition to the Client's Guide, the WITS 3 web site (www.verizon.com/worldwide/solutions/government/federal/contracts/wits3/) will provide announcements for the addition of new products and services to the contract, pricing changes, training/workshop offerings, and changes in processes, 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 Contract Line Item Numbers (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, invoice viewer, and to the network monitoring sites will be limited to authorized, pre-defined Government personnel.

1.2 WITS 3 Contract Overview

1.2.1 Contract Objectives

WITS 3 is a four-year base contract with four one-year options and has an estimated value of \$1.8 billion over the eight year contract term. The WITS 3 contract includes a broad portfolio of commercial services and products at very competitive prices – including voice, data, video, Customer Premises Equipment (CPE), and Technical Support Services.

Verizon's WITS 3 contract offerings are based on what WITS customers are buying today. WITS 3 customers can expect Verizon to meet the following contract objectives:

- Smooth Transition of Critical Infrastructure - No loss of service functionality or disruption of service during the transition from WITS2001 to WITS 3.
- To help ensure Service Continuity - Verizon offers customers comprehensive products and services currently available and in-demand under WITS2001.
- Provide Full Service Solutions - Verizon makes available a broad array of fully managed end-to-end solutions.
- Alternative Sources for Products - Verizon provides customers with access to multiple competing and complimentary CPE vendors.
- Integrated Modern Support Systems - Verizon's Service@once and Prime Biller Extended Edition (PBEE) incorporate state-of-the-art Web enabled Support Systems.
- Enable Convergence – Verizon's WITS 3 service offerings allow for migration to a converged environment through access to emerging technologies with continuous refreshment.
- Grow Small Business Opportunities – Verizon actively recruits and encourages small business participation.

The WITS 3 contract offers unprecedented flexibility to user agencies. With Web-based service ordering, flexible billing options, and direct access by agencies to the contractor, WITS 3 allows agencies to tailor their use of the contract to their specific ordering and management practices, with support from GSA as needed.

The WITS 3 contract contains specific provisions intended to ensure its ongoing competitive viability. Verizon offers several services with reduced pricing for multiple year term service commitments (Note: services purchased under multiple year term pricing are subject to early disconnect charges). Technology refreshment terms require the contractor to incorporate new products and services into the contract as they become commercially available in the region. A price management mechanism has been incorporated to ensure that the contractor's prices to GSA remain on par with the best available prices in the marketplace.

1.2.2 Fair Opportunity

To ensure that all contractors on the WITS 3 contract receive fair consideration for a service order, Agencies will use the Fair Opportunity Process for the placement of all WITS 3 orders, including initial WITS 3 requirements (i.e., requirements that are transitioning from the WITS 2001 contract to WITS 3). The fair opportunity process is mandated by 41 United States Code

(USC) § 253 and implemented in FAR Section 16.505. The Agency's order placement decision may be based solely on price or some combination of price and non-price related factors.

The WITS 3 Contract is designed to allow Agencies to define their service requirements, select a WITS 3 contractor, and place an order with the selected contractor in accordance with the terms of the contract. The WITS 3 contract offers fixed priced Contract Line Item Numbers (CLINs). Additional CLINs may need to be established to accommodate Agency specific requirements that fall within the scope of the contract. Ordering services off the contract can be accomplished through a standard process that will not require a SOW or a modification of the contract. Agency specific service orders will require a SOW and subsequent modification of the contract. GSA is responsible for implementing the contract modification process. GSA has issued [Fair Opportunity Guidelines](#).

1.2.3 Authorized Users

The WITS 3 contract is for the use of all Federal agencies, authorized Federal contractors, agency-sponsored universities and laboratories and, as authorized by law or regulation, state, local, and tribal Governments, and other organizations. All organizations listed in GSA Order ADM 4800.2E, Eligibility to Use GSA Sources of Supply and Services, January 3, 2000 (as updated) are eligible. The Government has the right to add authorized users at any time during the term of this contract up to the limits specified in Section H.3, Minimum Revenue Guarantee and Maximum Contract Limitation.

1.2.4 Geographic Scope

The WITS 3 service area currently consists of the District of Columbia, the Maryland counties of Montgomery and Prince Georges, the Virginia cities of Alexandria, Manassas, Fairfax, and Falls Church, and the Virginia counties of Arlington, Fairfax, Loudoun, Prince William, and locations sharing a community of interest.

1.3 WITS 3 Agencies

Verizon customers can become a new WITS 3 customer by contacting the GSA Customer Relations Management Center (CRMC) at 202-708-8100 or crmc@gsa.gov. A GSA Customer Account Manager (CAM) will be assigned to assist in exploring how WITS 3 can satisfy an agency's telecommunications needs. Initially, the GSA CAM will establish a new Customer Care Team and schedule a meeting to review technical, business and training needs.

Agencies that choose to become WITS 3 customers will be required to complete a WITS 3 Application Form. Detailed instructions are provided on the form. The GSA CRMC at 202-708-8100 is available for assistance in completing the form. Upon acceptance of the application, a Verizon Customer Service Center (VCSC) representative will contact the agency with a Billing Account Number (BAN) and Location Group (LG).

1.4 Designated Agency Representative Administrators (DARAs) and Designated Agency Representatives (DARs)

In the WITS 3 contract environment, the DARA and the DAR have a very important role in the management of telecommunications products and services for the agency they represent. The DARA and DAR are responsible for all service orders and are the only individuals authorized to sign and approve service orders. DARAs are nominated by their agency and must be appointed by the agency's WITS 3 Contracting Officer. The DARA maintains a list of DARs

authorized to place orders on the WITS 3 contract, the agency Billing Account Code (BAC) against which they can order, types of service(s), dollar limit and any other limits placed on their ordering authority. The DARA is responsible for issuing a letter of appointment to assign each agency DAR. Before authorizing service orders using Service@once, the DAR must complete Service@once training. DARs can register for Service@once training by completing the Service@once Training Request Form available on the Web site and faxing it to the Verizon WITS 3 Training Coordinator at 301-282-6806.

1.5 Order Enterers

In some agencies, the DAR(s) and the Order Enterer(s) are separate users. In such cases, the Order Enterer can submit Service Order Requests but must gain the DAR's signature to authorize funds. A WITS 3 Billing Account Code (BAC) Form must be completed to identify the BAC(s) an Order Enterer may use when placing Service Orders.

Before placing orders using Service@once, Order Enterers must complete Service@once training. They can register for training as noted above, by completing the Service@once Training Request Form available on the web site and faxing to the WITS 3 Training Coordinator at 301-282-6806.

1.6 Billing Account Code (BAC)

The Billing Account Code (BAC) is a number assigned by the General Services Administration to uniquely identify the agency cost center on service orders and invoices. When a new WITS 3 agency is ready to place service orders, the DARA must submit a WITS 3 Application Form to establish a BAC and identify who is authorized to use it.

The WITS 3 Billing Account Code (BAC) Form must be submitted whenever an agency requests additional BACs, disconnects/abolishes BACs, changes a BAC address, or alters who is authorized to use a BAC.

1.7 Mandated Taxes, Surcharges, and Fees

Basic service prices offered on the WITS 3 contract do not contain mandated taxes, surcharges, and fees. The following information is provided to describe and detail the taxes, surcharges, and fees that will be billed to the Government or Government end-user.

1.7.1 Gross Receipts Surcharge

The Gross Receipt Tax Surcharge (GRTS) is classified as a tax. The state of Maryland and the District of Columbia receive an operational fee from all utility companies that covers the cost of doing business in a particular jurisdiction. Local Gross Receipt Surcharge (LGRS) is applied to Arlington County (Virginia) and Montgomery County (Maryland). Arrangements were made that allowed the utility companies to pass this charge along to their customers. Therefore, the Gross Receipt Surcharge is the operational fee collected for your account. The fee is calculated on certain items of the basic local service charges, all value added services, calls completed by the operator and message units. No CLINs assigned, appears as text after each line.

1.7.2 Federal Universal Service Fund Surcharge

Since its inception in the 1930's, the FCC has maintained a policy of promoting affordable telephone service to all Americans.

After the breakup of AT&T in the early 1980's, the FCC established a mechanism to ensure that the rates of local telephone companies would remain affordable to customers. All telephone companies that provide telephone service between states contribute to the Federal Universal Service Fund.

Under a new FCC approved plan, effective July 1, 2000, local telephone companies are allowed to recover the cost of their Federal Universal Service Fund contribution in a competitively neutral manner by billing a monthly line charge.

1.7.3 Subscriber Line Charge

The FCC instituted the monthly line charge, Subscriber Line Charge (SLC), to help pay some of the fixed costs the local phone company incurs in providing long distance companies with access to their local networks. It is intended to cover portions of the interstate costs of providing the local customer with access to the long distance carrier for all classes of customers, which should ultimately lead to lower long distance rates.

1.7.4 Right of Way

In 1996, the Washington, D.C. legislature authorized a Right-of-Way Fee, and legislation that year established the rates that would be charged by the DC Government to utility companies in Washington. The 1996 law reads; "Each public utility company regulated by the Public Service Commission shall recover from its utility customers all lease payments which it pays to the District of Columbia pursuant to this title through a surcharge mechanism applied to each unit of sale and the surcharge amount shall be separately stated on each customer's monthly billing statement." A "unit of sale" refers to a telephone line.

In 1998 the Virginia General Assembly passed the same law authorizing a Right-of-Way Fee.

1.7.5 End User Port Charge

The Line Port Charge applies to DID ISDN BRI and PRI. The charge is for additional equipment that has to be installed in the local network for the signals of the above services to be recognized and transmitted. The FCC required the cost of this new, more advanced equipment for these newer services to be recovered in a separate charge and to be paid by the customer. The FCC did not consider it fair that all telephone users pay for these costs. The shift in cost recovery will also be offset by reductions in the local exchange carriers per minute of use charge to the interstate long distance carriers.

1.7.6 State TDD/USF Fee

The purpose of the surcharge is to provide funding for a Dual Party Relay Service System in Maryland. The surcharge was implemented July 1, 1991. A Dual Party Relay Service System enables hearing and speech impaired people to communicate with those of normal speech and hearing over the telephone by using an attendant relay system.

1.7.7 E911 Assessment

A tax collected for each individual telephone line sold or leased in the District of Columbia to fund the emergency and non-emergency number telephone system.

1.8 Customer Feedback

Customer comments regarding the WITS 3 Client's Guide and/or WITS 3 Web site will be welcome and able to be submitted via an online customer feedback form available at [Contract Feedback](#). Comments received will aid Verizon in their efforts to improve the quality and usefulness of the WITS 3 information presented. When commenting on specific items please provide the URL of the Web page and/or the section title and page number(s) of the Client's Guide.