

3.0 Operational Support Systems

3.1 Verizon WITS 3 Support Systems

The Service@once and Prime Biller Extended Edition (PBEE) are the primary systems for the management of Verizon WITS 3 products and services. This solution provides complete ordering, inventory, reporting, billing, and trouble reporting capabilities all in one integrated solution. This is accomplished by using an integrated approach, both from the management of WITS 3 services within Service@once, and the integration of Service@once and the billing system.

Service@once and the billing invoice viewer will be available to authorized Government customers via the public internet and the Verizon WITS 3 website. All information in Service@once is provided in real-time, while the information available on the invoice viewer will include the most recent six months of billing information.

3.2 Service Ordering and Management

Service@once is a Verizon online system for service ordering, configuration management of lines and circuits, facilities management, automated provisioning of Circuit Switched voice services, trouble management, and workforce management. The VCSC staff and agency authorized users have access to Service@once. Service@once access levels available to agencies include authorization (DARs only), order entry, and read only. Only DARs have access for authorizing service orders.

Service@once uses a Windows-based graphical user interface with buttons, tabs, and drop-down menus. It has screens to support user query and find, and it provides online help. It enables users to operate at their own pace and fill information in the different fields at different times as they need. The system is used to support all WITS 3 products and services. The system uses a distributed architecture; and Verizon can readily change the capacity of the system to meet user demand.

Service@once allows users to generate a comprehensive set of reports. Generated reports can be viewed online, printed and/or exported to the user's preferred storage file. Reports include the status of pending, completed, and partially completed service orders; inventory reports organized by agency Billing Account Code (BAC) and reports of billed charges. For a fee, customers may also obtain specialized reports on service performance, network usage, and ad hoc reports.

Access to the Service@once application will be obtained through the new WITS 3 Customer Care Center portal. The portal is accessed via the public internet, without the need for dedicated access. The WITS 3 Customer Care Center portal can be accessed at the following url: <http://wits3portal.Verizon.com>.

Verizon has implemented several layers of firewalls and additional security measures (including user authentication, logging events in the system, and controls in the applications) so that each authorized user (agency user, GSA NCR staff, and Verizon WITS 3 program staff) can perform only specific functions. Firewalls and security measures also control the automated interfaces.

Verizon manages the Service@once access rights of the authorized customers as to the specific functions that they can perform, such as placing a Service Order, tracking the status of an order, or obtaining a report pertaining to the agency.

3.3 Service@once Training

To become a Service@once user, a WITS 3 customer agency must designate its specific Service@once users – DARs, Order Entry and Read Only personnel. Following new user training, the user will be registered and assigned a password to log on to Service@once. DARs will also receive an authorization code.

Verizon offers customers training in Service@once. For DARs already experienced with Service@once, Verizon offers an Experienced OSS course to introduce DARs to the new Verizon portal. Order Entry and Authorization training, a three day hands-on class, is designed for users who are going to input orders, troubles, report requests and, if a DAR, authorize orders in Service@once. Authorization-only training, a half-day class, is designed for DARs who will obligate funds by reviewing and authorizing orders. It does not include order entry training. Read-only training, another half-day class, is designed for users who are going to review orders and reports in Service@once.

3.4 Service Ordering Process

Agencies new to WITS 3 should initially contact the GSA CRMC at 202-708-8100 to arrange to be a WITS 3 Contract user. GSA will assign a *WITS 3 Billing Account Code (BAC)* or existing WITS 2001 BAC numbers can be brought forward as part of the *WITS 3 Application Form*. The application can be found at [GSA WITS 3 web site](http://www.verizon.com/worldwide/solutions/government/federal/contracts/wits3/). Additional information is available here: <http://www.verizon.com/worldwide/solutions/government/federal/contracts/wits3/>. Upon completion, the application should be sent to GSA.

Order Requests can be submitted to Verizon either of 2 ways:

1. Service@once, Verizon's order entry, tracking and inventory system. Agencies can, upon training, obtain access and enter and track many of their own orders directly into Service@once.
2. Forward an Order Request to the WITS 3 CSC via email or fax. A CSC Representative will issue the Service@once order and respond with the Order Number. There is a fee of \$25.00 for orders issued by Verizon that qualify for entry by an agency Service@once user. The optional *WITS 3 Service Order Request Form* is available here: [WITS 3 Service Order Request Form](#).

The required elements for all Order Requests include*:

1. Detailed description of the service/equipment requested, locations, contacts, etc. This is often in the form of CLINs or a quotation provided by Verizon Sales.
2. A statement of approval from a recognized WITS 3 DAR.
3. The BAC to be billed for the order.
4. The Obligating Document Number—the number of the agency's internal document that obligates the funds for this order. It may also be known as a "Purchase Order Number", "Job Order Number", "Tracking Number" or "Task Order". The GSA CRMC can provide additional information on this requirement of the WITS 3 contract.

*Effective January 28, 2013, any incomplete orders placed in Service@once that remain in an open status with no associated products/services or without appropriate authorization will be cancelled after 30 days. This effort will help ensure that complete service orders are entered in Service@once in a timely manner. Questions regarding service orders can be directed to the WITS 3 Customer Service Center (CSC) at 1-800-381-3444.

Contacting the WITS Customer Service Center:

Phone: 800-381-3444

General questions: WITS.3.CSC@verizon.com

Order Requests: WITSCivilian@verizon.com or fax 301-282-1910

WITSMilitary@Verizon.com or fax 301-282-1911

3.5 Billing System and Invoices

The WITS billing solution is a uniquely flexible and scalable billing and customer analysis tool for agencies. The billing system provides invoice and billing information to WITS 3 customers. Service@once will feed billing information at the time a service order is closed. All recurring and non-recurring charges will be collected in this manner then aggregated and consolidated on the invoice. The invoice can be provided several ways, based on the agency's preference, including by electronic image via a web invoice viewer, CD, or ASCII file. The Portal Invoice Viewer provides the ability to view and sort the six most recent invoices by bill date and account. The Viewer presents a printer-ready view which includes the ability to search within an invoice (for example, by telephone number, CLIN or BAC), access a table of contents, print all or select pages and download an invoice as an Adobe PDF document.

The billing solution provides many user-friendly capabilities for telecommunications managers to validate and prepare end-user bills.

- Consolidated Billing System - a single, consolidated telecommunications bill for multiple vendors; includes contract, usage, and interexchange carrier (IXC) charges.
- Feature Flexibility - multiple accounts, account hierarchies; accepts various media - including paper, CD-ROM, and/or t electronic file.
- Audit and Verification - customer verification of billing from Service@once records; generates invoices detailing actual usage and other charges, credits, and debits for easier billing reconciliation.
- Online Viewing - available via the internet; enables authorized direct billed customers to view their WITS 3 bills.

3.6 Billing Process

Each agency must complete the WITS 3 Application Form to register as a WITS 3 billing customer. Agencies can choose OPAC (Online Payment and Collection) or non-OPAC billing methods from GSA. Agencies will receive bills no later than the 10th day of the month following the month in which service is provided. Verizon bills WITS 3 customers in arrears on a monthly basis. There are two methods of billing, Direct and Centralized. Although agencies will decide whether they want direct or centralized billing, GSA will notify Verizon of any changes in billing method.

3.6.1 Direct Billing

Verizon invoices direct billed customers and provides them with supporting billing data. Each direct billed customer will verify the invoice and provide payment to Verizon. If any discrepancies, direct billed customers should submit the billing disputes to witscivilian@verizon.com or witsmilitary@verizon.com.

For Billing Escalations contact the WITS 3 Billing Manager.
Tonetta Spencer Voice: 301-288-9460
E-mail: tonetta.spencer@verizon.com

3.6.2 Centralized Billing

Under centralized billing, Verizon invoices GSA with a monthly consolidated bill, and GSA bills customers. The GSA FSC TOPS Financial Team pays the centralized invoice. The GSA Billing Group provides quality assurance by sampling random monthly accounts for accuracy of billing information and backup payment documentation.

Customers with billing questions or discrepancies can call the Verizon WITS 3 Billing Group at 1-800-381-3444, option 5. The Verizon WITS 3 Billing Group will respond to inquiries and work with the GSA/COR to reconcile billing discrepancies. All resolutions are made jointly with the GSA/COR. Upon resolution, the Verizon WITS 3 Billing Group will notify the customer. Billing adjustments are made by the GSA Billing Group and are shown on a subsequent monthly invoice.

3.6.3 Telecommunication Ordering and Pricing System (TOPS)

Customers can view their invoices via GSA's Telecommunication Ordering and Pricing System (TOPS). The Telecommunications Ordering and Pricing System is an integrated telecommunications on-line ordering, processing, and billing system. It is one of GSA's billing initiatives to improve agency-wide telecommunications inventory management and reduce telecommunications costs for the government and taxpayers.

TOPS can be accessed via the worldwide web at <https://topsbill.ftsbilling.gsa.gov>. The On-line Customer Billing web page was developed to help customers review their local telecommunications billings and the detailed supporting documentation. The TOPS User Guide assists customers in accessing their billing information through the Internet. Customers should contact GSA's billing group if they have comments/questions concerning the charges in their TOPS bill or its supporting documents.

In order to use TOPS, customers must be registered with GSA. They can gain a TOPS UserID and Password from the home page of the Web Site. Customers are also given the option to access TOPS in a secure (encrypted) environment.

Once customers have logged onto the system successfully, TOPS will verify their access level and allow them to select from the following options:

- About TOPS - learn about TOPS and access frequently asked questions
- User Guide - access the user guide for customer assistance

- Download - extract electronic files for a particular billing month
- View Bill - view a specific customer account monthly bill

3.7 Service Delivery

When products/services are ordered, installation is included up to the Service Delivery Point (SDP) specified on the order. The flexible Service Delivery Point is a combined physical, electrical and service interface which the customer, at certification or installation, designates the physical location.

Table 3.7-1: Service Delivery Point Options

SDP1	SDP2	SDP3	SDP4	SPD5	SPD6
CO	MPOP	BLDG CLST	JACK	ELECTRICAL DEVICE	DESK TOP
POP		CUST CLST		SJ/CSU/DSU	
Associated CLINs	Associated CLINs	Associated CLINs	Associated CLINs	Associated CLINs	Associated CLINs

3.7.1 Service Intervals

A Service Interval defines the time required for completion after receipt of an order. Time intervals vary depending on size and type of service order. Service intervals fall into three different categories: Routine, Expedite, or Emergency. Routine is the typical service interval for completion of an order after receiving the order. For a fee, orders can be expedited by contacting the WITS 3 VCSC at 1-800-381-3444 or by checking the appropriate box on the service order form (negotiation with the WITS 3 VCSC may be necessary). In emergency situations it will be necessary to negotiate service intervals with the WITS 3 VCSC. Table 3.7.1-2 and Table 3.7.1-3 outline service intervals by various access types and by moves, adds and changes, respectively.

Table 3.7.1-2: Service Intervals by Access Type

WITS 3 Service Intervals by Access Type			
ACTION	REQUIRED COMPLETION TIME AFTER RECEIPT OF ORDER - ALL ACCESS		
	ROUTINE	EXPEDITE	EMERGENCY
Install Analog or BRI WITS 3 Lines SVS (Standard Agency Business Location)			
10 or less per BAC per building	5 working days	4 working days	Negotiable
11 to 25 per BAC per building	10 working days	8 working days	Negotiable
26 to 50 per BAC per building	Negotiable	Negotiable	Negotiable
More than 50 per BAC per building	Negotiable	Negotiable	Negotiable

WITS 3 Service Intervals by Access Type			
ACTION	REQUIRED COMPLETION TIME AFTER RECEIPT OF ORDER - ALL ACCESS		
	ROUTINE	EXPEDITE	EMERGENCY
Install Analog or BRI WITS 3 Lines SVS (Residential or Remote Agency Location)	FOA will require up to 4 additional weeks	FOA will require up to 2-3 additional weeks	Negotiable
10 or less per BAC per building	5 working days	4 working days	Negotiable
More than 10 per BAC per building	Negotiable	Negotiable	Negotiable
Install Voice Mail Services/Features			
Any quantity	5 working days	Negotiable	Negotiable
Reset Password on Existing Voice Mailbox			
Any quantity (must be only item on order)	2 working days	1 working day	Negotiable
Install WITS 3 Trunks/DID			
24 or less per BAC per building	6 working days	4-5 working days	Negotiable
25-96 per BAC per building	Negotiable	Negotiable	Negotiable
More than 96 per BAC per building	Negotiable	Negotiable	Negotiable
Install CSDS			
23 or less per BAC per building	6 working days	4-5 working days	Negotiable
24 or more per BAC per building	Negotiable	Negotiable	Negotiable
Install DTS PRI <i>Note: due date for trunks riding T1/PRI must be 2 business days after the Pipe</i>			
T1 Pipe			
8 or less per BAC per building	9 working days	7-8 working days	Negotiable
9 or more per BAC per building	Negotiable	Negotiable	Negotiable
T1 Digital Hand-Off Dedicated <i>Digital Trunk Service has been retired. Learn more.</i>			
8 or less per BAC per building	9 working days	7-8 working days	Negotiable
9 or more per BAC per building	Negotiable	Negotiable	Negotiable
T1 Digital Hand-Off Multiplexed <i>Digital Trunk Service has been retired. Learn more.</i>			

WITS 3 Service Intervals by Access Type			
ACTION	REQUIRED COMPLETION TIME AFTER RECEIPT OF ORDER - ALL ACCESS		
	ROUTINE	EXPEDITE	EMERGENCY
8 or less per BAC per building	11 working days	9-10 working days	Negotiable
9 or more per BAC per building	Negotiable	Negotiable	Negotiable
PRI			
8 or less per BAC per building	11 working days	9-10 working days	Negotiable
9 or more per BAC per building	Negotiable	Negotiable	Negotiable
T3			
8 or less per BAC per building	12 working days	10-11 working days	Negotiable
9 or more per BAC per building	Negotiable	Negotiable	Negotiable
Install Synchronous Optical Network (SONET) Services			
Any quantity	Negotiable	Negotiable	Negotiable
Install Dedicated SONET Ring (DSR)			
Any quantity	Negotiable	Negotiable	Negotiable
Install Dedicated DWDM Ring			
Any quantity	Negotiable	Negotiable	Negotiable
VTS			
Reservation (non -recurring teleconference)	30 minutes	Negotiable	Negotiable
ATS			
Reservation (non- recurring teleconference)	30 minutes	Negotiable	Negotiable
FRS Add T1 - Frame Relay has been retired			
4 or less per BAC per building	11 working days	9-10 working days	Negotiable
5 or more per BAC per building	Negotiable	Negotiable	Negotiable
FRS Add T3 – Frame Relay has been retired			
4 or less per BAC per building	14 working days	12-13 working days	Negotiable
5 or more per BAC per building	Negotiable	Negotiable	Negotiable
ATMS – ATM Services have been retired			
Any quantity	Negotiable	Negotiable	Negotiable

WITS 3 Service Intervals by Access Type			
ACTION	REQUIRED COMPLETION TIME AFTER RECEIPT OF ORDER - ALL ACCESS		
	ROUTINE	EXPEDITE	EMERGENCY
Dark Fiber Services			
Any quantity	Negotiable	Negotiable	Negotiable
IAS			
Any quantity	Negotiable	Negotiable	Negotiable
Install Digital Subscriber Line (DSL)			
Any quantity	20 days	15 days	Negotiable
Install Ethernet LAN Service (ELAN)			
Any quantity	Negotiable	Negotiable	Negotiable
VoIP Services			
Any quantity	Negotiable	Negotiable	Negotiable
Custom Redirect Service			
Any quantity	Negotiable	Negotiable	Negotiable
Managed Security Services			
Any quantity	Negotiable	Negotiable	Negotiable
VSAT Services			
Any quantity	Negotiable	Negotiable	Negotiable
Dedicated Hosting Services			
Any quantity	Negotiable	Negotiable	Negotiable
Wireless LAN Services			
Any quantity	Negotiable	Negotiable	Negotiable
Voice Continuity Service			
Any quantity	Negotiable	Negotiable	Negotiable
IP VPN Service			
Any quantity	Negotiable	Negotiable	Negotiable
Premises-based IP VPN			
Any quantity	Negotiable	Negotiable	Negotiable
Managed Network Solutions			
Any quantity	Negotiable	Negotiable	Negotiable

WITS 3 Service Intervals by Access Type			
ACTION	REQUIRED COMPLETION TIME AFTER RECEIPT OF ORDER - ALL ACCESS		
	ROUTINE	EXPEDITE	EMERGENCY
Technical Support Services			
Any quantity	Negotiable	Negotiable	Negotiable
Install TV-1 Video Service (TVS)			
Any quantity	Negotiable	Negotiable	Negotiable

Table 3.7.1-3: Service Intervals for Adds/Moves/Change

Service Internals for Adds/Moves/Change			
ACTION	REQUIRED COMPLETION TIME AFTER RECEIPT OF ORDER		
	ROUTINE	EXPEDITE	EMERGENCY
Add/Move/Remove CPE			
10 or less per BAC per building per due date	5 working days	4 working days	As directed by ordering agent
More than 10 per BAC per building per due date	Negotiable	Negotiable	As directed by ordering agent
Add/Move/Remove Local Area Network Interface			
5 or less per BAC per building per due date	10 working days	8 working days	As directed by ordering agent
6-10 per BAC per building per due date	20 working days	15 working days	As directed by ordering agent
More than 10 per BAC per building per due date	Negotiable	Negotiable	As directed by ordering agent
Add/Move/Remove Attendant Console			
5 or less per BAC per building per due date	10 working days	8 working days	As directed by ordering agent
6-10 per BAC per building per due date	20 working days	15 working days	As directed by ordering agent
More than 10 per BAC per building per due date	Negotiable	Negotiable	As directed by ordering agent
Add/Move/Remove Subscriber Feature or Class of Service			
	2 working days	1 working day	As directed by ordering agent

3.8 Trouble Reporting and Maintenance Requests

3.8.1 Overview

Verizon will respond to system generated trouble reports that are reported by support systems, switching equipment, and other alarm monitoring equipment. The VCSC will receive trouble reports from customers, operational systems, preventive and remedial maintenance operations, vendors, other contractors, IXCs, LECs, and employees. All maintenance requests will be centralized within WITS 3 VCSC, which will be operational 24 hours a day, 7 days a week. The entire Verizon team will work cooperatively with other contractors, and the government to resolve problems expeditiously. Problems that cannot be resolved at the WITS 3 VCSC will be automatically escalated to the next level of management. Verizon will maintain an audit trail of WITS 3 trouble resolution activity for the duration of the contract.

3.8.2 Details

Trouble reports can be entered into Service@once. (Service@once is available 7:00 AM until 7:00 PM Monday through Friday. Outside of these hours, the systems will be available unless routine maintenance is being performed. Routine maintenance is normally performed during the hours of midnight to 6:00 AM, advance announcements are made at (www.verizon.com/worldwide/solutions/government/federal/contracts/wits3). Troubles from customers or others can also be reported to the WITS 3 VCSC via the toll-free number (1-800-381-3444) or via Email (<mailto:witscivilian@verizon.com> for civilian customers and <mailto:witsmilitary@verizon.com> for DoD customers). Information about the nature of the problem will be collected, and a trouble record will be entered into Service@once.

After a report is entered into Service@once, the customer will be contacted if additional information is required to clarify the report, to confirm receipt, and to establish a resolution commitment. If the information is sufficient, then the confirmation receipt will contain a resolution commitment. The WITS 3 VCSC will attempt to resolve the customer's difficulty online whenever possible.

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 site visit is not required, service will be restored within four hours or by a negotiated clearing time agreed to by the government and Verizon.

WITS 3 customers are not billed for repairs that are found on Verizon's side of the DEMARC/SDP. If no trouble is found or the trouble is found on the customer side of the DMARC/SDP, WITS 3 customers will be charged a service visit charge for technician dispatches during normal business day (NBD) hours (reference CLIN OTH-V00-0248 and OTH-V00-0590) or during out of normal business day (ONBD) hours (reference CLIN OTH-V00-0249 and OTH-V00-0591) as applicable. If the customer requests that the technician make the repair(s) the technician will provide notification of the labor and material required to complete the repair and to be billed to the customer once the repair is made. After the repairs are completed, the technician will present a completed WITS 3 Service@once Customer Acceptance Document with a detail listing reflecting the labor and material charges. The form will then need to be signed by the customer and the DAR.

In addition, service visit charges will apply when no one is available to allow entry or when a dispatch date and time are arranged but the customer isn't available to receive a delivery.

3.8.3 Benefits

- The WITS 3 VCSC is operational 24 hours a day, 7 days a week.
- Users can call, fax, or e-mail maintenance requests to the VCSC.
- Users will call one number to receive maintenance on all WITS 3 Products and Services.
- Service@once fully automates the trouble reporting process.
- Service levels 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.

3.9 Trouble Resolution Intervals

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 VCSC will use Verizon network systems to monitor all switching, facilities, and data components of Verizon WITS 3 Network.

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 3.9-1: Service Restoration Intervals

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

3.9.1 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.

3.9.2 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/Network
- 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.

Escalation Procedures

Verizon's WITS 3 VCSC Service Representatives are the first point of contact for all customer service orders, trouble calls, queries, and billing issue resolution. The VCSC Service Representatives can be reached at 1-800-381-3444; they are also the daily interface for

government personnel. The VCSC Service Representatives are supervised by their respective (Civilian or DoD) Customer Service Manager, Billing Manager, or Maintenance Manager. The VCSC Managers focus on the supervision of routine and emergency work requests, all system changes and requests, customer assistance, and customer premises equipment (CPE) requests. Problems that cannot be resolved by the Service Representative will be escalated automatically to their respective VCSC Manager. When a VCSC Manager is unable to reach resolution the next points of escalation are the Customer Care Manager or the Operations, Administration & Maintenance (OA&M) Manager. Depending on the nature of the problem, the VCSC Manager will make the decision to escalate to the Customer Care or OA&M Manager.

The Customer Care Manager will be responsible for coordinating resolution of billing inquiries and service order provisioning within the WITS 3 Program Office and with other Verizon service organizations. The Customer Care Manager will be responsible for escalating problems not resolved in the required time frames to the WITS 3 Program Manager.

The OA&M Manager will be responsible for coordinating trouble isolation and repair efforts within Verizon's organization, between other service providers who may be involved in resolving the problem, and the customer. The OA&M Manager will be responsible for escalating all troubles not resolved in the required time frames. The OA&M Manager will stay actively involved with the trouble resolution process from start to completion.

The WITS 3 Program Manager is 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 handle issues that cannot be satisfactorily resolved by the Customer Care Manager and OA&M Manager. The WITS 3 Program Manager has the authority to obtain the necessary corporate resources to provide resolution.

To maintain quality of service and achieve timely trouble resolution, customers are 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, and, if necessary, the duty supervisor will contact the appropriate manager.

If through the escalation process a quality defect is found to be a systemic problem, the Verizon WITS 3 Quality Assurance Manager (QAM) will be contacted and a quality analysis will be conducted. The QAM will work directly with the customer and provide feedback on corrective action and problem resolution.

Table 3.9.2-1: Escalation Contacts

Verizon WITS 3 Escalation Contacts		
WITS 3 Verizon Customer Service Center (VCSC)		
1-800-381-3444		
Billing	Service Orders	Trouble Calls
Billing Manager Tonetta Spencer 301-288-9460 tonetta.spencer@verizon.com	Customer Service Manager Tracey Tittley 301-288-9219 tracey.tittley@verizon.com	Maintenance & Repair Kristal Footman 301-288-9586 kristal.m.footman@verizon.com
Customer Care Manager Jason P Anderson 301-288-9415 Jason.p.anderson@verizon.com	Operations, Administration & Maintenance Manager Matt Zeigler 410-627-5839 james.m.zeigler@verizon.com	
Program/Provisioning Management		
WITS 3 Program Manager Jason P Anderson 301-288-9415 jason.p.anderson@verizon.com		

Escalation Guidelines

The following chart depicts the guidelines used within Verizon to determine when escalation to the next level should occur for trouble situations. Problems not resolved at their present level of escalation will be referred to the next higher level within 1 hour for emergency troubles and within 2 hours for routine troubles that have missed restoration commitments.

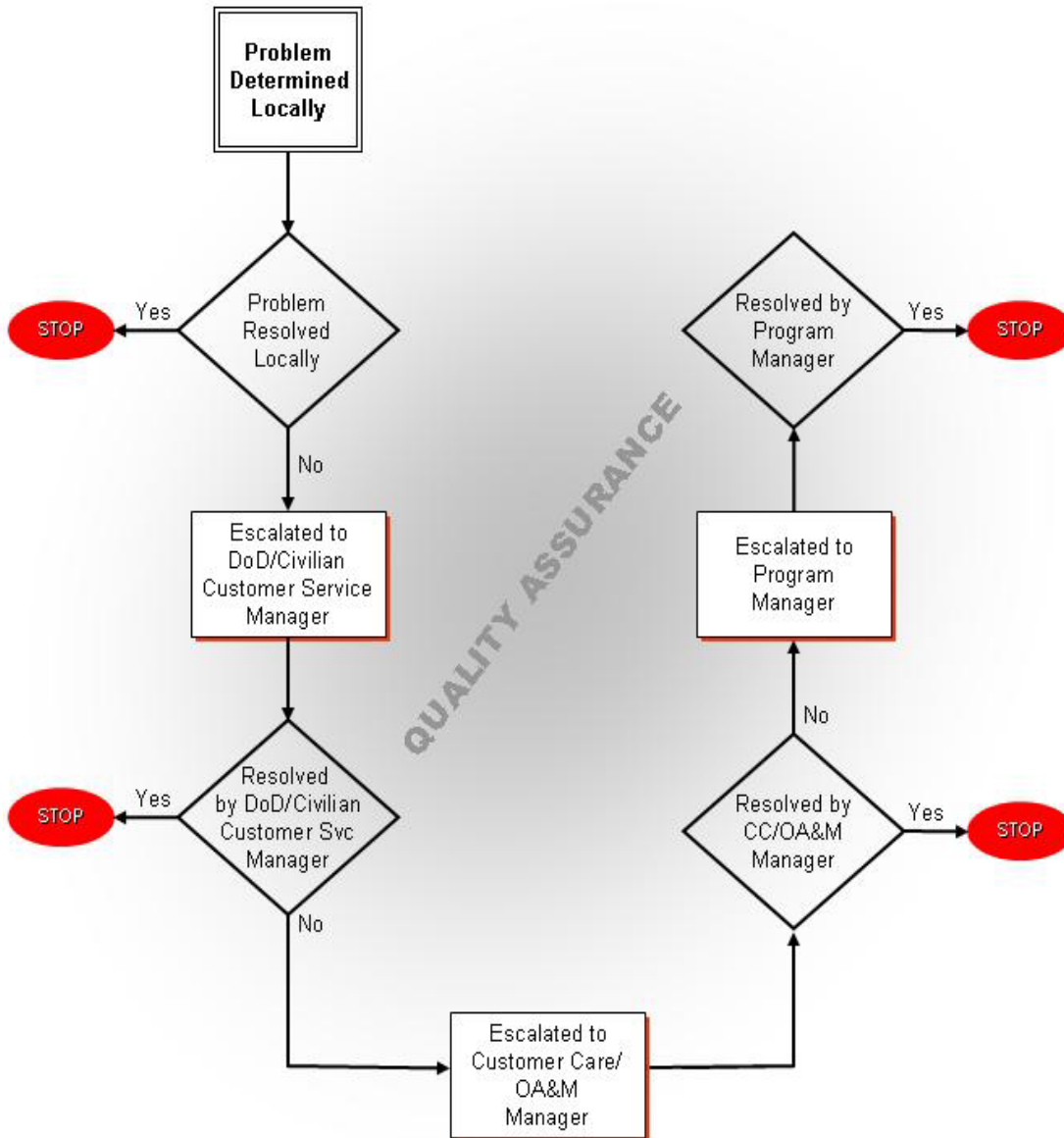


Figure 3.7.2-2: WITS 3 Trouble Reporting Escalation Guidelines