

55 COMMUNICATIONS SQUADRON

PERFORMANCE WORK STATEMENT (PWS)

Local Telecommunication Services (LTS) and
Long Distance Telecommunication Services (LDTS)

Offutt AFB, NE

VERSION: 3.0

27 May 2026

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1. INTRODUCTION

1.1. Objective

This requirement is for essential Local Telecommunication Services (LTS), Long Distance Telecommunication Services (LDTs), International Telecommunication Services (ITS), and features supporting Offutt AFB, NE. Site specific equipment connectivity requirements are identified in Appendix 1, along with required features. The LTS will support the installation 24 hours a day/seven days a week/365 days a year (24/7/365).

2. SCOPE

The Contractor shall provide all labor, tools, facilities, materials, and services needed to perform and provide local access to the designated circuit demarcation point(s) identified in Appendix 1 to this PWS. These services shall include any equipment, wiring, and infrastructure to ensure the Contractor's proposed solution is compatible with the Government's current infrastructure without additional Government expense. The Contractor's access to the local exchange shall also include operator assistance functions. These services shall not include residential or business services for non-Government entities or Government contractors. The Contractor shall follow all Federal Communications Commission (FCC), Public Utility Commission (PUC), Department of Defense (DoD), Air Force (AF), and industry standards for this requirement.

The Contractor shall program, provision, and deliver a Session Initiation Protocol (SIP) trunk with Offutts existing 20k phone numbers. The Contractor shall provide and install transmission equipment and cables for local exchange access and transport service circuits to the Government-provided floor space at the Government demarcation location(s) identified in Appendix 1. The Contractor shall connect to Government-provided power connection points and termination frames. The Contractor shall coordinate with the Government Point of Contact (POC) (primary and alternate names, emails, and telephone numbers shall be provided by the Government No Later Than (NLT) 5 business days after contract award) prior to any installation. The Government does not authorize aerial cable installations.

2.1 Outages

2.1.1. Scheduled Outage. The Contractor shall notify the Government POC of any scheduled outage that will affect any telecommunication service. The Contractor shall inform the Government POC NLT 30 calendar days prior to the scheduled outage. The Contractor shall provide a detailed explanation for the outage to include the amount of downtime and end users affected. The Contractor shall notify the Government POC via email of the need for any scheduled service outages. Such outages shall be scheduled to minimize inconvenience to users. The Government POC will release all affected equipment and circuits prior to any service disruption. The Contractor shall follow procedures identified below for outages.

2.1.2. Unscheduled Outages. If multiple facilities, areas, primary trunks, or cables/fibers are impacted, the Government POC will assign the category of the outage and establish the repair priority. The Contractor shall notify the Government POC verbally of problem(s) and follow-up with documentation via email within the time specified for each outage type.

2.1.3. Outage Procedures. The Contractor shall follow procedures identified below for outages. In all cases, notification shall include:

- Reason for interruption;
- Duration;
- Start and stop times;
- Affected equipment, lines, and buildings;
- Restoration action (what service was impacted and how service was restored)

2.1.4. Outage Priority, Restoration of Service, and Maintenance. The Contractor shall respond and restore service outages. From the time of receipt of the notification, the Contractor shall respond and coordinate with the Government POC within the time limits indicated below. For mission-essential functions, the Government POC will identify and prioritize the essential Contractor services. The Contractor shall prioritize and perform restorations in accordance with (IAW) the Telecommunications Services Priority (TSP) and Restoration Priority List (RPL), which will be provided by the Government POC. In the event that the Contractor anticipates not being able to perform any of the essential Contractor services (i.e. beyond the Contractor's control) IAW the TSP and RPL during a crisis situation, the Contractor shall notify the Government POC at that time and shall cooperate with the Government in the Government's efforts to maintain the continuity of operations. If the Government POC determines that the outage restoration time frames cannot be met for other non-mission essential functions, the Government POC can declare any outage restoration priority level as catastrophic to emergency to serious to routine if the outage significantly affects the mission of the Government.

2.1.4.1. Catastrophic Outage. A catastrophic outage is normally a sudden and widespread disaster stemming from the result of a man made or natural disaster in which property and site network infrastructure are completely destroyed. Other examples of catastrophic outages are a total loss of service, loss of network control, and loss of call processing capability to 95% or more of equipped lines and/or trunks. The Government POC can declare any outage as a catastrophic outage if the outage significantly affects the mission of the Government.. A catastrophic outages demands immediate attention. The Contractor shall respond to the outage NLT one hour of receipt of notification by the Government POC. Restore service time will be determined from the time the Contractor responds to the Government's notification IAW the local TSP and RPL requirements. The Contractor shall advise the Government POC of their restoration procedures for the base in a catastrophic situation. and advise the Government POC of its restoration procedures for a catastrophic situation. The Contractor shall provide the Government POC with updates NLT every four hours on the status of restoration actions.

2.1.4.2. Emergency Outage. Emergency is defined by the Government as any outage that severely hampers the Air Force mission and can be restored within the restoration parameters. The Government POC can declare any outage as an emergency outage if an outage significantly affects the mission of the Government. The Contractor shall respond to the outage NLT one hour of receipt of notification by the Government POC. The Contractor shall restore service NLT eight hours from the time the Contractor responds to the Government notification.

2.1.4.3. Serious Outage. Serious is defined by the government as degraded service or a fault condition that makes the system perform at a level less than that for which it is designed and/or a condition discovered in automatic routing which has not shown in the operation of the equipment but requires attention. The Government POC can declare any outage as a serious outage if an outage significantly affects the mission of the Government. The Contractor shall respond to the outage NLT one hour of receipt of notification by the Government POC. The Contractor shall restore service NLT 24 hours from the time the Contractor responds to the Government notification.

2.1.4.4. Routine Outage. A routine outage is defined as an outage that minimally disrupts service to property, equipment, and site infrastructure. The Government POC can declare any outage as a routine outage if an outage does not seriously affect the mission, but does hamper day-to-day operation of the Government installation. The Contractor shall respond to the outage NLT one hour of receipt of notification by the Government POC. The Contractor shall restore service NLT two calendar days from the time the Contractor responds to the Government's notification.

2.2. Services Summary

2.2.1. Services Summary (SS)

Performance Element Number	Performance Objective	PWS Paragraph	Performance Threshold
1	Perform and provide local access at the designated circuit demarcation points identified in Appendix 1 to this PWS.	2	Continuous operation local phone service 24/7/365 with 99.9% availability
2	Inform the Government POC NLT 30 days in advance of scheduled outage providing a detailed explanation for the outage.	2.1.1	Timely and detailed notification provided 100% of time

Performance Element Number	Performance Objective	PWS Paragraph	Performance Threshold
3	Responds and restores Catastrophic Priority service outages IAW PWS, TSP, and RPL as coordinated with the Government POC.	2.1.4 and 2.1.4.1	Timely response to notification and timely restoration of services provided 100% of the time
4	Respond and restore Emergency Priority service outages IAW PWS, TSP, and RPL as coordinated with the Government POC.	2.1.4 and 2.1.4.2	Timely response to notification and timely restoration of services provided 100% of the time
5	Respond and restore Serious Priority service outages IAW PWS, TSP, and RPL as coordinated with the Government POC.	2.1.4 and 2.1.4.3	Timely response to notification and timely restoration of services provided 100% of the time
6	Respond and restore Routine service outages IAW PWS, TSP, and RPL as coordinated with the Government POC.	2.1.4 and 2.1.4.4	Timely response to notification and timely restoration of services provided 100% of the time

2.2.2. Inspection. The performance threshold briefly describes the minimum acceptable levels of service required for each performance objective. The Government has the right to inspect all services identified within the contract (SS and Non-SS items), to the extent practicable at all times and places during the term of the contract.

2.2.3. Grade of Service. Locations carrying contracted voice grade which is packetized for transport across an Internet Protocol (IP), Multiprotocol Label Switching (MPLS), or other Interexchange Carrier System (IXC) require grade of service (GoS), implemented as quality of service (QoS), to ensure that end-to-end per-call latency and packet jitter remain within International Telecommunication Union (ITU) standards. This requirement is applicable to Voice over Internet Protocol (VoIP) traffic, video traffic, or other real-time traffic that has been identified and contracted for an elevated GoS. Contractor shall ensure QoS end-to-end including through sub-contracted external Local Exchange Carrier/Competitive Local Exchange Carrier (LEC/CLEC) facilities and implementation strategies that may include Committed Access Rates (CAR), Expedited Forwarding (EF), and traffic shaping determined by customer marked Differentiated Services Code Point (DSCP) packets or pre-contracted data flows.

3. GOVERNMENT PROVIDED SPACE AND SERVICES

3.1. Securing and Safeguarding

The Contractor shall secure Government facilities, equipment, and materials used in the performance of the contract before leaving a facility. The Contractor shall safeguard the Government provided facilities and material contained therein.

3.2. Rack Space

The Government will provide rack space for the installation of the Contractor's provided transmission equipment. The Contractor shall coordinate floor space with the Government POC to accommodate Contractor-provided relay rack(s) at each demarcation point. Space will be available for relay rack(s) for Contractor equipment in the demarcation point.

3.3. Environmental Controls

The Government will provide environmental controls to maintain humidity and temperature within the Contractor's equipment operating specifications. In addition, the Government will provide primary and emergency conditioned power sources to operate the Contractor's equipment within manufacturer's specifications.

3.4. Wall Space

The Government will provide wall space.

4. GENERAL REQUIREMENTS

4.1. Personnel

The Contractor shall be responsible for ensuring sufficient personnel are assigned to this requirement. Contractor shall possess the qualifications and certifications to perform the requirements of this PWS. These qualifications and certifications shall include those required by the Original Equipment Manufacturer (OEM) to maintain, install, and/or operate the equipment covered by this PWS.

4.2. Government Emergency Telecommunications Service (GETS)

GETS will be used in an emergency or crisis situation when the Public Switched Telephone Network (PSTN) is congested and the probability of completing a call over normal telecommunication means has significantly decreased. The Contractor shall have Numbering Plan Area (NPA) (710) in the switch to allow access to the GETS line assigned to a specific site. Authorized users are provided access to an emergency service by dialing 0/1+710-NXX-XXXX. The 710 NPA provides access to a tariffed service of the GETS interexchange carriers and the call is billed to the United States Government.

4.3. Interconnection Agreements, and Cutover Plans

In the event the award is made to a non-incumbent contractor, the incoming Contractor shall submit all Interconnection Agreements (IAs) via link, or as an addendum, to the Government with their quote. The addendum shall not be included in the technical quote and no page limitations apply to this submittal. Additionally, if providing a quote as a CLEC for any and/or all services, provide documented evidence of IAs and/or leasing agreements relevant to this requirement.

For Government planning and funding purposes, the Contractor, as industry experts, shall inform the Government of their anticipated cutover time frame. The Contractor shall develop and submit an Initial Cutover Plan to the Government with their technical quote. A Final Cutover Plan shall be submitted NLT ten (10) working days after contract award. This plan shall include installation of the initial required services for cutover of LTS requirements, along with the recommended time frame to complete each phase of the cutover process. The Contractor shall coordinate deviations from the finalized Cutover Plan with the Government POC prior to any work commencing in the affected area. The Contractor shall ensure that all circuits, equipment, and service provided by the incumbent, under the prior contract, are disconnected/discontinued upon successful cutover. At this point, the Contractor shall inform the Government POC that the previous provider's equipment is no longer needed and may be removed by the previous provider. Any omissions or discrepancies in the Cutover Plan shall not relieve the Contractor of its responsibility to install, cutover, and perform all services identified in this PWS. It shall be the Contractor's responsibility to resolve any issues associated with this requirement within a time agreed upon by the Government POC and the Contractor.

4.3.1. Cutover Plan Content. The Cutover Plan shall contain, at a minimum, the following site specific information:

- a) Overview/Scope of plan, indicating proposed timeframe to complete cutover.
- b) A detailed Implementation Plan in working days to complete requirements listed in PWS as site-specific (see Appendix 1).
- c) Conditions/Support required prior to the start of cutover;
- d) A listing of Offeror responsibilities;
- e) A listing of proposed Government responsibilities;
- f) Key Departments essential to the Offeror's Installation and Cutover Plan available to participate in routine progress meetings with the Government on a weekly or bi-weekly basis.
- g) Key POC List for Contractor, Customer Site and Government Contracting Officer (CO) must be included in the Final Cutover Plan.

4.4. Safety, Health and Fire Protection Requirements

The Contractor shall follow local procedures established by the local safety and health offices. The Contractor shall reference the instructions in Code of Federal Regulations (CFR) 29, Part 1926.58, Appendix G for proximate to asbestos containing materials. The Contractor shall record and report to the Communications Services Officer (CSO) all available facts relating to each instance of accidental damage to Government property and/or injury to either Contractor or Government personnel.

4.5. Manpower Reporting

The Contractor shall report ALL Contractor labor hours (including subcontractors) required for performance of services provided under this PWS. The Contractor shall completely fill in all required data fields using the Contractor Manpower Reporting Application (eCMRA) following web address: <http://www.ecmra.mil/>. Reporting inputs shall be for the labor executed during the Period of Performance (PoP) during each Government Fiscal Year (FY), which runs Oct 1 through Sep 30. While inputs may be reported any time during the FY, all data shall be reported NLT Oct 31 of each calendar year, beginning with 2026. Contractors shall direct questions to the AF Support Desk. Information is considered to be proprietary in nature when the contract number and Contractor identity are associated with the direct labor hours and dollars. At no time will any data be released to the public with the Contractor name and contract number associated with the data. Data for AF service requirements shall be inputted into the AF eCMRA site. User manuals for Government and Contractors are available at the Army CMRA website.

4.6. Billing and Service Reporting Requirements.

The Contractor shall establish a single Billing Telephone Number (BTN) or Account Telephone Number (ATN) for all awarded services. The same BTN/ATN will be utilized for any subsequent service changes as a direct result of any contract modification issued by the 55th Contracting Squadron (55 CONS) CO. All sub-accounts shall be tied to main BTN/ATN. Contractor shall consider DoD installation sites as a campus environment where all services fall under one single BTN/ATN. The Contractor shall bill monthly through Wide Area Work Flow (WAWF) and provide an invoice.

4.6.1. Customer Service Records (CSR).

CSR refers to the records a telecommunications carrier provides the DoD installation with pertinent information regarding a customer's detailed account of telecommunication services.

The Contractor shall provide, upon request by authorized Government Contracting Officer Representative (COR) or 55 CONS CO, an electronic copy of the detailed CSR for the period of performance of the contract.

CSR shall provide the Universal Service Ordering Code (USOC) or a commercial contractor's code in reference to specific services or equipment.

The Contractor CSR shall include:

- Direct-Inward-Dialing (DID) phone numbers that includes range for all associated NXXs
 - Primary Interexchange Carrier (PIC) / Local Primary Interexchange Carrier (LPIC) designation
- Commercial Subscriber Lines (CSL) and associated features and functions per CSL
 - PIC/LPIC designation
- Local Exchange Primary Rate Interface (PRI) w/circuit ID(s) for each PRI
- Basic Rate Interface (BRI) w/circuit ID(s) for each BRI
- Central Exchange (CENTREX) numbers and associated features and functions per CENTREX number
 - PIC/LPIC designation
- Hotlines w/circuit ID(s)
- Local Exchange Access Analog Trunks w/circuit ID(s)
- Foreign Exchange Analog Trunks w/circuit ID(s)
- Foreign Exchange Digital Trunks w/circuit ID(s)
- Transport Channels w/circuit ID(s)
- Data Point-to-Point w/circuit ID(s)
- Circuit Extensions w/circuit ID(s)
- Diversity Routing w/circuit ID(s)
- Telephone Book Listings
 - Public
 - Cross Reference
 - Foreign
 - Additional
 - Non-Published

CSR shall be in a format compatible with basic text, MSWord, Excel, etc.

Contractor shall provide a web link to access USOC or commercial codes for validation of services by the COR or 55 CONS CO.

5. APPENDICES**APPENDIX 1 – SITE SPECIFIC REQUIREMENTS****5.1. Required Services and Features**

The Contractor shall provide local, Long Distance, and International telephony services for Offutt AFB, NE at cutover. Innovative technical solutions shall be compatible with the current requirement that is listed in the remainder of this Appendix. The Contractor shall provide the quantity of these initial service requirements and incorporate them into the Pricing Schedule. The installation service requirement will be identified here in Appendix 1 and in the Pricing Schedule.

Government telephone system is identified as a C8300-1N1S-6T CISCO Session Border Controller. The switching system is located in Buildings 301D, 106 Peacekeeper Drive, Offutt AFB, NE 68113, and Bldg 1000, 900 SAC Blvd, Offutt AFB, NE. 68113.

The Government CSO and Technical Representative will be identified at the post award conference and updates provided to the Contractor as required by the CO.

5.2. DID Directory Numbers.

NPA- NXX-XXXX	DID Directory Numbers
(402) 294-0000 to 9999	10000
(402) 232-0000 to 9999	10000
TOTAL	20000

5.3. Exchange and Access Lines. N/A**5.3.1. Commercial Subscriber Lines. N/A****5.3.2. Hot Lines. N/A****5.4. Local Exchange and Access Trunks. N/A****5.4.1. Local Exchange Access Analog Trunks. N/A****5.4.2. Local Exchange Access Digital Trunks. N/A****5.4.3. Local Exchange SIP Trunks.**

SIP Trunk Circuit #	Supports Local and Long Distance	Concurrent calls	Demarcation
SIP #1	Yes	200	Bldg 310D, 106 Peacekeeper Dr
SIP #2	Yes	200	Bldg 1000, 900 SAC Blvd OFFUTT AFB,NE 68113

5.5. Foreign Exchange (FX) Lines/Trunks. N/A**5.5.1. Analog FX Line/Trunks. N/A****5.5.2. Foreign Exchange Digital Trunks. N/A****5.6. Transport Channels. N/A****5.7. Data Point-to-Point Circuits. N/A****5.8. Circuit Extension. N/A****5.9. Public Listings.**

Description	Qty
Public Listing, Government Section	50

5.10. Diversity/Diverse Routing. N/A**5.11. E911 Compatibility. N/A****5.12. Special Services**

Examples of vendor circuit/trunk routing supporting Appendix 1 requirements are provided in the below diagrams 1 and 2. These examples apply to Air National Guard (ANG) and Government sites with switches and/or Public Base Exchange (PBX) configuration, for Traditional Legacy or SIP trunking delivery. The Carrier, if providing a Customer Premises Equipment (CPE) installed digital loop carrier system or other IP based CPE gateway system, will provide the customer with IP, Virtual Local Area Network (VLAN), routing protocols or other pertinent information to allow the customer to logically interface with the carrier system. The customer owned demarcation device will, in most cases, consist of an Edge Boundary Controller providing isolation and firewall services. The Contractor shall provide a 24/7 capability to monitor the IP connection to the customer gateway equipment and alert the customer to a link failure. The Contractor shall ensure the customer has the ability to reach the Contractor's network operations center on a 24/7 basis.

5.13. Service Routing.

Contractor shall submit a service routing diagram (reference Appendix Diagrams 1 and 2 for examples) and/or service routing description in their technical quote. Contractor shall provide the requested diagram and legend using these formats or a similar format to be in compliance with paragraph 4.3.1. Submission of a generic diagram or not explaining the service routing may be determined technically unacceptable.

Diagram 1
TRADITIONAL LEGACY

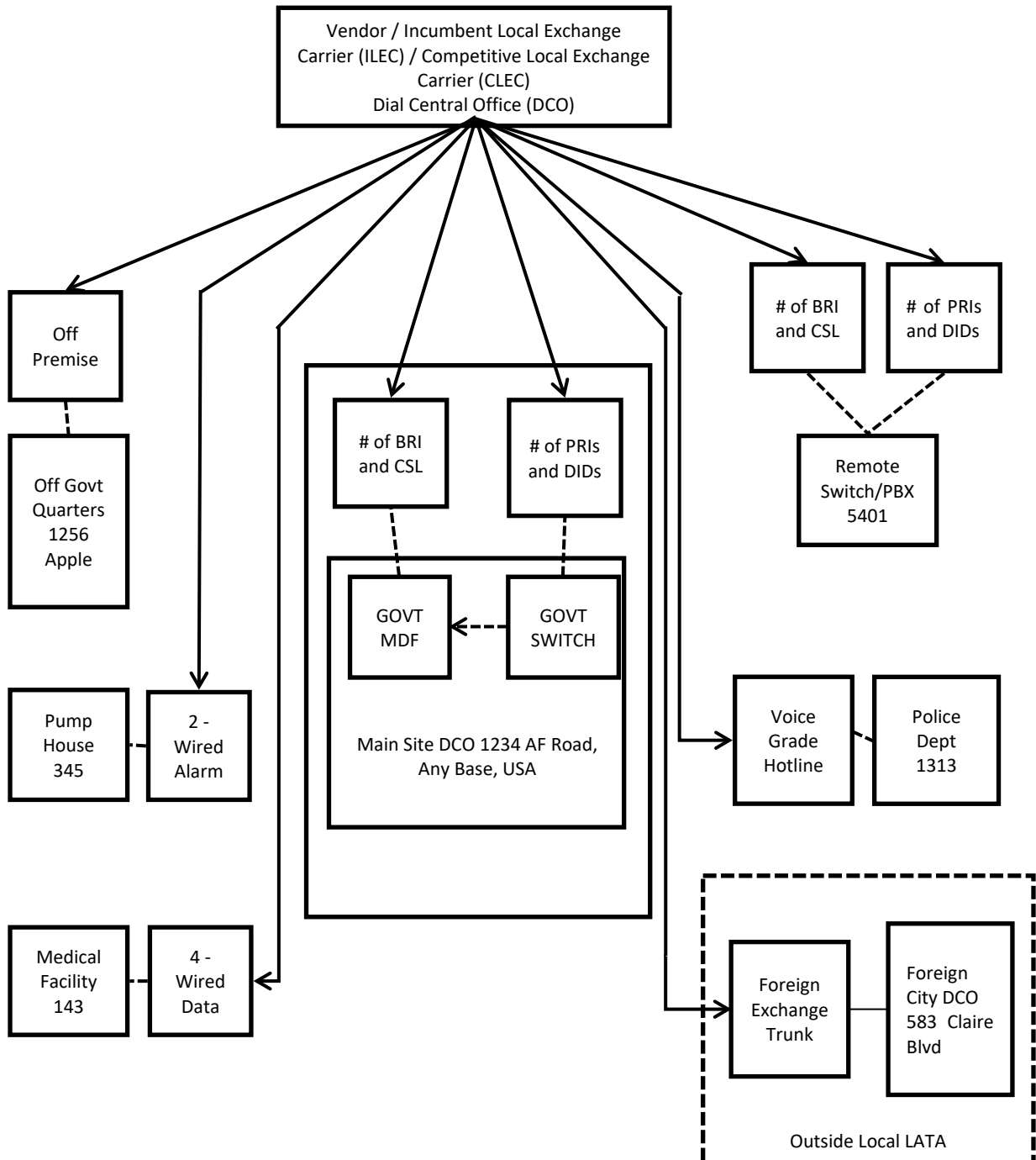
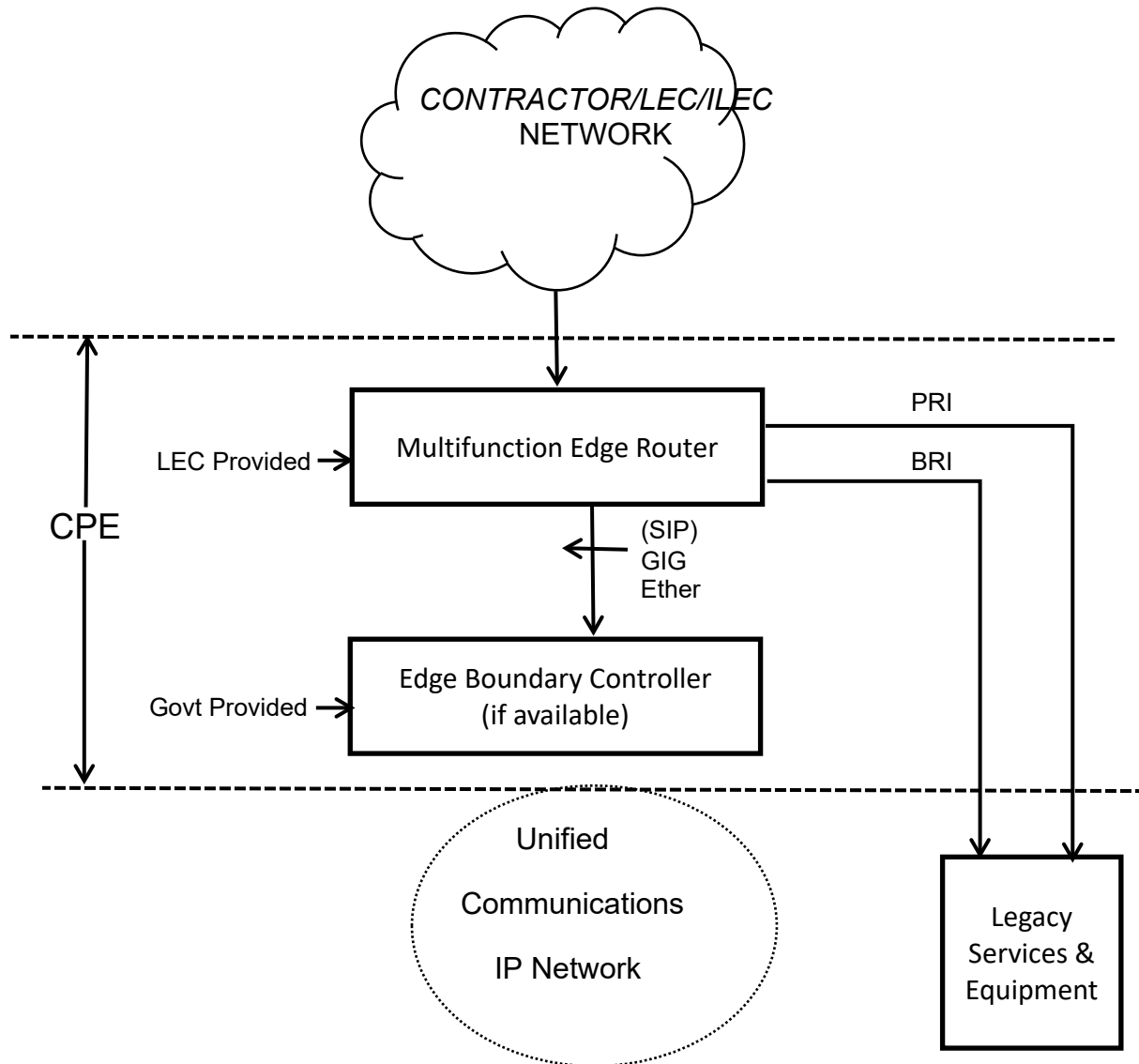


Diagram 2
UTILIZING SIP TRUNKING



Note: The Contractor controlled CPE shall be Contractor provided. The Edge Boundary Controller (EBC), if available, will be Government provided.

APPENDIX 2 - DEFINITIONS & ACRONYMS**Table A. Definitions**

TERM	DEFINITION
Appendix 1	Defines the Offutt AFB, NE requirements detailing locations on circuit delivery.
Call Setup Success Rate (CSSR)	The fractionalized amount of calls that make a successful connection to a dialed number, this is divided by the total number of calls placed. (As defined by International Telecommunication Union).
Circuit Termination	Circuit termination at the Government installation includes the Main Distribution Frame (MDF) for analog signals, metallic cable pairs, Digital Signal Cross-Connect (DSX)-1 patch, cross connect panel(s) for T-1 and/or T-3 circuits, fiber optic patch and cross connect panels for optical interface equipment such as the optical carrier or SONET or MPLS systems, optical multiplexer equipment, and may extend to Cat 3/5/6 RJ-45 jack fields if directed by the Government POC to ensure adequate hand off of the circuit to the Government. Other wall-mounted, punch-down, terminal blocks are used for isolation and termination of Contractor metallic facilities.
Communications Focal Point (CFP)	A 24/7 Focal Point located on an Air Force Facility that provides one stop notification services and provides reporting and tracking of communications outages to Government users of the communication systems.
Commercial Subscriber lines (CSL)	A CSL is defined by Government standards as a voice grade subscriber line serving directly from the Contractor's central office switch to customer's location.
Competitive Local Exchange Carrier (CLEC)	A telephone company that competes with the already established local telephone business by providing its own network and switching.
Contractor	A supplier or vendor awarded a contract to provide specific supplies and/or service to the Government. The term used in this PWS refers to the prime.

TERM	DEFINITION
Customer Premise Equipment (CPE)	Also known as Customer-Provided Equipment is any equipment located at a subscriber's premises and connected with a carrier's telecommunication network at the contractually established demarcation point. The demarcation point contractually separates the customer equipment from the equipment located in either the distribution infrastructure or central office of the communications service provider. Contractor installed CPE devices are fully Contractor owned, maintained, and monitored by the Contractor's management platform. CPE equipment can be powered from the customer source electrical system, but a sufficient emergency power source must be available during periods of customer power interruption for any services contractually requiring a high level of reliability.
Customer Service Record (CSR)	Report that details the fixed monthly charges billed by the local telephone company. The CSR is composed of computer codes called USOCs, which in turn correspond to a particular tariffed service.
Defective Service	A service output that does not meet the standard of performance associated with the PWS.
Deliverable	Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.
Dropped Call Rate (DCR)	The fractionalized amount of calls that experience a lost connection after a successful initial call establishment. (As defined by International Telecommunication Union).
Digital Signal (DS)-1	A DS level and framing specification for synchronous digital streams, over circuits in the North American digital transmission hierarchy, at the DS1 transmission rate of 1,544,000 bits per second. DS1 is commonly used to multiplex 24 DS0 channels. Each DS0 channel, originally a digitized voice-grade telephone signal, carries 8000 bytes per second (64,000 bits per second). A DS1 frame includes one byte from each of the 24 DS0 channels and adds one framing bit, making a total of 193 bits per frame at 8000 frames per second. The result is $193 \times 8000 = 1,544,000$ bits per second.

TERM	DEFINITION
Edge Boundary Controller (EBC)	A customer provided network node device that provides firewall, intrusion detection, routing, QoS, and packet equalization between the Contractors IP Wide Area Network and the interior customer IP network. The EBC will provide the logical demarcation point between IP SIP delivered services when applicable and will physically interface to the Contractor's CPE Gateway Router device.
Extended Area Calling Service	A geographic area beyond the local service area to which traffic is classified as local for selected customers, i.e., telephone service that allows subscribers in one exchange to call subscribers of another exchange without a toll charge or for a negotiated fixed rate.
Flat Rate	A non-fluctuating monthly rate for telephone service in which an unlimited number of local calls can be made without additional charges to the monthly rate is established in the contract.
Government Emergency Telecommunications Service (GETS)	White House-directed emergency phone service provided by the National Communications System (NCS) in the Cyber Security & Communications Division, National Protection and Programs of the Department of Homeland Security. GETS supports Federal, State, local, and tribal Government, industry, and non-Governmental organization (NGO) personnel in performing their National Security and Emergency Preparedness (NS/EP) missions. GETS provides emergency access and priority processing in the local and long distance segments of the PSTN. It is used in an emergency or crisis situation when the PSTN is congested and the probability of completing a call over normal or other alternate telecommunication means has significantly decreased. The servicing LEC must have NPA (710) in the switch to allow access to the GETS line assigned to a specific site. Dialing 0/1+710-NXX-XXXX provides access to an emergency service for authorized users. The 710 NPA provides access to a tariffed service of the GETS interexchange carriers (AT&T, MCI WorldCom, and Sprint) and the call is billed to the U.S. Government. Web link: http://gets.ncs.gov/
Incumbent Local Exchange Carrier (ILEC)	The dominant phone carrier within a geographic area as determined by the FCC Section 252 of the Telecommunications Act of 1996 provided local exchange service to specific area.

TERM	DEFINITION
Interconnection Agreement	A business contract between telecommunication organizations for interconnecting their networks and exchanging telecommunication traffic. These agreements are present in both public switched telephone networks and the Internet.
Intra LATA	Local toll service (also called intra-Local Access and Transport Area (LATA), local long distance, or regional toll service) provides calling within a geographic area known as a LATA. Per-minute toll charges usually apply to these calls.
Local Exchange Access and Service Areas	Areas shall include the areas/zones coverage as currently defined by the incumbent local service provider(s) and/or the State PUC for the Site and shall be applied under the scope of this PWS and provide a list of these local exchange access service areas and any updates as they accrue. When the Contractor provides services to a Government installation, the LATA boundary shall not be limited or restricted to a Contractor's service area. Connection to intra-LATA exchange areas and with inter-LATA exchange carriers is required.
Measured Rate	A message rate structure in which the monthly phone line rental includes a fixed rate on calls within a defined area. Measured services are often charged on the number of calls, the time of day, the distance traveled and/or the length of the call.
Non-Recurring Charges	A one-time fee IAW the established tariff rates at time of award that is associated with adding a local exchange service, including installment, activation and/or equipment.
Physical Security	Actions that prevent the loss or damage of Government property.
Quality Assurance	The Government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.
Quality Control	All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.
Reliability	The probability that a system will not fail during a specified period of time.

TERM	DEFINITION
Resilience	The ability of a system to recover to its normal operating form after a failure or an outage.
Session Initiation Protocol (SIP)	A communications protocol for signaling, call setup/teardown, and communication of telephone and Video Real-Time Systems over an IP Based Unified Communication System. (As defined by Internet Assigned Numbers Authority & Request for Comments).
Session Initiation Protocol (SIP) Trunking	A VoIP and streaming media service Based on the SIP by which Internet telephone service providers (ITSPs).
SIP Trunk	An IP Based virtual connector between Unified Communication Systems designed to transport high-density unicast & multicast telephone/video traffic channels.
Traffic Analysis	Inference of information from observable characteristics of data flow(s), such as the identities and locations of the source(s) and destinations(s), and the presence, amount, frequency and duration of occurrence.

TABLE B ACRONYMS:

ACRONYM	EXTENDED
AF	Air Force
AFI	Air Force Instruction
BRI	Basic Rate Interface
BS	Basic Services
BTN	Billing Telephone Number
COR	Contracting Officer Representative
CSSR	Call Setup Success Rate
CFP	Communications Focal Point
CLEC	Competitive Local Exchange Carrier
CO	Contracting Officer
CPE	Customer Premise Equipment
CSL	Commercial Subscriber Lines
CSO	Communications Services Officer
DCO	Dial Central Office
DCR	Dropped Call Rate
DFARS	Defense Federal Acquisition Regulation Supplement
DID	Direct Inward Dialing

ACRONYM	EXTENDED
DOD	Department of Defense
DP	Dial Pulse
DS-1	Digital Signal level 1
DSN	Defense Switching Network
DSX	Digital Signal Cross-Connect
DTMF	Dual Tone Multi-Frequency
EBC	Edge Boundary Controller
FCC	Federal Communications Commission
FD	Full Duplex
FR	Flat Rate
FX	Foreign Exchange
GETS	Government Emergency Telecommunications Service
GoS	Grade of Service
GS	Ground Start
HD	Half Duplex
IAW	In Accordance With
IC	Incoming
ILEC	Incumbent Local Exchange Carrier
ISDN	Integrated Services Digital Network
IP	Internet Protocol
IT	Information Technology
LATA	Local Access Transport Area
LS	Loop Start
LTS	Local Telecommunications Services
MF	Multi-Frequency
MDF	Main Distribution Frame
MPLS	MultiProtocol Label Switching
MR	Measured Rate
NCS	National Communications System
NS/EP	National Security and Emergency Preparedness
NGO	Non-Governmental Organization
NLT	No Later Than
NPA	Numbering Plan Area
OEM	Original Equipment Manufacturer
OG	Outgoing
POC	Point of Contact
PRI	Primary Rate Interface
PUC	Public Utility Commission
PWS	Performance Work Statement
PSTN	Public Switched Telephone Network
QoS	Quality of Service
RPL	Restoration Priority List

ACRONYM	EXTENDED
SIP	Session Initiation Protocol
SS	Services Summary
TS	Telecommunication Services
TSP	Telecommunications Services Priority
USOC	Universal Service Ordering Code
WS	Wink Start