



# PERFORMANCE WORK STATEMENT (PWS)

Local Telecommunication Services (LTS)

145<sup>th</sup> Airlift Wing GSU Stanly Co. NC, ANG

VERSION: 1.0

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## **1. INTRODUCTION**

### **1.1. Objective.**

The government intends to maintain existing Local Telecommunication Services (LTS) services currently delivered with a Session Initiation Protocol (SIP)–based solution. However, the SIP service must include emulated TDM output so that it remains compatible with government-owned legacy equipment that still expects TDM signaling. All connectivity requirements and features currently transported over the existing LSTDM must be migrated without loss of capabilities. This LTS will support the installation 24 hours a day/seven days a week/365 days a year (24/7/365).

### **1.2. Background.**

The Department of Defense (DoW) Chief Information Officer (CIO) has mandated all LSTDM transport technologies used for mission-related tasks be retired and replaced with IP based technologies. This is due to commercial support and hardware for LSTDM equipment being more difficult to find or phased out entirely. Due to changes in technology, equipment, and processes, it has become evident that the Government should acquire these services in a performance-based manner, consistent with the principles contained in Air Force Instruction (AFI) 63-138 “Acquisition of Services.” These services are considered Information Technology (IT) In Accordance With (IAW) Defense Federal Acquisition Regulation Supplement (DFARS) 239.74 “Telecommunications Services.” The requirement herein represents the site’s performance-based requirements for local, long-distance “dial-tone” and ancillary services as defined herein. As a part of the new process, the Air Force (AF) encourages the Contractor to identify or suggest improvements to existing LTS processes, operating procedures, systems, or applications to the Contracting Officer (CO).

## **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, or infrastructure to ensure the Contractor’s proposed solution is compatible with the Government’s current infrastructure without additional Government expense. 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 War (DoW), AF, and industry standards for this requirement.

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) five 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 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 must 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 shall 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 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; and
- 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 shall identify and prioritize the essential contractor services. The Contractor shall prioritize and perform restorations IAW the Telecommunications Services Priority (TSP) and Restoration Priority List (RPL), which are 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 as expeditiously as possible and use its best efforts to 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 outages demands immediate attention, such as 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 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. 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 must advise the Government POC of their restoration procedures for the base in a catastrophic situation. The Contractor shall respond to the outage NLT one hour of receipt of notification by the Government POC 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.** An emergency outage demands rapid action. The Government POC can declare any outage as an emergency outage if an outage significantly affects the mission of the Government. 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 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.** A serious outage demands timely action, as such as degraded service or a fault condition that makes the system perform at a level less than that for which it is designed; 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 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
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 requirement. 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 IP, MPLS, or other IXC system 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 ITU standards. This requirement is applicable to VoIP traffic, video traffic, or other real-time traffic that has been identified and contracted for an elevated GoS. Vendor will ensure QoS end to end including through sub-contracted external LEC/CLEC facilities; implementation strategies that may include Committed Access Rates (CAR), Expedited Forwarding (EF), and traffic shaping determined by customer marked DSCP packets or pre-contracted data flows.

### **3. ACCESS, SECURITY, IDENTIFICATION**

#### **3.1. Place and Performance of Services.**

The Contractor shall provide services between the hours of 0730-1630, Monday through Friday, except on recognized US holidays or when the Government facility/installation is closed due to local or national emergencies, administrative closings, or similar Government-directed facility/installation closings. Performance shall be at the 145<sup>th</sup> Airlift Wings Geographically Located Unit (GSU) located in Stanly Co., NC. The contractor shall at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the Government facility/installation is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential.

#### **3.2. Telework.**

The Government does not permit the contractor to telework in support of this requirement. In furtherance of Continuity of Operations Planning (COOP), a telework program may be enacted to ensure that the Government's mission-critical operations stay operational during times of national emergency or incidents of national significance. Telework shall be at no additional cost to the Government.

#### **3.3. Access and Security Requirements.**

This standard language is for contractor employees with an area of performance within Government controlled installation, facility, or area. The contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the Contracting Officer's Representative (COR). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by the local installation's Security Forces, Director of Emergency Services or local Security Office. The contractor shall ensure compliance with all personal identity verification requirements as directed by DoW, HAF and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

The contractor shall obtain base identification and vehicle passes, if required, for all contractor personnel who make frequent visits to or perform work on the Air Force installation(s) cited in the contract. Contractor personnel are required to wear or

prominently display installation identification badges or contractor-furnished, contractor identification badges while visiting or performing work on the installation.

The contractor shall submit a written request on company letterhead to the contracting officer listing the following: contract number, location of work site, start and stop dates, and names of employees and subcontractor employees needing access to the base. The letter will also specify the individual(s) authorized to sign for a request for base identification credentials or vehicle passes. The contracting officer will endorse the request and forward it to the issuing base pass and registration office or Security Forces for processing. When reporting to the registration office, the authorized contractor individual(s) should provide a valid driver's license, current vehicle registration, valid vehicle insurance certificate, and [insert any additional requirements to comply with local security procedures] to obtain a vehicle pass.

During performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials and vehicle passes for any employee who no longer requires access to the work site.

Upon completion or termination of the contract or expiration of the identification passes, the prime contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office.

Failure to comply with these requirements may result in withholding of final payment.

### **3.4. Physical Security.**

The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

### **3.5. Identification.**

Obtain base identification and vehicle passes, if required, for all contractor personnel who make frequent visits to or perform work on the Air Force installation(s) cited in the contract. Contractor personnel are required to wear or prominently display installation identification badges or contractor-furnished, contractor identification badges while visiting or performing work on the installation.

During performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials and vehicle passes for any employee who no longer requires access to the work site. Upon completion or termination of the contract or expiration of the identification passes, the prime contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office. Failure to comply with these requirements may result in withholding of final payment.



## **4. GOVERNMENT PROVIDED SPACE AND SERVICES**

### **4.1. Securing and Safeguarding.**

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

### **4.2. Rack Space.**

The Government will provide minimum 3U's of spare rack space for the installation of the Contractor's provided transmission equipment in Bldg 1. Additional rack space can be allocated depending on solution provided or if solution requires, vendor can provide their own rack(s). The floor space shall be coordinated with the Government POC to accommodate Contractor-provided relay rack(s), at each demarcation point. Space is available for relay rack(s) for Contractor equipment in the demarcation point.

### **4.3. Environmental Controls.**

The Government will provide sufficient 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.

### **4.4. Wall Space.**

Limited wall space is available at the CO in Bldg 1. The need must be reviewed and coordinated with the Government.

## **5. GENERAL REQUIREMENTS**

### **5.1. Personnel.**

The Contractor is solely responsible for ensuring sufficient personnel are assigned to this requirement. Appropriate personnel shall possess the qualifications and certifications to perform the requirements listed herein. 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 contract.

### **5.2. 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 must have 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.

### **5.3. 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 is not included in the technical quote and no page limitations apply to this submittal. Additionally, if providing a quote as a Competitive Local Exchange Carrier (CLEC) for any and/or all services, provide documented evidence of IAs and/or leasing agreements relevant to this effort.

For Government planning and funding purposes, the Contractor, as industry experts, is required to 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 is required to 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 does not relieve the Contractor of its responsibility to install, cutover, and perform all services identified in this requirement. It is the Contractor's responsibility to resolve any issues associated with these efforts within a time agreed upon by the Government POC and the Contractor.

**5.3.1. 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). The use of a Gantt or Milestone chart to illustrate your plan is suggested.
- 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 Office must be included in the Final Cutover Plan.
- h) \*\*\*Service cutover must be completed and operational NLT 29 Sep 2026\*\*\*
  - a. This deadline is strictly non-negotiable for all incoming, non-incumbent vendors and new contracted companies.
  - b. Full operational, validation, and cutover must be achieved on or before this date to ensure continuity of operations.

#### **5.4. Safety, Health and Fire Protection Requirements**

The Contractor shall follow local procedures established by the local safety and health offices. 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 CSO all available facts relating to each instance of accidental damage to Government property or injury to either Contractor or Government personnel.

The Contractor shall follow local procedures established by the local safety and health offices. The Contractor shall meet with the local Civil Engineers to determine proper procedures for disposal of residue hazardous materials and empty hazardous materials containers.

#### **5.5. Manpower Reporting.**

The Contractor shall report ALL Contractor labor hours (including subcontractors) required for performance of services provided under this contract. 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 will be for the labor executed during the PoP during each Government 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 2018. 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 must be inputted into the AF eCMRA site. However, user manuals for Government and Contractors are available at the Army CMRA website.

## 6. APPENDICES

### APPENDIX 1 – SITE SPECIFIC REQUIREMENTS

#### 6.1. Required Services and Features

The Contractor shall provide flat-rate local telephone services listed below to support the 145<sup>th</sup> AW GSU at the time of cutover. Innovative technical solutions are encouraged but must be compatible with the current requirement that is listed in the remainder of this Appendix. The quantity of these initial service requirements will be incorporated into the Pricing Schedule. The installation service requirement will be identified here in Appendix 1 and in the Pricing Schedule.

The Government telephone switching system is identified as an Avaya S8710 with the software version CM 7.0 and the switching system is located in Building 1, 39471 Hercules Dr., New London, NC 28127.

The Government Communication Services Officer (CSO) and Technical Representative shall be identified at the post award conference and updates provided to the contractor as required by the CO.

#### 6.2. Direct-Inward-Dialing (DID) Directory Numbers.

NPA- NXX-XXXX	DID Directory Numbers
(704) 422-2200 to 2599	400
TOTAL	400

\*\*\*The Government must keep existing DID's listed in the chart\*\*\*

#### 6.3. Exchange and Access Lines. N/A

##### 6.3.1. Commercial Subscriber Lines.

NPA- NXX-XXXX	Type	Services	Demarcation	Using Org & Address
(704) 982-5123	Analog	Basic Services, (BS)	Bldg 1 39471 Hercules Dr. New London, NC 28127	Stanly Co. ANG 39471 Hercules Dr. New London, NC 28127
(704) 422-6481	Analog	BS	Bldg 1 39471 Hercules Dr. New London, NC 28127	Stanly Co. ANG 39471 Hercules Dr. New London, NC 28127

##### 6.3.2. Hot Lines. N/A

#### 6.4. Local Exchange and Access Trunks. N/A

##### 6.4.1. Local Exchange Access Analog Trunks. N/A

##### 6.4.2. Local Exchange Access Digital Trunks. N/A

##### 6.4.3. Local Exchange Digital (ISDN Primary Rate Interface (PRI) Trunks.

ISDN PRI Circuit ID	D-Channel Quantity	B-Channel			Demarcation
		IC B-Channel Quantity & Signaling (PRI Q.931)	OG B-Channel Quantity & Signaling (PRI Q.931)	2 Way Channel B-Channel Quantity & Signaling (PRI Q.931)	
PRI #1 Local	1			23	Bldg 1 39471 Hercules Dr. New London, NC 28127

\*\*\*This is current configuration for local TDM PRI services\*\*\*

#### 6.5. Foreign Exchange (FX) Lines/Trunks. N/A

##### 6.5.1. Analog FX Line/Trunks. N/A

##### 6.5.2. Foreign Exchange Digital Trunks. N/A

#### 6.6. Transport Channels. N/A

#### 6.7. Data Point-to-Point Circuits. N/A

#### 6.8. Circuit Extension. N/A

#### 6.9. Public Listings.

DESCRIPTION	QTY
Public Listing, Government Section	1
Cross Reference Listing, Alphabetical Section	1
<i>Additional Listings</i>	
Foreign Listing, Government Section	1

#### 6.10. Telephone Directories.

DESCRIPTION	QTY
Local Telephone Directories	0

**6.11. Diversity/Diverse Routing. N/A**

**6.12. E911 Compatibility.**

Contractor shall include a description of how 911 calls are routed through their telephone system to ensure we remain compliant with 911 telecommunications laws in accordance with Kari's Law. Kari's Law states all 911 calls dialed from a MLTS (Multi-Line Telephone System) need to reach an FCC registered PSAP (Public Service Answering Point).

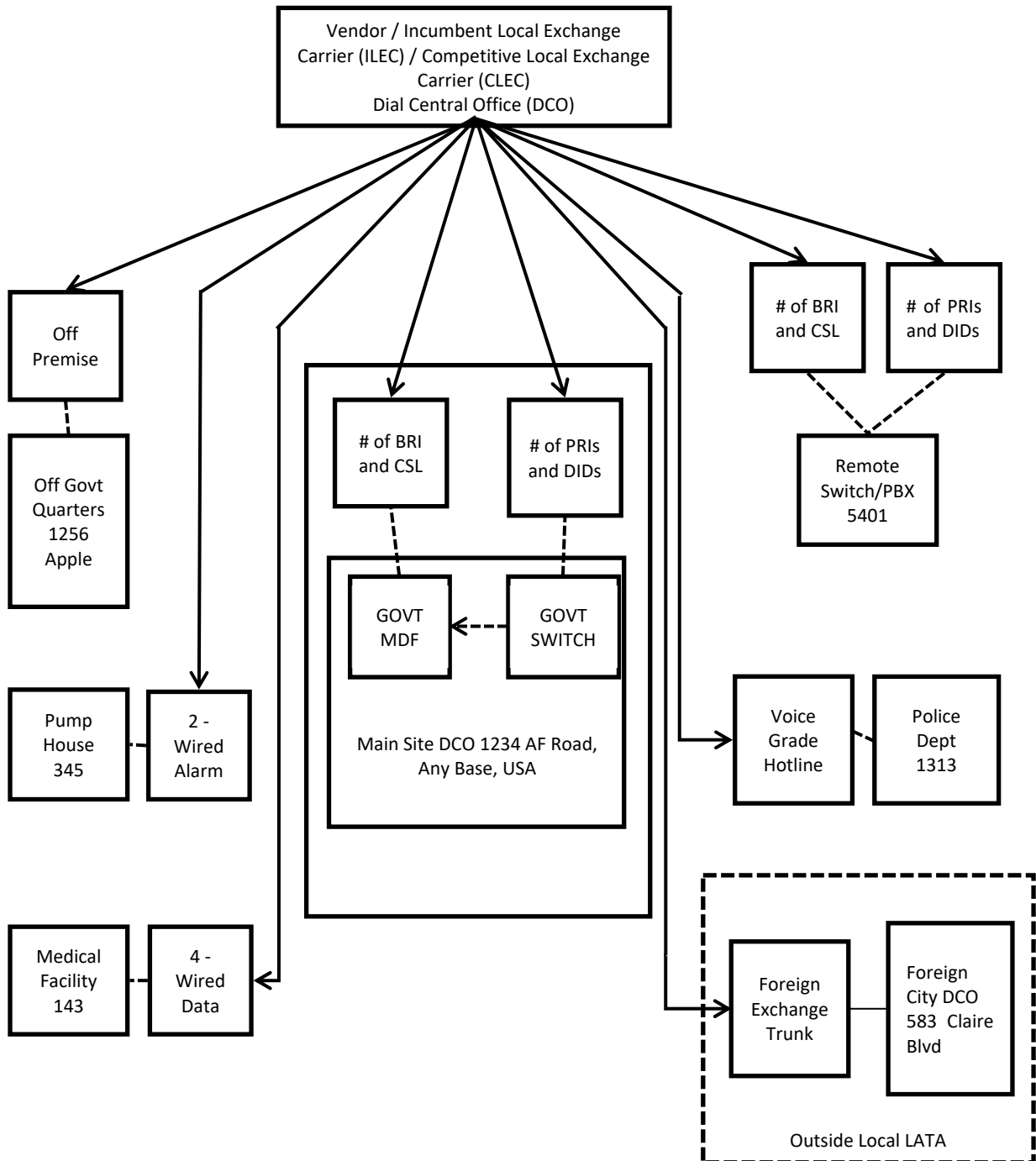
**6.13. Long Distance & International Calling. N/A**

**6.14. Special Services. N/A**

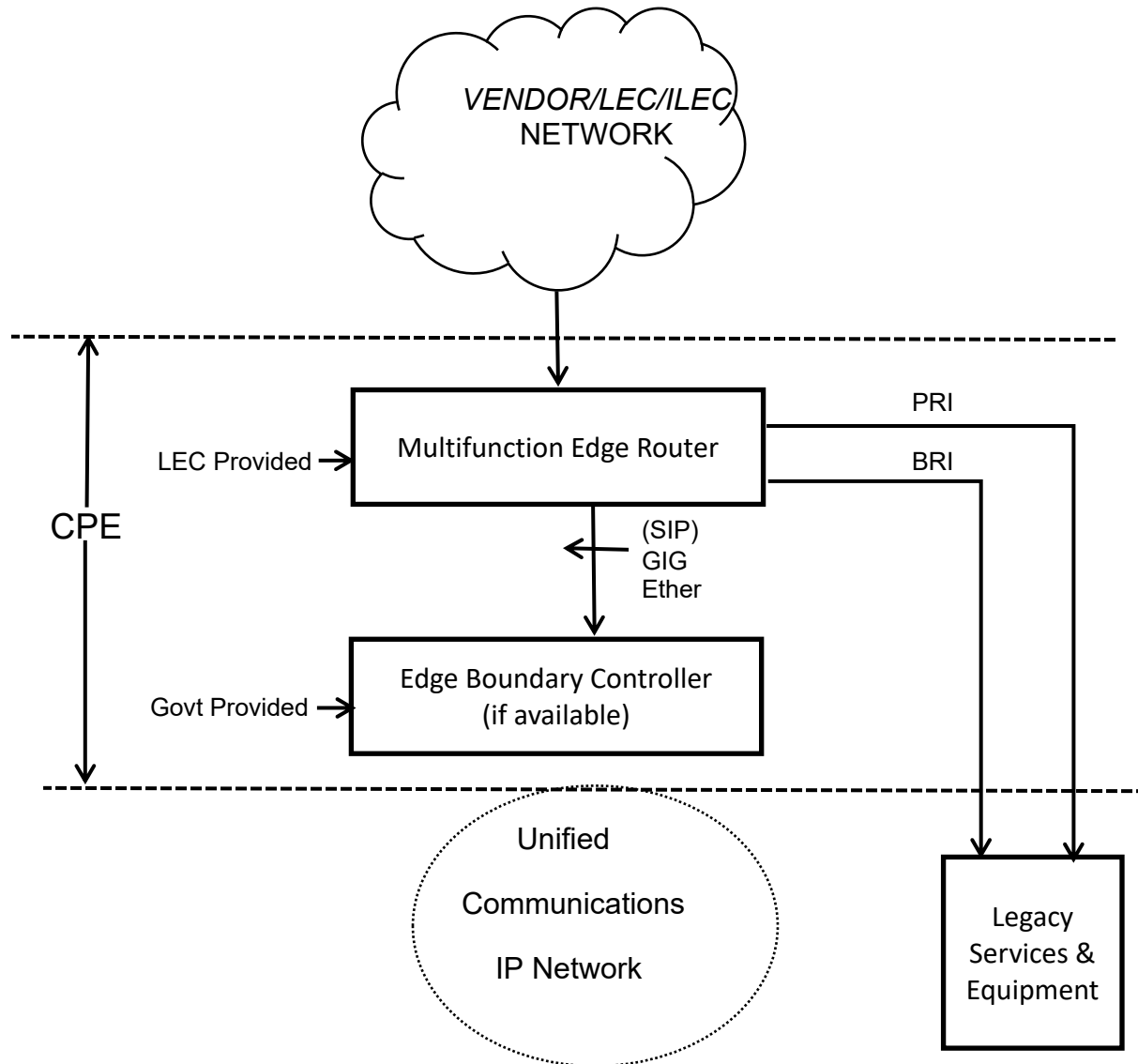
**6.15. Service Routing.**

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 may provide the requested diagram and legend using these formats or a similar format. 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 vendor controlled Customer Premise Equipment (CPE) shall be vendor provided. The EBC, if available, shall be Government provided.



## APPENDIX 2 - DEFINITIONS & ACRONYMS

**Table A. Definitions**

TERM	DEFINITION
Appendix 1	Defines the 145 <sup>th</sup> AW 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 or service to the Government. The term used in this contract 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. Vendor installed CPE devices are fully vendor owned, maintained, and monitored by the Vendor'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).
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 Vendors 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 vendor'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 further charge the extent of the contract. The monthly rate is established in the contract.
Government Emergency Telecommunications Service (GETS)	A 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 Public Switched Telephone Network (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 tele-communication 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: <a href="http://gets.ncs.gov/">http://gets.ncs.gov/</a>
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.

<b>TERM</b>	<b>DEFINITION</b>
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 contract 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.

<b>TERM</b>	<b>DEFINITION</b>
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 Voice over Internet Protocol (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:**

<b>ACRONYM</b>	<b>EXTENDED</b>
AF	Air Force
AFI	Air Force Instruction
BRI	Basic Rate Interface
BS	Basic Services
BTN	Billing Telephone Number
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 In Dial
DOW	Department of War

ACRONYM	EXTENDED
DP	Dial Pulse
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
GS	Ground Start
HD	Half Duplex
IAW	In Accordance With
IC	Incoming
ILEC	Incumbent Local Exchange Carrier
ISDN	Integrated Services Digital Network
IT	Information Technology
LATA	Local Access Transport Area
LS	Loop Start
LTS	Local Telecommunications Services
MF	Multi-Frequency
MDF	Main Distribution Frame
MR	Measured Rate
NCS	National Communications System
NS/EP	National Security and Emergency Preparedness
NGO	Non-Governmental Organization
NLT	No Later Than
OEM	Original Equipment Manufacturer
OG	Outgoing
POC	Point of Contact
PRI	Primary Rate Interface
PUC	Public Utility Commission
PWS	Performance Based Work Statement
PSTN	Public Switched Telephone Network
RPL	Restoration Priority List
SIP	Session Initiation Protocol
SS	Services Summary
TS	Telecommunication Services
TSP	Telecommunications Services Priority
WS	Wink Start