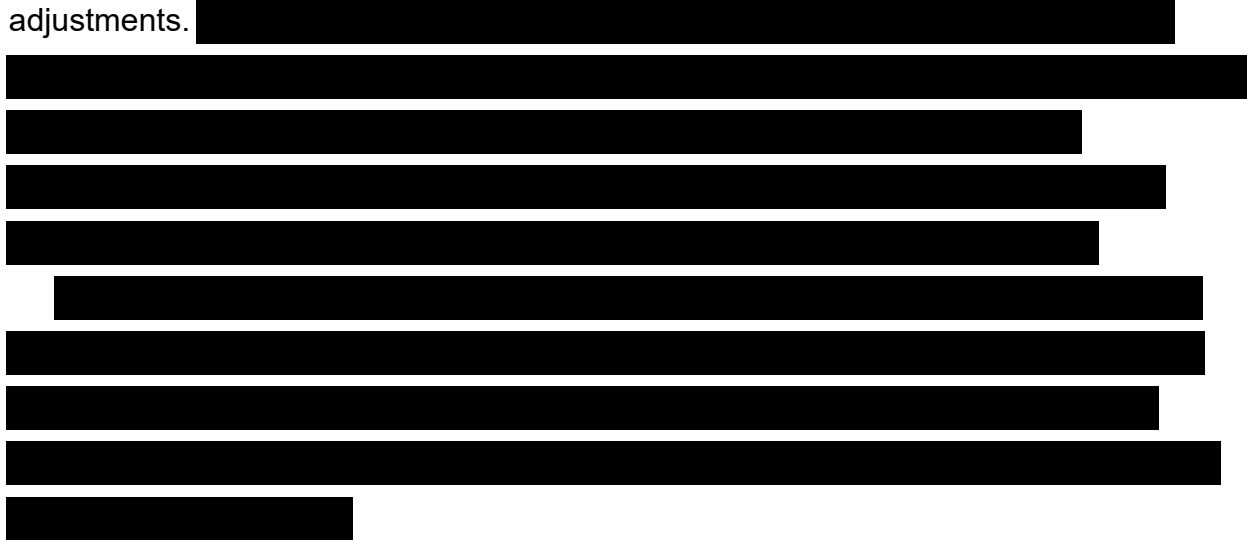


**Exhibit 1.1.2-1. Billing Module Percentages Spent**

We provide GSA and Agencies with accurate and timely billing and are committed to the satisfactory resolution of disputes. Our customers receive a swift response to every billing inquiry. We apply our experience with GSA and other large national and international customers to integrate GSA's existing proprietary systems and specific requirements.

**1.1.2.1 Billing Prerequisites [G.4.1]**

We have experience accommodating GSA's and other customers' unique billing cycles, periods, timeframes, and coding to process and deliver billing details and adjustments.



**1.1.2.1.1 Billing Cycle [G.4.1.1]**

We render billing based on calendar month cycles and comply with the



Government’s billing period, which runs from the first through the last day of the calendar month. We bill the Government in arrears at the end of every month after providing services. **Exhibit 1.1.2-2** includes the “Last of the Month” billing cycle items.

**Exhibit 1.1.2-2. Last of the Month Billing Cycle**

Categories	Billing Detail
Usage	All usage received up to and including the last day of the calendar month. This may include usage dated prior to the first of the month but was not received or processed at the time of the previous month’s invoice
Recurring Charges	All Monthly Recurring Charges (MRCs) for the period of the entire calendar month
Non-recurring Charges	All Non-Recurring Charges (NRCs) incurred prior to the end of the calendar month
Prorated Charges	Prorated charges for monthly services installed or disconnected prior to the end of the calendar month
Credits or Adjustments	Any credits or adjustments approved prior to the end of the calendar month

**1.1.2.1.2 Billing Start Date and End Date [G.4.1.2]**

We submit a SOCN to the Government upon: 1) activation of all new services and, 2) termination of existing services, and 3) prior to billing for the associated services. We begin billing new services at 12:00 a.m. on the day the service is activated and cease billing for disconnected services at 11:59 p.m. the day termination completes. We do not begin billing any new services until the fourth calendar day after we send the SOCN. We begin both the NRC and MRC on the billing start date; however, we do not begin billing for services if the Government rejects the services within 3 days of receipt of the SOCN. If the Government rejects the new service prior to this date, we do not assess any charges for the service, and billing does not commence until we send a subsequent SOCN (if any) and the Government accepts. If the SOCN is rejected, we correct the reasons for rejection and issue a new SOCN for services with an updated order completion date. If the Government has not rejected a SOCN by the fourth calendar day after submission, we begin billing for the new service, prorated from the activation date.

We comply with the billing start date requirements specified in the Task Order. All pricing is based on the prevailing rates in effect at the time we receive and accept the Task Order. We bill the NRC price in effect at the time of the Service Order and bill the MRC price in effect for the billing month, unless otherwise specified in the Task Order. Any other pricing arrangements must be made prior to acceptance of the Task Order.

**1.1.2.1.3 90-Day Billing Requirement [G.4.1.3]**

We have a performance record of submitting proper Billing Invoice (BI) deliverables

for services and Service Related Equipment (SRE) well within 90 days after issuance of the SOCN. [REDACTED]

We are not paid for billing charges (initial or adjustments) invoiced after 90 days, unless the OCO approves a different timeframe via waiver. We include all billable activity for a given calendar month in a billing invoice delivered to the Government no later than the 15<sup>th</sup> day of the subsequent month. In some cases, we may not be able to include some charges on the billing invoice for that month and include them on the following month's invoice. We do not include any charges older than 90 days without a waiver from the appropriate GSA or Agency officer.

#### **1.1.2.1.4 Unique Billing Identifier [G.4.1.4]**

We create and assign a Unique Billing Identifier (UBI) for each billed record and provide the assigned UBI with each component associated with the record to identify all components of a billed service. We include UBIs on all of our current Federal contract billing. [REDACTED]

We require a CLIN(s) on each Task Order to identify the desired service and pricing, and we permanently store the UBIs with all associated service records. We assign each service group a unique identifier and each billable component within the service group a unique identifier. These two identifiers, separated by an underscore, form the UBI. We provide the Government the unique billing as part of the SOCN and provide the CLIN and UBI on the billing invoice and any other billing deliverables.

#### **1.1.2.1.5 Agency Hierarchy Code [G.4.1.5]**

We meet and comply with the AHC requirements described in Section J.2.4 and understand this as a condition for payment. We require a valid AHC on all Task Orders. We store the AHC with each service associated with that Task Order and include it on all invoices for that service. We provide the AHC as a data element in the Inventory Reconciliation (IR) deliverable. The AHC is not used for any internal MetTel purposes;

the Government is responsible for ensuring the validity of these codes and may change them at any time as necessary without impacting service.

#### **1.1.2.1.6 Agency Service Request Number [G.4.1.6]**

We also include Agency Service Request Numbers (ASRN) in billing records and associated deliverables throughout the service lifecycle as described in Section J.2.4. We support up to two ASRN) per line item in an order and include ASRN) on electronic invoices for the requested services and on any custom reports requested by the Government for tracking purposes.

#### **1.1.2.1.7 Electronic Billing [G.4.1.7]**

We strongly encourage electronic invoices over paper invoices and deliver electronic invoicing in PDF format as well as EDI 811 (Consolidated Service Invoice) compliant invoices and customer-specified billing invoice formats such as formatted text and Excel. We deliver electronic invoices via email, retrieved from the Portal, or delivered [REDACTED]

We input invoice summary data into GSA's designated Government system or other system specified by the GSA CO such as WebVendor, Vendor and Customer Self Service (VCSS) system, or Invoice Processing Platform (IPP). [REDACTED]

[REDACTED] We do not submit paper invoices unless authorized by the OCO.

#### **1.1.2.2 Direct Billing [G.4.2]**

MetTel will bill the agency directly for all charges incurred by the agency and its sub-agencies in accordance with the TO. MetTel understands we will be paid directly by the agency. MetTel will be responsible for collecting the AGF and remittance of the total AGF amount collected for the month to GSA by electronic funds transfer (EFT).

#### **1.1.2.3 Satisfaction of Billing Functional Requirements [G.4.3]**

We comply with the processes, deliverables, and data exchange requirements for billing as defined in Section J.2.5 Billing. Our Customer Care team responds within 7

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calendar days to all billing inquiries, escalating to the billing department for response within 7 days, as necessary.

#### **1.1.2.3.1 Adjustments [G.4.3.1]**

We follow the adjustment process, described in Section J.2.5 Billing, for any necessary adjustments to a bill. Following Government approval, we apply the adjustment to the next available bill. If a dispute arises, we follow the Billing Dispute process described in Section G.4.4. We provide a Billing Adjustment (BA) deliverable as applicable for each billing period, which describes the full details of any adjustments.

#### **1.1.2.3.2 Monthly Billing Informational Memorandum [G.4.3.2]**

Each month, and coinciding with monthly delivery of billing files, we provide a Monthly Billing Information Memorandum showing the delivery during that month of all billing files. We explain any changes in billing and data formats and any new services added to the billing. We also list any issues pertaining to balancing charges.

We provide a list of all changes in the current invoice from the previous invoice, such as new or disconnected services, service changes, rate changes, or changes in Government-supplied data such as AHCs. We do not make any changes to data formats without prior notice to and approval from the Government.

#### **1.1.2.4 Disputes [G.4.4]**

We accept and process the Government's disputes received from the GSA CO, OCO, authorized ordering official, or from other authorized personnel or via systems the GSA CO or OCO designate. We comply with the processes, deliverables, and data exchanges requirements described in Section J.2.6 Billing and Inventory Disputes. We resolve all disputes within 180 days of the dispute notice.

##### **1.1.2.4.1 Billing Disputes Resolution [G.4.4.1]**

A billing inquiry is a question or issue that may lead to a billing dispute through the Government invoice certification process. Our billing inquiry and dispute solution provides users multiple methods to initiate inquiries or disputes in a single system, regardless of initiation type. We offer a systematic process and advanced architecture to receive inquiries and disputes, provide status reports, and ensure all appropriate adjustments are processed expeditiously and accurately. **Exhibit 1.1.2-3** describes the features and benefits of our solution to expeditiously resolve billing disputes while

meeting all requirements.

**Exhibit 1.1.2-3. Features and Benefits of MetTel's Dispute Resolution Approach**

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

Our Customer Care representatives carefully monitor the dispute process once the Government has tendered dispute notification. Our personnel are trained to quickly and accurately identify the cause, provide timely communication to the originator of the dispute, and accurately post any necessary adjustments to the next available invoice.

Once a dispute is entered using the Billing/Dispute function, we assign a contractor tracking number to each dispute received from the Government, and we accept and retain the dispute number associated with the billing dispute through resolution. We provide a confirmation of receipt for each dispute, with the Agency dispute number and MetTel's tracking number, to the Agency in 1 business day. We then provide confirmation of receipt from the Government.

In cases showing disputes not in compliance with the contract, we provide the Agency an explanation and propose a resolution and timeframe for closing the dispute. We keep copies of letters, documents, memoranda, computer files, and any other materials relating to billing disputes and adjustments for 3 years after termination or expiration of the contract.

We resolve billing disputes within 180 days from dispute notice through resolution. We provide a monthly Dispute Report (DR) listing all open disputes with their current status and provide the Government a list of disputes resolved in the prior month. When

a complete resolution is not forthcoming, we submit partial resolutions to the Agency for acceptance or rejection. We understand that either party may escalate disputes to the OCO.

Adjustments for resolved disputes, or agreed-to portions of a dispute, appear on the next invoice and include any Government-supplied data to track the dispute. Once a dispute is resolved, we process the adjustment and ensure the debit or credit and billing dispute identifier are clearly documented according to Section J.2.6 Billing & Inventory Disputes. We provide a monthly DR in accordance with Section J.2.6.

#### **1.1.2.5 Payment of a Bill by the Government [G.4.5]**

We submit invoices on a monthly basis in accordance with Section G.4.1.7 Electronic Billing and Section J.2.5 Billing. Upon expiration of the contract or Task Order, we submit a final billing invoice for billed services within 90 days unless an extension is requested and granted by the OCO in writing.

#### **1.1.2.6 Associated Government Fee [G.4.6]**

We calculate and collect the AGF in all customer Agency invoices on a monthly basis throughout the life of the contract. We submit the total AGF collected for the month to GSA via EFT and apply GSA's calculation methodology provided in Section J.2.5. We calculate the AGF using the rate provided by the Government on revenue excluding taxes, fees, and surcharges billed separately.

#### **1.1.2.7 Electronic Funds Transfer [G.4.7]**

Upon award of a Task Order or Service Order, we provide an account number for each billed unit of the Government. For payment, we provide the Government a routing and account number or debit a Government-supplied routing and account number via the MetTel EIS Portal. This allows EFT and provides a searchable record of payments made and the amount, date, and account number.

#### **1.1.2.8 Government Purchase Card Payments [G.4.8]**

We accept payment via Government Purchase Card. [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED] We coordinate with our bank to obtain the appropriate SIC code for the services provided under the contract.



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### **1.1.2.9 Rounding of Charges for Billing and AGF [G.4.9]**

We round billing in accordance with Section J.2.5.1.6 Rounding and calculate each charge by multiplying the service quantity by per-unit price then rounding away from zero to six decimal places. All charges are totaled and rounded away from zero to two decimal places to calculate the amount due.

### **1.1.2.10 Proration of Monthly Charges [G.4.10]**

We prorate billing based on the number of days that the service is provided during the billing period in accordance with Section J.2.5.1.5 Proration. We prorate MRCs for services that have been installed, disconnected, (except the last day of the month), or changed (except the first day of the month). For prorates greater than 1 month, we bill a separate monthly charge. Proration is only applied to periods of less than 1 month.

Charges for new services (excluding services installed on the first of the month, which are treated as monthly) are calculated as the number of days active, including the installation date, multiplied by the service quantity and unit price, divided by 30, and rounded to 6 decimal places. Charges for disconnected services (excluding services disconnected on the last day of the month, which are treated as monthly) are calculated as the number of days active, including the disconnect date, multiplied by the service quantity and unit price, divided by 30, and rounded to 6 decimal places. Services that have been changed are treated as a service installed on the effective date and disconnected on the day before the effective date.

### **1.1.2.11 Taxes, Fees, and Surcharges [G.4.11]**

We maintain a list of all taxes and surcharges applicable to the Government under this contract, including the name, jurisdiction, rate, and statutory source. Any tax or surcharge not in this list is not assessed without notifying the Government and receiving approval. We include taxes and surcharges as separate charges for each service in the invoice, unless they are included in the contracted rate (i.e., “fully loaded”). We provide a separate tax detail (TAX) deliverable listing all taxes and surcharges assessed individually. We assess taxes and surcharges at the rate in effect at the time of the invoice period and include any rate changes in the monthly billing memorandum.

### **1.1.2.11.1 Separate Billing of Taxes, Fees, and Surcharges [G.4.11.1]**

We separate billing amounts for taxes, fees, and surcharges and list them as

individual components or amounts on the BI for original changes and adjustments, unless the Agency has solicited and accepted pricing that includes all taxes, fees, and surcharges. For inclusive pricing, we bill the prices we proposed and that were accepted by the Government and included in the Task Order.

**1.1.2.11.2 Aggregated Taxes [G.4.11.2]**

We include the aggregated tax for each line item in the billing invoice and provide a detailed composition of the aggregated tax in the detail deliverable.

**1.1.2.12 Billing Performance Objectives [G.4.12]**

We execute an internal review and Quality Assurance (QA) process on all billing invoices to ensure accuracy and compliance with the Government’s requirements and billing performance objectives, listed in **Exhibit 1.1.2-4**.

**Exhibit 1.1.2-4. Billing Performance Objectives**

QA Checklist	Performance Objectives
Data Elements	All applicable data elements are included on the BI in accordance with Section J.2.10 Data Dictionary.
SOCN	The BI has an associated SOCN for each order. The information on the BI is consistent with that on the SOCN.
Records	There are no duplicate records within the BI. There are no records within the BI for initial invoice and all billing adjustments that represent charges being billed more than 90 days after the issuance of the SOCN, unless waived as described in Section G.4.1.3.
Price	The price matches the price(s) on the contract or Task Order.

**1.1.2.12.1 Billing Data Accuracy Key Performance Indicator [G.4.12.1] and Billing Charges Accuracy Key Performance Indicator [G.4.12.2]**

We meet or exceed the Acceptable Quality Level (AQL) of 95% for both accuracy indicators. We track KPIs for Billing Data Accuracy and Billing Charges Accuracy in accordance with the Government’s KPI formula, per Sections G.4.12.1 and G.4.12.2 respectively, and make BI KPI data available in the Portal and accessible to authorized Government personnel.