

### 3.3 Ordering [J.2.4]

As described in Section G.3 Ordering, orders for service may be 1) defined in the Task Order or 2) defined separately after the issuance of the Task Order.

#### 3.3.1 Common Operational Requirements [J.2.4.1]

Section G.3 Ordering describes the Task Order process. Once a Task Order is issued, we follow the process described in J.2.2.4 Task Order Data Management.

If the TO directly includes an order for services, the requirements and processes described in the remainder of Section J.2.4 Ordering apply to that order for service as well as to any subsequent orders for service under the Task Order.

If the TO does not directly include an order for services, the requirements and processes described in the remainder of Section J.2.4 Ordering do not apply to that order for services, but do apply to all subsequent orders for service under the TO.

We understand the AHC is an internal Government accounting code that is tracked for all services from order submission through disconnection. [REDACTED]

[REDACTED] We follow the Government AHC requirements for ordering listed in **Exhibit 3.0-5**.

#### Exhibit 3.0-5. ACH Requirements

#	Description
1.	An AHC is required on each line item in all orders.
2.	MetTel validates the presence of an AHC on all order line items: a) The Government does not pay for orders processed without an AHC on each line item b) The Government does not require validation of the content of the AHCs unless specified in the Task Order

The UBI uniquely identifies one item or multiple items linked together for ordering, billing, and inventory management (see Section J.2.10.1.1.2 Unique Billing Identifier). The MetTel EIS Portal is already set up to support UBIs. We follow Government UBI requirements for ordering:

1. Create the UBI as described in Section J.2.10.1.1.2.
2. Provide the UBI as a data element in the SOCN.

MetTel understands the ASRN is an optional internal Government control number that is tracked for all services from order submission through disconnection. The Government may assign zero, one, or two ASRNs to each line item in a given order. If

the Government provides ASRN data element(s) as part of a Service Order, we include them on all deliverables that reference that order or the services included in that order.

Each orderable element is identified by a CLIN that may be associated with a case number. The following are the CLIN requirements for ordering:

1. MetTel provides the CLIN and any associated ICB data element(s) for each line item in all ordering deliverables as required in Section J.2.3.3.3 Contractor Provided Data Sets: Deliverables.

2. MetTel ensures the CLINs reported on billing files match those included on the SOCN for a particular order.

The Government and MetTel exchange several data sets as part of the ordering process. Subsequent sections define the delivery process, frequency, timing, and detailed specifications for each. The Task Order can override the deliverable timing provided that 1) The notices remain in the order specified in the applicable process section under Section J.2.4.2 Ordering Process and 2) All required notices are delivered prior to billing. **Exhibit 3.0-6** defines the standard data sets.

### Exhibit 3.0-6. Standard Data Sets

Name of Data Set	Description
Service Order	Provides MetTel with the required details of the Government's order for service.
SOA Deliverable	MetTel notifies the Government that the order for service has been received.
Service Order Confirmation (SOC) Deliverable	MetTel notifies the Government that the order for service information is sufficient to process and has been issued.
Service Order Rejection Notice (SORN) Deliverable	MetTel notifies the Government that the order for service information is insufficient or otherwise invalid and that the order cannot be processed.
FOCN Deliverable	MetTel notifies the Government of the Firm Order Commitment (FOC) date when MetTel is committed to delivery of the ordered service.
SOCN Deliverable	MetTel notifies the Government that service has been installed and/or activated ("turned up"). The order for service has been completed and billing starts as of the included completion date.
Service Order Administrative Change (SOAC) Deliverable	MetTel notifies the Government that an administrative change has been completed and provides details of the change.
Service State Change Notice (SSCN) Deliverable	MetTel notifies the Government that a UBI has changed state (e.g., an auto-sold CLIN has been activated).

In accordance with Section G.3.3.1.2 Auto-Sold CLINs, the Government has the auto-sold CLIN requirements for ordering shown in **Exhibit 3.0-7**.

### Exhibit 3.0-7. Auto-Sold CLINs

#	Description
1.	MetTel includes any auto-sold CLINs in all notices and deliverables that require reporting CLINs.
2.	Unless otherwise specified in the Service Order or Task Order, MetTel applies the AHC listed for the base CLIN to all associated auto-sold CLINs.
3.	Unless otherwise specified in the Service Order or TO, MetTel applies the ASRN(s) listed for the base CLIN to all associated auto-sold CLINs.
4.	MetTel manages activation and deactivation of auto-sold CLINs in accordance with Section J.2.4.1.10 Service State and Section J.2.4.2.5 Service State Changes.

We understand that each order submitted by the customer has an overall order type, and each line item has a line item order type. Section J.2.10.1.1.4 defines order types. An order submitted by the customer may contain multiple line items for unrelated services or may require provisioning efforts that are not logically related. Upon confirmation of such an order, we may split the order into logical suborders using our standard provisioning process with the following restrictions:

1. Services logically linked by a Service Grouping ID as described in Section J.2.10.1.1.2 Unique Billing Identifier are not split across multiple suborders.
2. MetTel does not split any Service Order into suborders if the Service Order or the Task Order contains instructions prohibiting such splitting.

Each provisioned service is defined by a single UBI and is always in one of the states shown in **Exhibit 3.0-8**.

### Exhibit 3.0-8. Services States

States	Description
Active	The UBI is active with charges accumulating Other than auto-sold and band-priced CLINs, most UBIs are in this state from provisioning to disconnection Other than auto-sold, usage-priced CLINs are in this state if available for use
Inactive	The UBI is inactive with no charges accumulating Does not apply to disconnected services
Band_Name	Only valid for UBIs based on band-priced CLINs; the band-priced UBI is in the band listed The state is the actual band name/designator as defined in Section B or in the Task Order

We adhere to the following Service State requirements:

1. We ensure all provisioned UBIs have a valid service state assigned at all times:
  - a. A UBI is not considered provisioned prior to the SOCN for its installation.
  - b. A UBI is not considered provisioned after the SOCN for its disconnection.
2. We do not change the service state of a UBI except in response to direct Government action (e.g., beginning or ending the use of an auto-sold CLIN) or as

required based on predefined criteria captured in the contract or the Task Order.

See also Section B.1.2.11 Auto-Sold CLINs and B.1.2.4 Price Banding Structures.

### 3.3.2 Ordering Process [J.2.4.2; F.2.1(110) through (117)]

Section J.2.4.3 Deliverables and Data Exchange define all deliverables and other data sets included in the processes shown in **Exhibit 3.0-9**. Unless otherwise specified, we submit all deliverables to GSA and the customer if requested.

We ensure standard orders including moves, adds, and changes but excluding administrative change orders and disconnect orders follow the process below (Section J.2.4.2.6 addresses order updates).

#### Exhibit 3.0-9. Standard Order Process

#	Description
1.	The Government issues a Service Order.
2.	We submit an SOA within 1 business day of Service Order.
3.	If we determine that the Service Order is invalid, we submit a SORN within 5 days of Service Order.
4.	A SORN submitted by MetTel applies to the entire order (i.e., we may only reject entire orders, not individual line items)
5.	In the event of order rejection, the Government may issue a new Service Order with the corrected information and restart the process
6.	If we determine that the Service Order is valid, we submit a SOC within 5 days of Service Order.
7.	The Government may modify or cancel the order during the provisioning process as described in Section J.2.4.2.6 (see also Section J.2.4.2.6 and Section G.3.3.2.3).
8.	If we choose to split a complex Service Order into suborders as described in Section J.2.4.1.9, we follow the remainder of this process for each suborder including submitting separate deliverables for each suborder.
9.	If we must obtain local access services, we submit a FOCN indicating its FOC date within 1 business day of receiving the FOC date from the local provider.
10.	If we do not need to obtain local access services, we submit a FOCN indicating its FOC date no later than the earlier of: 1) 5 days after SOC or 2) 10 days before the FOC date.
11.	Upon completion of the order, we submit a SOCN within 3 days of installation/testing unless otherwise specified in TO.
12.	If the Government reports a problem within the acceptance period defined in Section E, Inspection and Acceptance (or as specified in the Task Order), we fix, test, and submit a new SOCN.

If the Government submits a TSP order as described in Section G.3.3.3.1 Telecommunications Service Priority Orders, we apply the standard process (see Section J.2.4.2.1) with the following caveats:

1. MetTel follows the prioritizations applicable to TSP orders as noted in G.3.3.3.1 Telecommunications Service Priority Orders and/or G.11 NS/EP.
2. MetTel does not delay the delivery of services in any way based on the need to submit deliverables specified in this process.

We manage administrative data changes to previously provisioned services, as described in Section G.3.3.2.2.4 Administrative Change Orders, based on the restrictions and process in the subsections below.

As described in Section G.3.3.2.2.4, administrative change orders may only modify inventory data points provided by the Government that have no impact on service delivery or pricing. Only the following Agency fields fall into this category by default: Service Request Number 1, Service Request Number 2 and Hierarchy Code.

Additional data elements are subject to administrative change orders on a contract-wide or individual case basis with the mutual agreement of the contractor and GSA CO.

Unless otherwise specified, we submit all deliverables described in the process below to GSA and, if requested, to the customer:

1. The Government issues an Administrative Change Order specifying the inventory items to be changed and details of the change.
2. MetTel updates its systems and submits a SOAC within 7 days of the Administrative Change Order.
3. Other order notices (SOA, SOC, FOCN, and SOCN) are not required.

Certain services lend themselves to rapid provisioning as described in Section G.3.3.3.2 Rapid Provisioning Orders. In these cases, the Government has streamlined its required process to expedite provisioning. This section does not apply to the activation of auto-sold CLINs (see Section J.2.4.2.5 Service State Changes).

Subject to the restrictions described in Section G.3.3.3.2, we follow the standard process (Section J.2.4.2.1) with the changes shown in **Exhibit 3.0-10**.

### Exhibit 3.0-10. Process Changes

#	Description
1.	The SOC and the FOCN are not required.
2.	An SOA is not required if MetTel completes the provisioning process and issues a SOCN within 24 hours.
3.	If MetTel rejects an order, the SORN is issued prior to the end of the defined provisioning interval.
4.	The Government's option to modify or cancel the order during the provisioning process is subject to the restrictions noted in Section G.3.3.3.2 Rapid Provisioning Orders.

We issue an SSCN within 24 hours if a service (defined by a single UBI) changes from one state to another (as defined in Section J.2.4.1.10 Service State). We may combine multiple notices as individual line items on a single SSCN provided all notices

are submitted within 24 hours of the individual state change.

If an in-progress order must be supplemented or updated as described in Section G.3.3.2.3 Updates to In-Progress Orders, the Government issues a supplemental Service Order (see also Section J.2.10.1.1.4.3). Changing data explicitly included in a Task Order requires a modification and cannot be performed via this process (see Section G.3.2.2 Task Order Modification). **Exhibit 3.0-11** describes the process for updating an order already in progress.

### **Exhibit 3.0-11. Updating In-Progress Order**

#	Description
1.	The Government issues a supplemental Service Order.
2.	MetTel submits an SOA in response to the supplemental Service Order within 1 business day. The Contractor Service Request Number (CSRN) reported on the SOA is the same as that reported on the original order TSP (J.2.4.2.2) and Rapid Provisioning (J.2.4.2.4) orders may have shorter submission times as defined in the section.
3.	If MetTel determines that the supplemental Service Order is invalid, we submit a SORN within 3 days of the supplemental Service Order. The CSRN reported on the SORN is the same as that reported on the original order. TSP (J.2.4.2.2) and Rapid Provisioning (J.2.4.2.4) orders may have shorter submission times as defined in the section.
4.	MetTel updates the original order with the new data.
5.	If any changes are required to data sets already submitted in response to the original order (e.g., SOC, FOCN), then MetTel issues updated versions of those notices.
6.	MetTel completes the provisioning of the original order with updated information as described in the order process J.2.4.2.1 Standard Orders, J.2.4.2.2 Telecommunications Priority Orders, and J.2.4.2.4 Rapid Provisioning Orders

### **3.3.3 Deliverables and Data Exchange [J.2.4.3]**

The data sets exhibits that the Government provides and the deliverables we provide as part of this process will be used for this contract. Section J.2.10.2 Data Set Content provides detailed contents of each data set. We support all required transfer mechanisms for each data set as defined in Section J.2.9 Data Transfer Mechanisms.