1.1.4 Service Assurance [G.6]

MetTel establishes and maintains strong relationships with our customers. We were awarded the prestigious Stevies Award for Outstanding Customer Service Department and Front-Line

Award-Winning Customer Service
• 100% customer satisfaction focus with personalized support
• Work for and with our customers
• Fast adaptation to customer needs
• Online access to trouble ticket status

Customer Service Team in 2015. This award proves our performance in providing reliable, flexible technical support at the highest levels.

We adapt and customize our solutions to customers' needs and ensure our customers obtain the best possible solution at the most competitive price. Our customer service and commitment to ensuring support distinguish our solutions from those of other offerors. We provide personalized support to: 1) Properly identify the root cause of a problem, 2) implement temporary relief when available, 3) ensure timely resolution of a problem, 4) confirm with the client a problem is solved prior to closing the trouble ticket. We record the trouble and use the data to produce metrics on MetTel's performance for improvement

1.1.4.1 Customer Support Office [G.6.1]

Our Customer Support Office (CSO) is the primary interface between MetTel and the Government. Please see Attachment 1 – Program Management Plan (PMP) for an organizational chart of this team.

1.1.4.2 Customer Support Office and Technical Support [G.6.2]

We assign a dedicated CSO Team to the EIS contract and MetTel will have all functional areas of the CSO fully operational within 30 days of NTP. Our CSO is located at our premises and is operational. The team is fully versed and certified in procured products and services and is available 24×7×365 via a dedicated toll-free number (1-877-2Go 2EIS), email address (EIS@mettel.net), and the MetTel EIS Portal.

We proactively manage and monitor all open service requests including orders, repairs, and billing/inventory/commercial inquiries. We track and report major milestones and use various communication methodologies tailored to each Agency's and GSA's specific needs, such as:

- Directly interact with designated local GSA contact;
- Meet weekly with designated GSA stakeholder(s);

- Submit daily/weekly/monthly mutually agreed upon control document that includes customer-specific information including client name, location, address, service ordered, date, ticket number, and other related information points;

- Post Control documents to common drive (i.e., SharePoint);

- Provide Agency with current information via the MetTel EIS Portal;

- Offer ticket/issue subscription with automated email updates when new information is added on selected tickets; and

- Advocate and initiate escalations and expedite requests with aligned key performers.
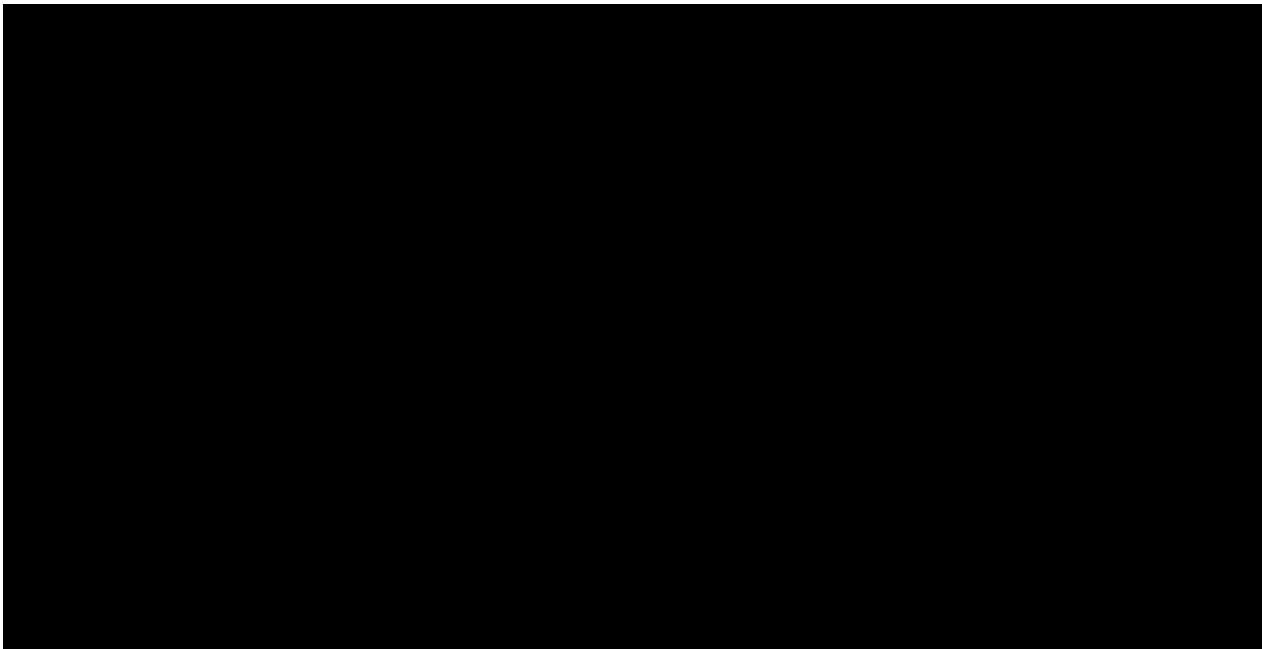
Exhibit 1.1.4-1. Help Desk Screen

Exhibit 1.1.4-1 displays a sample MetTel EIS Portal ticket screen showing status of items Resolved, New, and In Progress.

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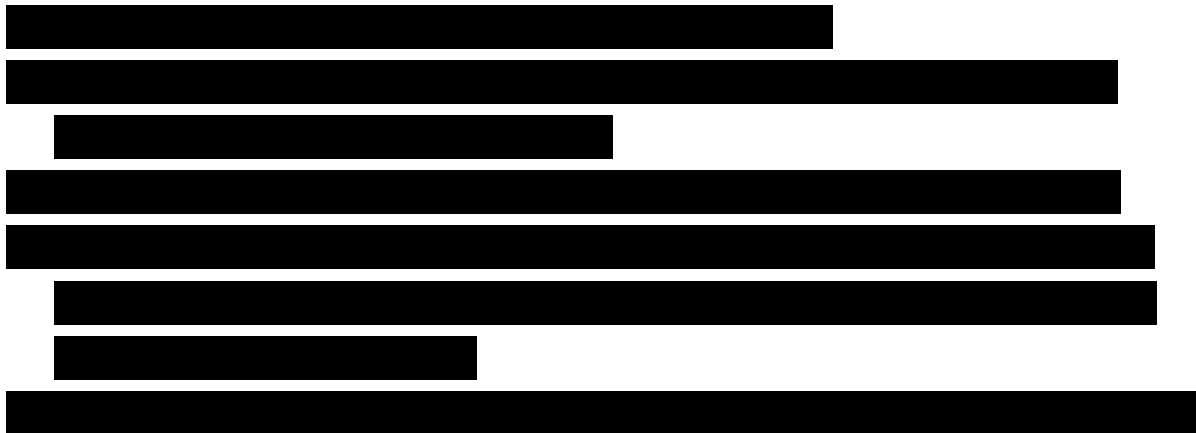
We agree to comply with all contact methodology requirements including Telecommunications Device for the Deaf (TDD), Hot Links, email, toll-free number (domestic and non-domestic), and the MetTel EIS Portal.

We offer communication services nationwide and easily and effectively support the geographical distribution of EIS-subscribing Agencies, GSA's Program Management Offices (PMOs) in the GSA regions, and GSA international activities. We also agree to:

- Provide initial and on-going training (see Section G.10 Training);

- Provide full transparency/visibility to escalation chains by discipline; and

- Offer full technical support for procured services and all methods of support for those services, including: Answering questions related to how users can obtain the functions designed for the services MetTel provides, advising users on the capabilities incorporated into service features, providing technical support to assist MetTel technicians, Agencies, or other organizations or personnel with timely resolution of issues, notifying users of planned or recently added services and features, providing ordering and tracking support services, providing support to help resolve billing issues and providing inventory management support.

1.1.4.3   Supply Chain Risk Management (SCRM) [G.6.3]

1.1.4.3.1   Plan Submittal and Review [G.6.3.1; F.2.1(77)

We included the SCRM as Attachment 2 and provide updates to the CO and COR on an annual basis. We understand that all information is treated as CUI pursuant to Executive Order 13556, shared only with Government Agencies, and used solely for mission-essential risk management.

1.1.4.4 Trouble Ticket Management [G.6.4]

We developed our service assurance processes from 20 years of experience serving commercial customers. Our processes represent industry best practices and include trouble ticket management. ███████████████████████████████████████ ██ We have gained considerable experience in meeting Government and Agency-specific requirements in connection with trouble ticket management. MetTel's Attachment 1 PMP has more detail about trouble ticket management.

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1.1.4.4.1 Trouble Ticket Management General Requirements [G.6.4.1]

We manage our customer care using an industry-standard, best-practice trouble ticket process. Ticket status is available via the MetTel EIS Portal with 24×7×365 uptime. This provides our customers and MetTel staff with real-time visibility on the status of each trouble ticket. █████████████████████████████████████

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We place the highest priority on restoring TSP circuits, which is done according to their restoral tags to define the order of restoration. This ensures the NOC knows the correct priority and handles appropriately. If a ticket must be escalated, we follow

established escalation procedures described in Attachment 1 Program Management Plan. ███

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1.1.4.4.2   Reporting Information [G.6.4.2]

The MetTel EIS Portal provides customers with the ████████████████

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█████████████████████████████████ trouble and complaint report data within 5 days of a request from GSA or our Government customer.

We process any credits applicable to the service outage based on this record of information as defined in G.8 Service Level Management. Upon request from the PMO and Agencies, we deliver archived trouble and complaint report data within 5 days.