

2. TECHNICAL RESPONSE [L.28.2]

Since 1996, MetTel has been a strategic partner providing a comprehensive suite of voice and data solutions as well as telecom consulting services to leading businesses and government entities. From traditional voice services to MPLS networks and Voice over IP technologies, MetTel offers a complete portfolio of products. We achieve significant operational and cost efficiencies by leveraging our state-of-the-art back office infrastructure, sophisticated online MetTel EIS Portal, and international footprint.

MetTel
Small Company Big Reach

- Advanced Facilities based MPLS Network
- Global MPLS reach
- Distributed Customer Care Centers
- MetTel EIS Portal for secure management
- Large choice of access providers
- Local Telephone Number footprint

MetTel Value

Our mission is to deliver value to our clients through unwavering commitment to:

✓ **Competitive Pricing**

- Significant Total Cost of Ownership savings
- Adherence to contracted rates and formal bill reviews
- Detailed billing and comprehensive reporting available via the MetTel EIS Portal

✓ **Superior Client Service**

- A single-point-of-contact within our Dedicated Care Team to ensure the prompt resolution of service matters
- Dedicated project management [REDACTED]
- Industry leading engineers designing scalable telecom platforms

✓ **Product Excellence**

- Innovative customized telecom solutions
- Integrated suite of traditional and advanced voice and data services
- Comprehensive telecom management consulting services

Track Record of Success

MetTel has been providing innovative, integrated communications solutions to customers across all industries since 1996. We redefine telecommunications by tailoring our products to provide cutting-edge solutions. [REDACTED]

[REDACTED]

Our Reach

MetTel brings the security of using the most trusted carriers in the country with the convenience of using one provider as the single point-of-contact in the United States. Our centralized customer care structure ensures standardized processes regardless of product class or geography. [REDACTED]

[REDACTED]

Our ability to meet GSA's present requirements and address the government's future telecom business needs have been demonstrated extensively in the private and public sector.

2.1 EIS Services [L.29.2.1, M.2.1, C.1.2, H.16; H.17; H.18; H.20; H.24]

MetTel will provide the EIS Mandatory and Optional services as specified in C.1.8.1 of the RFP and listed in **Exhibit 2.1-1**. All services proposed by MetTel are grouped by Service area and listed by RFP classification as mandatory or optional. Each service is defined in the referenced sections of this proposal.

Exhibit 2.1-1. MetTel EIS Proposed Services

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

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

Customer Technical Support

MetTel will provide customer technical support as a component of each of its EIS services. MetTel establishes and maintains strong relationships with our customers. We were awarded the prestigious Stevies Award for Outstanding Customer Service Department and Front-Line Customer Service Team in 2015. This award demonstrates 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. [REDACTED]

[REDACTED]

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. [REDACTED]

[REDACTED] We have gained considerable experience in meeting Government and Agency-specific requirements in connection with trouble ticket management using the MetTel EIS Portal as the interface for GSA and Agencies. Should escalations be required there are agreed upon escalation triggers and levels so GSA or the Agency always know who to contact if their operations require escalated support.