2.1.9 Wireless Service [C.2.6]

MetTel's Mobile Wireless Service (MWS) for EIS is built on our commercial MetTel Mobile Portfolio of preferred wireless network providers: ███████████ ████████ MetTel MWS is a single-source solution that delivers services from the largest national wireless networks to provide converged single bills and a complete set of wireless devices and service plans. This combination provides EIS Agencies reach and connection options that exceed the network of any single provider while providing the dependability of one vendor to ensure all service requirements are delivered from a single trusted source.

MetTel Wireless Information at Your Fingertips
• ███████████████████████ ████████████
• Online inventory with Agency Self-Procurement Option and Usage Reports available on the MetTel EIS Portal
• Voice and data plan choices
• Wide selections of everything wireless for connectivity
• ████████████████████████ ████████████████

2.1.9.1 Compliance with Evaluation Criteria [L.29.2.1]

The MetTel MWS solution fulfills the mandatory service requirements for MWS contained in EIS SOW paragraph C.2.6. This section presents a technical description of our offering, demonstrating our capabilities in Standards, Connectivity, Technical Capabilities, Features, Interfaces, Performance Metrics, and Security. **Exhibit 2.1.8-1** highlights some key strengths and benefits of our MWS solution in relation to RFP section M.2.1 evaluation criteria.

Exhibit 2.1.9-1. Features and Benefits of Approach to MWS

Evaluation Criteria	Features and Benefits of MetTel's Approach
Understanding (M.2.1(1))	• Single Government source for access to leading national wireless networks • One dedicated team providing support 24x7x365 • Converged billing of all wireless service for an Agency • ██████████████████████████████████████ ████████████████████████ • Evolution to new technology as soon as it is available in any of the major wireless networks
Quality of Services (M.2.1(2))	• Full compliance with all SOW performance metrics including availability and time-to-restore • 24x7x365 live dedicated customer support • Timely access to the secure MetTel EIS Portal for service information and management
Service Coverage (M.2.1(3))	• ████████████████████████████ MetTel's coverage area exceeds that of any single carrier and gives MetTel the largest US Wireless footprint. • Consistent and reliable connectivity with choices of service plans and networks

Evaluation Criteria	Features and Benefits of MetTel's Approach
Security (M.2.1(4))	• Secure voice communications with FIPS 140-2 compliant mobile devices as available • Standards-based and enhanced security to maintain the integrity and privacy of MWS content and collaboration • Supported 3GPP TS 21.133 and LTE-3GPP Release 8 security

2.1.9.1.1   Service and Functional Description [L.29.2.1, C.2.6.1, C.2.6.1.1]

MetTel MWS consolidates access to the nation's leading wireless networks to deliver a broad and powerful range of coverage, even to the most remote locations. Whether Agencies prefer to remain with their existing wireless provider or choose from a diverse set of carriers, ██████████████████████████████████████ ████████

Agencies receive superior coverage, savings, and support from a single provider. MetTel MWS provides access to the leading national and international wireless providers. ██ █████████████████████████████

Many options are available in the mobile market for devices, services, bandwidth, and security. These choices depend on the mobile terminals and technology used in the wireless network and service platforms. MetTel and our wireless providers support older generation technology that is phasing out such as second generation 2G or 2.5G. We work with Agencies to provide the best network to support current and evolving technology, which includes 3G, 4G LTE, and 5G wireless networks in the future. ████ ██ █████████████████

MetTel MWS network partners support Short Messaging Services (SMS), a feature of MWS that provides the capability to send and receive point-to-point or point-to-multipoint text messages on wireless devices. Each SMS message may be up to 160 characters composed of any alphanumeric characters. SMS also supports group messaging via mobile device or website-based entry.

A feature of MWS, Multimedia Messaging Service (MMS) is a standard method for sending messages that include multimedia content to and from mobile phones over a wireless network. MMS allows the transmission of text, audio, images, and video and

extends the core SMS capability that allows exchange of text messages up to 160 characters in length.

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2.1.9.1.2   Standards [L.29.2.1, C.2.6.1.2]

MetTel MWS uses the Public Switched Telephone Network (PSTN) and the International Telegraph Union Telecommunication Standardization Sector (ITU-T) standards for interoperability. Wireless providers also adhere to the ITU-T's International Numbering Resources conformance requirements. All of MetTel's domestic providers are members and active participants in the Alliance for Telecommunications Industry Solutions (ATIS) to resolve interoperability issues and use the North American Numbering Plan for call routing and completion.

Our network providers maintain a supporting role in communications standards organizations such as the Cellular Telecommunications and Internet Association (CTIA), which are trade venues that produce the fundamental specifications for the next generation of wireless technology. Introduction of new services and features enables subscribing Agencies to take advantage of the synergies and productivity enhancements of wireless solutions.

MetTel wireless network carriers all support the standards listed in EIS RFP Section C.2.5.1.2. Our network providers are often the leaders in the development and evolution of new wireless standards. ████████████████████████████████

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2.1.9.1.3   Connectivity [L.29.2.1, C.2.6.1.3]

Mobile communications today require that the Internet and PSTN be available from all Agency mobile terminals, such as cellular phones, smartphones, wireless-enabled notebooks and laptop, PDAs, and tablets. All MetTel wireless network providers connect to the PSTN and worldwide dialing plan per ITU Recommendation E.164. MetTel MWS originates and terminates calls with users of commercial satellite-based service through the PSTN.

2.1.9.1.4   Technical Capabilities [L.29.2.1, C.2.6.1.4]

MetTel MWS is a full-functional wireless service combining the strength of the major national wireless network providers with the major wireless device vendors. Wireless service supports the capability to originate and receive voice calls from mobile phones, fixed wireline networks, and satellite-based networks through the PSTN. A wide range of devices are available that supports the capabilities defined in C.2.6.1.4, as described in **Exhibit 2.1.9-2**. The wireless device market is rapidly moving, and MetTel provides the current supported models of devices to meet Agency needs. We work with GSA to ensure new devices and technical capabilities roll out to users as rapidly as possible.

Exhibit 2.1.9-2. MetTel MWS Device Capabilities

Mobile Device Type	Capability	████████████
a) Cellular Phones	i. Built-in available features	████████████████████████
		████████████████████████████
		██████████████████████
		████████████████████████████
		████
	ii. Wireless broadband devices	██████████████████████
		██████████████████████
	iii. Secure voice communications with FIPS-compliant encryption (as available)	████████████████████████████
		██████████████████
		████████████████████████
		██████████
b) Smartphones	i. Built-in available features	██████████████████████
		██████████████████████
		██████████████████████
		██████████████████████
		████████████████

Mobile Device Type	Capability	█████████
		████████████████████
		███████████
	ii. Email	██████████
	iii. Web browser	█████████████
	iv. Personal Information Management (PIM)	████████████████████████
		███████████████████
		████████████████████
		██████
	v. Sync with leading email, contact/addresses, and calendar platforms	████████████████████
		██████████████
	vi. Vibrate alert to email and text messages	████████████████████
		███████████████
		██
	vii. Ring alert to emails and text messages	████████████████████
		████████████
	viii. Ability to transfer photos/pictures directly to computer	█████████████████
		████████████████
		█████████████
	ix. Remote kill (as available)	████████████████████
		█████████████████
		████████████████████
		██████
	x. Remote wipe (as available)	████████████████████
		███████████████
	xi. Ability to disable audio, video, and all recording functionality (as available)	██████████████
		███
	xii. Transmit and receive data (e.g., run an Agency-specific app) while conducting a voice call (as available)	██████████████
		██

MetTel offers many options in MWS plans and plan aspects for GFP and user-owned devices (BYOD). **Exhibit 2.1.9-3** shows a sample of the MetTel plan options.

Exhibit 2.1.9-3. MetTel MWS Service Plans
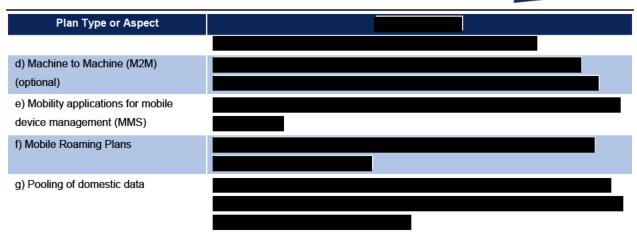
Plan Type or Aspect	██████████
a) Voice Service Plans	█████████████████
b) Data Add-on Service Plans	████████████████████
	███████████████
c) Data-only Service Plans	████████████████████

Plan Type or Aspect	███████████
	██████████████████████████
d) Machine to Machine (M2M) (optional)	███████████████████████████████
	███████████████████████████████
e) Mobility applications for mobile device management (MMS)	██
	████████
f) Mobile Roaming Plans	████████████████████████████████████
	█████████████████
g) Pooling of domestic data	██████████████████████████████████████
	██
	█████████████████

We comply with Wireless Enhanced 911 (E911) rules including Phase I and II as stipulated by the Federal Communications Commission.

2.1.9.1.5   Features [L.29.2.1, C.2.6.2]

We support all features required in RFP Section C.2.6.2 and define all MetTel MWS features in **Exhibit 2.1.9-4**.

Exhibit 2.1.9-4. MetTel MWS Features

Feature	███████████
1. Wireless Priority Service (WPS)	████████████████████████████
	████████████████████████████
	██████████████████████████████████
	███████████████████████████
2. Directory Assistance with Call Completion	████████████████████████████
	██████████████████████████████████
	███████████████████
3. Domestic to Non-Domestic Calling	██████████████████████████████
4. International Mobile Roaming (optional)	████████████████████
5. Personal Hotspot	███████████████████████████████████
	██████████████
6. Indoor Cellular Systems	████████████████████████████
	██████████████████████████
7. Push to Talk with Group Talk	██████████████████████████████████
	██████████████████████████████████
	██████████
	█████████████████
	████████████████████
	███████████████
	████████████████████████████
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Feature	███████████
• ████████████████████████████	
███████████	
██ ████████████████████	
██ ███████████████████████	
████████████████	

2.1.9.1.6   Interfaces [L.29.2.1, C.2.6.3]

We provide devices with all the interface types listed in C.2.6.3.1. The type of interface available and the network that supports the Interface Standard are specifically available from some or all of our wireless network providers. ████████████

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2.1.9.1.7   Performance Metrics [L.29.2.1, C.2.6.4]

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