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## **ATTACHMENT 3 DRAFT BSS VERIFICATION TEST PLAN**

### **A3.1 OVERVIEW**

The MetTel BSS Verification Test Plan reflects the test methodology described in EIS RFP Section E.2.1 and Section A3.3 of this test plan.

BSS Test Plan Section A3.4 includes MetTel's timeline and test sequencing for all Test Scenarios, Test Cases and test data sets. Testing assumptions are identified and the testing level of effort and test plan execution schedule is described based upon those assumptions and information provided in EIS RFP Section E.2.1. The BSS Test Plan also describes the MetTel Federal BSS test environment, test team composition, and information concerning primary testing location and other locations involved in test activities.

The BSS Test Plan describes MetTel's approach to testing each Test Scenario and Test Case in Section A3.5.

### **A3.2 TEST ENVIRONMENT AND LOCATION**

#### **A3.2.1 Test Environment**

MetTel's EIS BSS Verification Test Environment is based upon MetTel's successful BSS platform currently used by commercial and Federal customers. The Testing Environment will consist of a version of the MetTel Federal BSS software platform that includes all features required to meet EIS BSS requirements as well as all existing functionality supporting Government and commercial customers. Specific EIS BSS requirements include interfaces to Government systems, support of Task Order specific data and account structures, support for other EIS specific data, existing support for Direct Billed Agencies, integrated SLA reporting, inventory reconciliation reporting, process reporting and billing and payments reporting per EIS requirements.

All testing will be performed on the actual system to be used in delivering service following successful EIS BSS Verification Testing. This version of the MetTel Federal BSS will become MetTel's production BSS platform. During testing, interfaces that would result in the automated provisioning of service (e.g., external vendor orders or network configuration work orders) or those that are inputs from live service (e.g., service performance data) will be supported by service emulation software modules.

Also during testing, system dates may be manipulated to create a compressed “test system calendar.” This will allow a test flow that emulates a minimum of four billing cycles to be accomplished in a much shorter period than “real world time.” This capability makes it possible to more closely approximate the relationship and timing of events as they are likely to occur in a production environment.

### **A3.2.2 Test Location**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## **A3.3 TEST METHODOLOGY**

The MetTel Test Methodology is directly based upon the Test Methodology described in EIS RFP Sections E.2.1.1 through E.2.1.5.

### **A3.3.1 Scope**

MetTel’s EIS BSS Test Methodology will meet the Inspection and Acceptance requirements described in **Exhibit A3-1**.

#### **Exhibit A3-1. Inspection and Acceptance Requirements**

#	Requirement
1.	BSS testing will verify that all BSS functional, regression and security requirements have been successfully met.
2.	BSS testing will be performed for all management and operation functions supporting Ordering, Billing, Inventory Management, Disputes, SLA Management and Trouble Ticketing processes described in RFP Sections G and J.2.
3.	Security testing will be based on the requirements described in EIS RFP Section G.5.6 BSS Security Requirements. The security requirements acceptance will be based on: <ul style="list-style-type: none"><li>• Assessment and Authorization (A&amp;A)</li><li>• FedRAMP certification (if applicable)</li></ul>
4.	BSS testing will include all test cases that are defined in EIS RFP Section E.2.1.3.
5.	BSS testing will include test cases for quality, utility and customer access features.
6.	MetTel will allow government representative(s) to observe all or any part of the verification testing.
7.	If the government so requests, MetTel will perform tests to ensure continued compliance each time a new service is offered or MetTel modifies BSS features/functionality that affect the functional requirements described in EIS RFP Sections G and J.2.
8.	If the government requests this retest, MetTel will provide a BSS Verification Test Results report, including analysis, within seven (7) days after performance of the tests. MetTel acknowledges that the government reserves 14 days to accept or reject the test results, in part or in whole. If the government rejects the test results MetTel will retest until such time the results are acceptable to the government.
9.	MetTel will perform BSS verification testing according to the accepted BSS Test Plan at a mutually acceptable date with the government.

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### **A3.3.2 Testing Pre-Requisites**

Prior to initiating BSS testing, MetTel will:

- Provide written notice to the government that MetTel's Federal BSS has passed its internal testing and is ready to begin BSS interface testing with GSA Conexus.
- Provide a finalized BSS Test Plan that is accepted by GSA.

MetTel understands that the purpose of the verification and acceptance testing is to ensure that MetTel's EIS BSS meets requirements in EIS RFP Sections G and J.2. MetTel will support BSS security and functional testing as defined in EIS RFP Sections G.5.6 BSS Security Requirements and G.2.3 BSS Final Contract Acceptance.

### **A3.4 TEST SEQUENCING**

MetTel's EIS BSS Test Sequencing is designed to provide conditions that represent real-world activity and event sequences. The sequencing is also designed to balance the use of testing resources throughout the entire testing interval.

The MetTel Federal BSS Test Sequence includes a testing period for system, contract and task order setup in the MetTel Federal BSS. This Setup period is followed by Ordering, Billing and Reporting Phases 1 and 2; then by Ordering, Service, Billing and Reporting Phases 3 and 4.

**Exhibit A3-2, Exhibit A3-3, Exhibit A3-4 and Exhibit A3-5** illustrate the relationship of the test phases to activities associated with specific test cases.

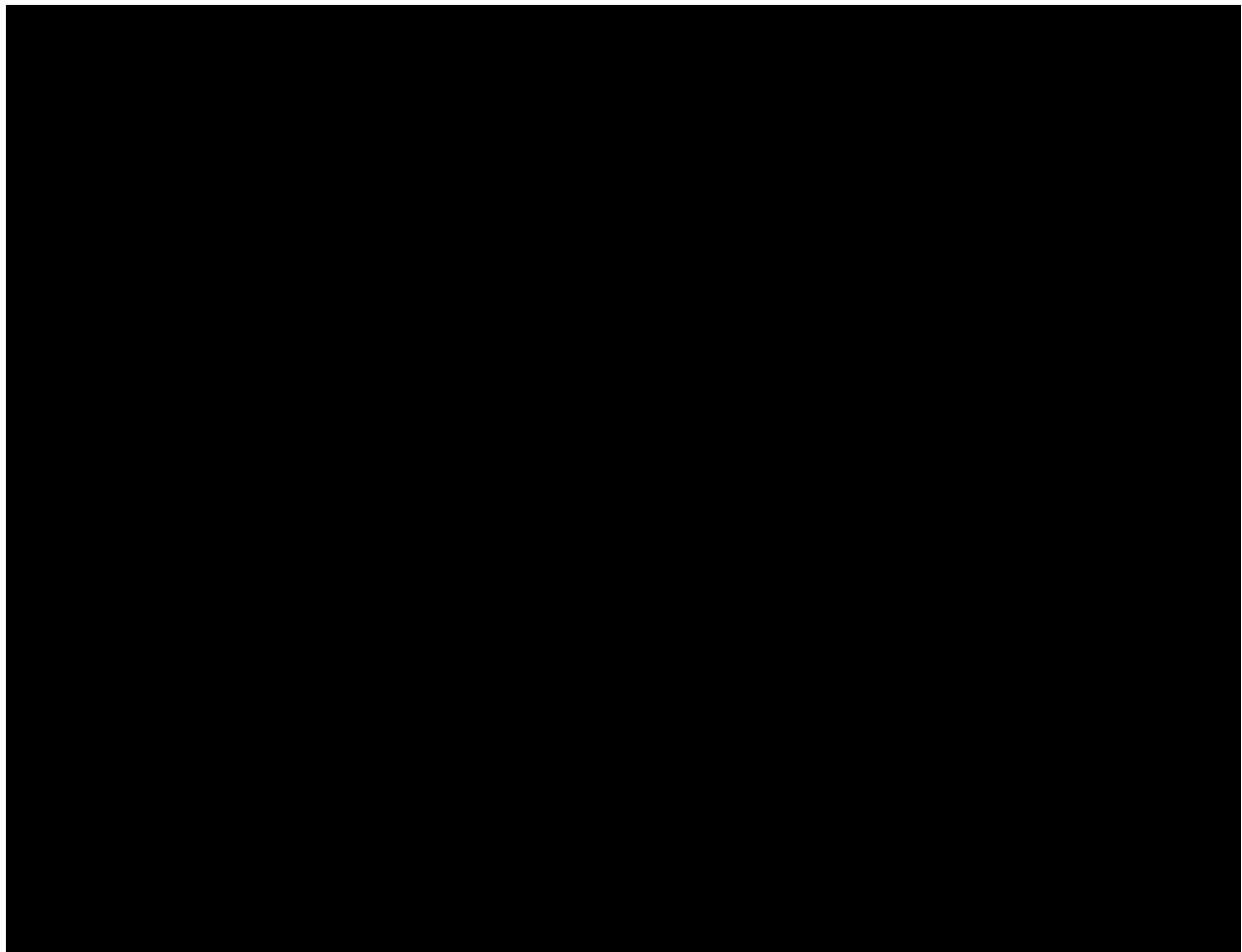
**Exhibits A3-2 through A3-5** show the series of processes required in order to prepare the MetTel Federal BSS for accepting and processing orders and other governmental inputs, initiating and billing service and providing the required EIS reports and other outputs. [REDACTED]

[REDACTED]

[REDACTED]

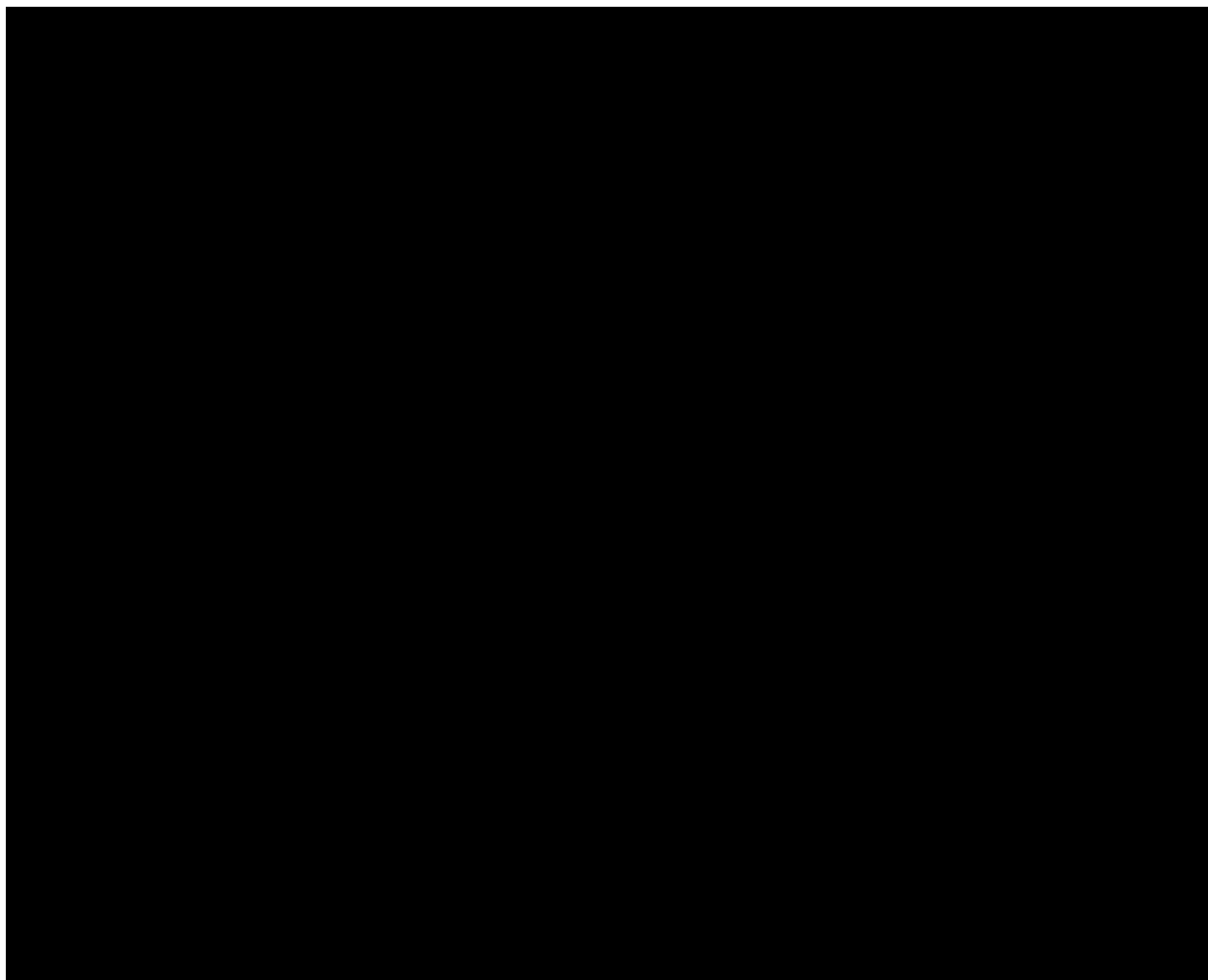
[REDACTED]

[REDACTED]



**Exhibit A3-2. EIS BSS Testing Phase 1**





**Exhibit A3-3. EIS BSS Testing Phase 2**

[Redacted text block containing multiple lines of blacked-out content]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Exhibit A3-4. EIS BSS Testing Phases 3**

[REDACTED]

**Exhibit A3-5. EIS BSS Testing Phases 4**

#### A3.4.1.1 Project Planning Principles

#### A3.4.1.1 Project Planning Principles

[REDACTED]

[REDACTED]

[REDACTED]

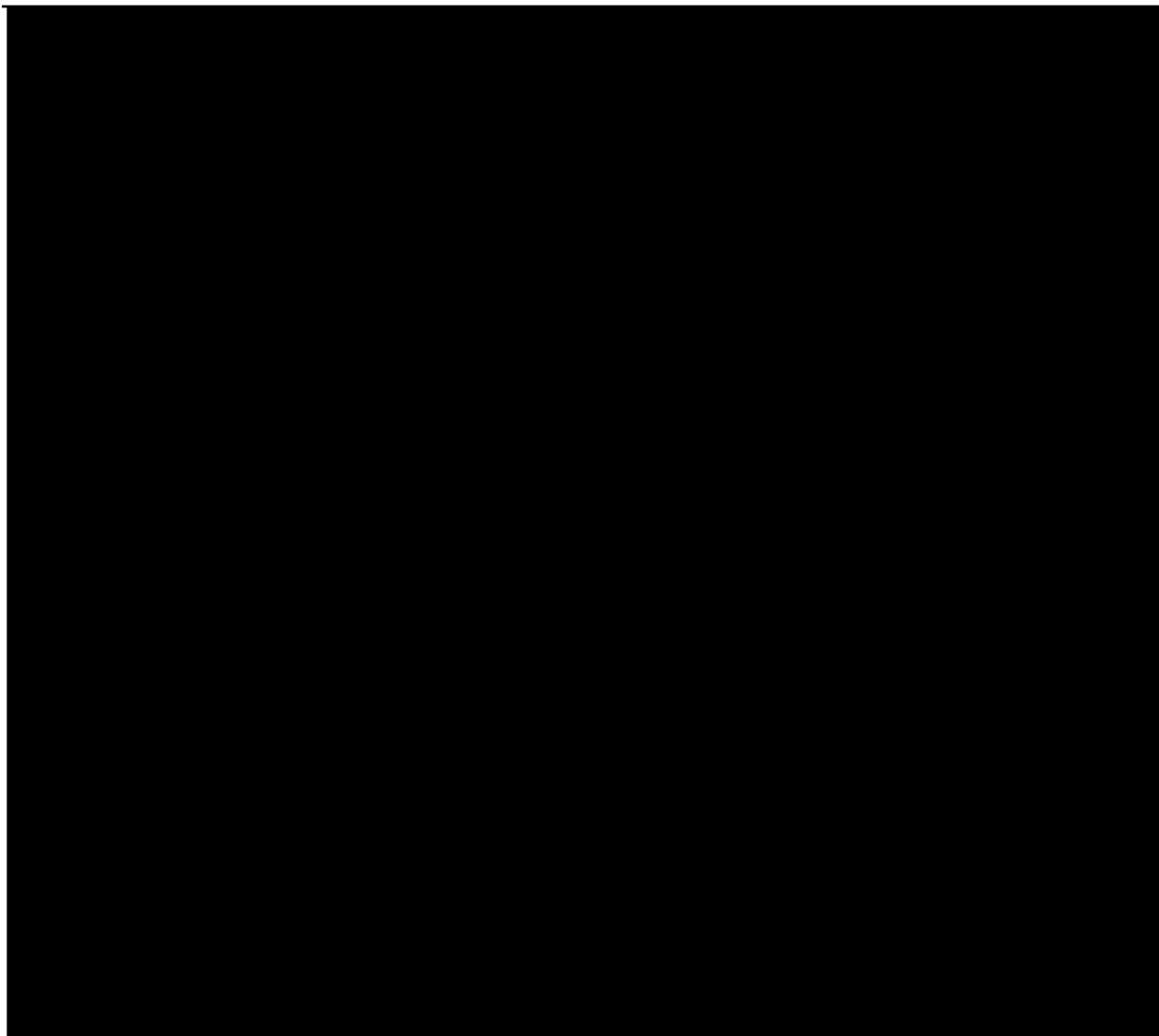
[REDACTED]

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[illegible]

The timeline associated with our BSS verification testing is shown in **Exhibit A3-8**.





**Exhibit A3-8. BSS Verification Testing Timeline**

### **A3.5 TEST SCENARIO AND TEST CASE APPROACH**

This BSS Test Plan section describes MetTel's testing approach to each Test Scenario and the related Test Cases and Test Data Sets. In this section, MetTel presents high-level test scripts for Test Cases. These test scripts are shown in tables and describe the test steps and test criterion for each step.

All MetTel Test Case test steps, shown in **Exhibit A3-9**, include preparation and close out documentation steps in addition to those shown in the individual test case.

**Exhibit A3-9. MetTel Test Steps**



[illegible]

If any test step fails, MetTel will identify the cause of failure, resolve any issue and repeat the entire test.

### ***A3.5.1 Data Import Testing During Setup Phase of Testing***

A significant number of DDE transactions are related to setup processes. The MetTel project plan incorporates the testing of these DDE mechanisms during the Setup Phase. Other DDE processes will be tested in Scenarios related to Billing, SLA Management and Dispute processes. **Test Scenarios BSS-TS01 and BSS-TS02** provide the context for testing DDE via Secure FTP or XML Web Services (i.e., Government-provided).

**BSS-TS01-01** specifies a Government-provided data set using web services as the transfer mechanism in EIS RFP Section J.2. DBAS setup meets this specification. This Test Case may be an initial step in BSS-TS02-01 or BSS-TS02-02.

**Exhibit A3-10. BSS-TS01-01: DDE/XML over Secure Web Services (E.2.1.3.1.1)**

[illegible]

[illegible]

**BSS-TS01-03** concerns an additional possible source of error that could be tested by having a corresponding correct data set submitted after the proper rejection of the errored data set. This would verify that resubmission of corrected data will process properly. [REDACTED]

[illegible]

[illegible]

To properly perform verification of the MetTel Federal BSS and its interfaces to Government systems, it will be necessary for MetTel to gather and load data for all test Task Orders into the BSS. This data includes:

- CLINs Awarded
- Financials
- Country/Jurisdiction Awarded by Service
- Key Performance Indicators
- Officials
- Locations Awarded by Service
- Customer Requirements Document Set
- Proration Type
- Services Awarded

The creation of this data in the MetTel Federal BSS will generate uploads for GSA systems. The source of this data is the Government provided data for BSS-TS02-01 and BSS-TS02-02.

As stated in Section 5.1.1, **BSS-TS02-01: Direct Billing Account Setup** Test Case can be a follow-on from BSS-TS01-01.

The diagram consists of a grid of black rectangular blocks. The blocks are arranged in a way that suggests a hierarchical or sequential structure. Some blocks have small yellow and black squares attached to their left or right sides, which might represent specific data points or flags. The overall layout is complex, with multiple levels of branching and merging, indicating a detailed process or system architecture.

**Exhibit A3-15. Reserved**

BSS-TS03-01 will be sequenced following BSS-TS02 Test Cases, since that scenario establishes appropriate prerequisite data.

[REDACTED]		
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]

BSS-TS03-02 will follow the successful completion of BSS-TS03-01.

**Exhibit A3-17. BSS-TS03-02: Unauthorized User Access Denial Verification**  
**(E.2.1.3.3.2)**

■	[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]

**A3.5.2 New Orders**

New orders are Test Cases and associated Test Data Sets that are intended to establish new services. MetTel intends to enter the majority of these orders during Order Phase 1. Rapid Provisioning Orders and Self-Provisioning Orders will be entered during Order Phase 2, since these generally have shorter provisioning intervals than standard provisioning orders.

**Exhibit A3-18. BSS-TS04-01: New Order via Web Interface (E.2.1.3.4.1)**

■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]
■	[REDACTED]	[REDACTED]

[illegible]

[illegible]

**Exhibit A3-19. BSS-TS04-02: New Order via Email (E.2.1.3.4.2)**

A horizontal bar chart titled 'U.S. should take action to address climate change' showing the percentage of respondents who believe the U.S. should take action to address climate change. The chart is broken down by age group (18-29, 30-49, 50-69, 70+) and gender (Male, Female). The bars are color-coded: blue for 'Yes' and red for 'No'. The data is as follows:

Age Group	Gender	Yes (%)	No (%)
18-29	Male	85	15
	Female	80	20
30-49	Male	75	25
	Female	70	30
50-69	Male	65	35
	Female	60	40
70+	Male	55	45
	Female	50	50

[illegible]



[illegible]

**Exhibit A3-20. BSS-TS04-06: TSP Orders (E.2.1.3.4.6)**

[illegible]

Country	Year	Value
Algeria	2006	1.00
	2007	1.00
	2008	1.00
	2009	1.00
Algeria	2010	1.00
	2011	1.00
	2012	1.00
	2013	1.00
Algeria	2014	1.00
	2015	1.00
	2016	1.00
	2017	1.00
Algeria	2018	1.00
	2019	1.00
	2020	1.00
	2021	1.00
Algeria	2022	1.00
	2023	1.00
	2024	1.00
	2025	1.00
Algeria	2026	1.00
	2027	1.00
	2028	1.00
	2029	1.00
Algeria	2030	1.00
	2031	1.00
	2032	1.00
	2033	1.00
Algeria	2034	1.00
	2035	1.00
	2036	1.00
	2037	1.00
Algeria	2038	1.00
	2039	1.00
	2040	1.00
	2041	1.00
Algeria	2042	1.00
	2043	1.00
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	2045	1.00
Algeria	2046	1.00
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	2049	1.00
Algeria	2050	1.00
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Algeria	2054	1.00
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Algeria	2062	1.00
	2063	1.00
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	2065	1.00
Algeria	2066	1.00
	2067	1.00
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	2069	1.00
Algeria	2070	1.00
	2071	1.00
	2072	1.00
	2073	1.00
Algeria	2074	1.00
	2075	1.00
	2076	1.00
	2077	1.00
Algeria	2078	1.00
	2079	1.00
	2080	1.00
	2081	1.00
Algeria	2082	1.00
	2083	1.00
	2084	1.00
	2085	1.00
Algeria	2086	1.00
	2087	1.00
	2088	1.00
	2089	1.00
Algeria	2090	1.00
	2091	1.00
	2092	1.00
	2093	1.00
Algeria	2094	1.00
	2095	1.00
	2096	1.00
	2097	1.00
Algeria	2098	1.00
	2099	1.00
	2100	1.00
	2101	1.00

[illegible]

**Exhibit A3-21. BSS-TS04-07: Auto-Sold CLINs (E.2.1.3.4.7)**

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

Case Number	Case Name	Case Status
1	Case 1	Open
2	Case 2	Open
3	Case 3	Open
4	Case 4	Open
5	Case 5	Open
6	Case 6	Open
7	Case 7	Open
8	Case 8	Open
9	Case 9	Open
10	Case 10	Open
11	Case 11	Open
12	Case 12	Open
13	Case 13	Open
14	Case 14	Open
15	Case 15	Open
16	Case 16	Open
17	Case 17	Open
18	Case 18	Open
19	Case 19	Open
20	Case 20	Open
21	Case 21	Open
22	Case 22	Open
23	Case 23	Open
24	Case 24	Open
25	Case 25	Open
26	Case 26	Open
27	Case 27	Open
28	Case 28	Open
29	Case 29	Open
30	Case 30	Open
31	Case 31	Open
32	Case 32	Open
33	Case 33	Open
34	Case 34	Open
35	Case 35	Open
36	Case 36	Open
37	Case 37	Open
38	Case 38	Open
39	Case 39	Open
40	Case 40	Open
41	Case 41	Open
42	Case 42	Open
43	Case 43	Open
44	Case 44	Open
45	Case 45	Open
46	Case 46	Open
47	Case 47	Open
48	Case 48	Open
49	Case 49	Open
50	Case 50	Open
51	Case 51	Open
52	Case 52	Open
53	Case 53	Open
54	Case 54	Open
55	Case 55	Open
56	Case 56	Open
57	Case 57	Open
58	Case 58	Open
59	Case 59	Open
60	Case 60	Open
61	Case 61	Open
62	Case 62	Open
63	Case 63	Open
64	Case 64	Open
65	Case 65	Open
66	Case 66	Open
67	Case 67	Open
68	Case 68	Open
69	Case 69	Open
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74	Case 74	Open
75	Case 75	Open
76	Case 76	Open
77	Case 77	Open
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81	Case 81	Open
82	Case 82	Open
83	Case 83	Open
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87	Case 87	Open
88	Case 88	Open
89	Case 89	Open
90	Case 90	Open
91	Case 91	Open
92	Case 92	Open
93	Case 93	Open
94	Case 94	Open
95	Case 95	Open
96	Case 96	Open
97	Case 97	Open
98	Case 98	Open
99	Case 99	Open
100	Case 100	Open

[illegible]

**Exhibit A3-22. BSS-TS04-08: Task Order Unique CLINs (TUCs) (E.2.1.3.4.8)**

[illegible]

Case No.	Case Name	Case Status
1	Case 1	Open
2	Case 2	Open
3	Case 3	Open
4	Case 4	Open
5	Case 5	Open
6	Case 6	Open
7	Case 7	Open
8	Case 8	Open
9	Case 9	Open
10	Case 10	Open
11	Case 11	Open
12	Case 12	Open
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14	Case 14	Open
15	Case 15	Open
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18	Case 18	Open
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93	Case 93	Open
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100	Case 100	Open

Case No.	Case Name	Case Description	Case Status
1	Case 1	Case 1 Description	Case 1 Status
2	Case 2	Case 2 Description	Case 2 Status
3	Case 3	Case 3 Description	Case 3 Status
4	Case 4	Case 4 Description	Case 4 Status
5	Case 5	Case 5 Description	Case 5 Status
6	Case 6	Case 6 Description	Case 6 Status
7	Case 7	Case 7 Description	Case 7 Status
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33	Case 33	Case 33 Description	Case 33 Status
34	Case 34	Case 34 Description	Case 34 Status
35	Case 35	Case 35 Description	Case 35 Status
36	Case 36	Case 36 Description	Case 36 Status
37	Case 37	Case 37 Description	Case 37 Status
38	Case 38	Case 38 Description	Case 38 Status
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42	Case 42	Case 42 Description	Case 42 Status
43	Case 43	Case 43 Description	Case 43 Status
44	Case 44	Case 44 Description	Case 44 Status
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46	Case 46	Case 46 Description	Case 46 Status
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52	Case 52	Case 52 Description	Case 52 Status
53	Case 53	Case 53 Description	Case 53 Status
54	Case 54	Case 54 Description	Case 54 Status
55	Case 55	Case 55 Description	Case 55 Status
56	Case 56	Case 56 Description	Case 56 Status
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66	Case 66	Case 66 Description	Case 66 Status
67	Case 67	Case 67 Description	Case 67 Status
68	Case 68	Case 68 Description	Case 68 Status
69	Case 69	Case 69 Description	Case 69 Status
70	Case 70	Case 70 Description	Case 70 Status
71	Case 71	Case 71 Description	Case 71 Status
72	Case 72	Case 72 Description	Case 72 Status
73	Case 73	Case 73 Description	Case 73 Status
74	Case 74	Case 74 Description	Case 74 Status
75	Case 75	Case 75 Description	Case 75 Status
76	Case 76	Case 76 Description	Case 76 Status
77	Case 77	Case 77 Description	Case 77 Status
78	Case 78	Case 78 Description	Case 78 Status
79	Case 79	Case 79 Description	Case 79 Status
80	Case 80	Case 80 Description	Case 80 Status
81	Case 81	Case 81 Description	Case 81 Status
82	Case 82	Case 82 Description	Case 82 Status
83	Case 83	Case 83 Description	Case 83 Status
84	Case 84	Case 84 Description	Case 84 Status
85	Case 85	Case 85 Description	Case 85 Status
86	Case 86	Case 86 Description	Case 86 Status
87	Case 87	Case 87 Description	Case

**Exhibit A3-23. BSS-TS04-10: Bulk Orders (E.2.1.3.4.10)**

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**Exhibit A3-24. BSS-TS04-11: Error Checking: Missing Info (E.2.1.3.4.11)**

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**Exhibit A3-25. BSS-TS04-12: Error Checking: Invalid Info (E.2.1.3.4.12)**

Country	Year	Share of GDP
United States	2010	1.2%
	2011	1.2%
United Kingdom	2010	1.1%
	2011	1.1%
Germany	2010	1.0%
	2011	1.0%
France	2010	0.9%
	2011	0.9%
Italy	2010	0.8%
	2011	0.8%
Spain	2010	0.7%
	2011	0.7%
Japan	2010	0.6%
	2011	0.6%
China	2010	0.5%
	2011	0.5%
India	2010	0.4%
	2011	0.4%
Brazil	2010	0.3%
	2011	0.3%
Russia	2010	0.2%
	2011	0.2%
South Africa	2010	0.1%
	2011	0.1%

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**Exhibit A3-26. BSS-TS05-01: Cancel Orders (Part 1) (E.2.1.3.5.1)**

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**Exhibit A3-27. BSS-TS05-02: Service Feature Change (Part 1) (E.2.1.3.5.2)**

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**Exhibit A3-28. BSS-TS05-03: Location Change (Part 1) (E.2.1.3.5.3)**

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**Exhibit A3.29 BSS-TS05-04: Change to Customer Want Date (Part 1) (E.2.1.3.5.4)**


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MetTel intends to include Rapid Provisioning and Self-Provisioning orders in Order Phase 2. However, these are new orders so they may be entered in Order Phase 1 if schedule and resources permit. MetTel intends that these orders will complete (issue SOCN) within the Order Phase in which they are entered.

**Exhibit A3-31. BSS-TS07-01: Rapid Provisioning Orders (E.2.1.3.7.1)**

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**Exhibit A3-32. BSS-TS07-02: Self-Provisioning Orders – (E.2.1.3.7.2)**

Country	Year	Value
Algeria	2010	1.0
Algeria	2011	1.0
Algeria	2012	1.0
Algeria	2013	1.0
Algeria	2014	1.0
Algeria	2015	1.0
Algeria	2016	1.0
Algeria	2017	1.0
Algeria	2018	1.0
Algeria	2019	1.0
Algeria	2020	1.0
Algeria	2021	1.0
Algeria	2022	1.0
Algeria	2023	1.0
Algeria	2024	1.0
Algeria	2025	1.0
Algeria	2026	1.0
Algeria	2027	1.0
Algeria	2028	1.0
Algeria	2029	1.0
Algeria	2030	1.0
Algeria	2031	1.0
Algeria	2032	1.0
Algeria	2033	1.0
Algeria	2034	1.0
Algeria	2035	1.0
Algeria	2036	1.0
Algeria	2037	1.0
Algeria	2038	1.0
Algeria	2039	1.0
Algeria	2040	1.0
Algeria	2041	1.0
Algeria	2042	1.0
Algeria	2043	1.0
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Algeria	2045	1.0
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Algeria	2077	1.0
Algeria	2078	1.0
Algeria	2079	1.0
Algeria	2080	1.0
Algeria	2081	1.0
Algeria	2082	1.0
Algeria	2083	1.0
Algeria	2084	1.0
Algeria	2085	1.0
Algeria	2086	1.0
Algeria	2087	1.0
Algeria	2088	1.0
Algeria	2089	1.0
Algeria	2090	1.0
Algeria	2091	1.0
Algeria	2092	1.0
Algeria	2093	1.0
Algeria	2094	1.0
Algeria	2095	1.0
Algeria	2096	1.0
Algeria	2097	1.0
Algeria	2098	1.0
Algeria	2099	1.0
Algeria	2100	1.0
Algeria	2101	1.0
Algeria	2102	1.0
Algeria	2103	1.0
Algeria	2104	1.0
Algeria	2105	1.0
Algeria	2106	1.0
Algeria	2107	1.0
Algeria	2108	1.0
Algeria	2109	1.0
Algeria	2110	1.0
Algeria	2111	1.0
Algeria	2112	1.0
Algeria	2113	1.0
Algeria	2114	1.0
Algeria	2115	1.0
Algeria	2116	1.0
Algeria	2117	1.0
Algeria	2118	1.0
Algeria	2119	1.0
Algeria	2120	1.0
Algeria	2121	1.0
Algeria	2122	1.0
Algeria	2123	1.0
Algeria	2124	1.0
Algeria	2125	1.0

Country	Year	Value	Unit
Algeria	2010	1.2	kg
	2011	1.2	kg
	2012	1.2	kg
	2013	1.2	kg
	2014	1.2	kg
Angola	2010	1.2	kg
	2011	1.2	kg
Bahrain	2010	1.2	kg
	2011	1.2	kg
Belize	2010	1.2	kg
	2011	1.2	kg
Bhutan	2010	1.2	kg
	2011	1.2	kg
Bolivia	2010	1.2	kg
	2011	1.2	kg
Bosnia and Herzegovina	2010	1.2	kg
	2011	1.2	kg
Botswana	2010	1.2	kg
	2011	1.2	kg
Brazil	2010	1.2	kg
	2011	1.2	kg
Bulgaria	2010	1.2	kg
	2011	1.2	kg
Burkina Faso	2010	1.2	kg
	2011	1.2	kg
Burundi	2010	1.2	kg
	2011	1.2	kg
Cambodia	2010	1.2	kg
	2011	1.2	kg
Cameroon	2010	1.2	kg
	2011	1.2	kg
Canada	2010	1.2	kg
	2011	1.2	kg
Cape Verde	2010	1.2	kg
	2011	1.2	kg
Cayman Islands	2010	1.2	kg
	2011	1.2	kg
Chad	2010	1.2	kg
	2011	1.2	kg
Chile	2010	1.2	kg
	2011	1.2	kg
China	2010	1.2	kg
	2011	1.2	kg
Colombia	2010	1.2	kg
	2011	1.2	kg
Comoros	2010	1.2	kg
	2011	1.2	kg
Congo	2010	1.2	kg
	2011	1.2	kg
Costa Rica	2010	1.2	kg
	2011	1.2	kg
Cote d'Ivoire	2010	1.2	kg
	2011	1.2	kg
Croatia	2010	1.2	kg
	2011	1.2	kg
Cuba	2010	1.2	kg
	2011	1.2	kg
Cyprus	2010	1.2	kg
	2011	1.2	kg
Czechia	2010	1.2	kg
	2011	1.2	kg
Democratic Republic of Congo	2010	1.2	kg
	2011	1.2	kg
Denmark	2010	1.2	kg
	2011	1.2	kg
Djibouti	2010	1.2	kg
	2011	1.2	kg
Dominican Republic	2010	1.2	kg
	2011	1.2	kg
DRC	2010	1.2	kg
	2011	1.2	kg
Ecuador	2010	1.2	kg
	2011	1.2	kg
Egypt	2010	1.2	kg
	2011	1.2	kg
El Salvador	2010	1.2	kg
	2011	1.2	kg
Equatorial Guinea	2010	1.2	kg
	2011	1.2	kg
Eritrea	2010	1.2	kg
	2011	1.2	kg
Estonia	2010	1.2	kg
	2011	1.2	kg
Ethiopia	2010	1.2	kg
	2011	1.2	kg
Fiji	2010	1.2	kg
	2011	1.2	kg
Finland	2010	1.2	kg
	2011	1.2	kg
France	2010	1.2	kg
	2011	1.2	kg
Gabon	2010	1.2	kg
	2011	1.2	kg
Gambia	2010	1.2	kg
	2011	1.2	kg
Ghana	2010	1.2	kg
	2011	1.2	kg
Guatemala	2010	1.2	kg
	2011	1.2	kg
Guinea	2010	1.2	kg
	2011	1.2	kg
Guinea-Bissau	2010	1.2	kg
	2011	1.2	kg
Guyana	2010	1.2	kg
	2011	1.2	

**(E.2.1.3.7.3)**

Group	Yes (%)	No (%)
All respondents	55	45
Those who have used the technology	75	25
Those who have not used the technology	15	85
Those who have used the technology and have a good understanding of the risks of the technology	85	15

1	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
2	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
3	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
4	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
5	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
6	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
7	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
8	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
9	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
10	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
11	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
12	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
13	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
14	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
15	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
16	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
17	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
18	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
19	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
20	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]



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

[REDACTED]

Category	Item	Value
Category 1	Item 1.1	Value 1.1
	Item 1.2	Value 1.2
Category 2	Item 2.1	Value 2.1
	Item 2.2	Value 2.2
	Item 2.3	Value 2.3
Category 3	Item 3.1	Value 3.1
	Item 3.2	Value 3.2
	Item 3.3	Value 3.3
	Item 3.4	Value 3.4
Category 4	Item 4.1	Value 4.1
	Item 4.2	Value 4.2
	Item 4.3	Value 4.3
	Item 4.4	Value 4.4
Category 5	Item 5.1	Value 5.1
	Item 5.2	Value 5.2
	Item 5.3	Value 5.3
	Item 5.4	Value 5.4
Category 6	Item 6.1	Value 6.1
	Item 6.2	Value 6.2
Category 7	Item 7.1	Value 7.1
	Item 7.2	Value 7.2
	Item 7.3	Value 7.3
Category 8	Item 8.1	Value 8.1
	Item 8.2	Value 8.2
Category 9	Item 9.1	Value 9.1
	Item 9.2	Value 9.2
	Item 9.3	Value 9.3

Category	Item	Value
Category 1	Item 1.1	Value 1.1
	Item 1.2	Value 1.2
	Item 1.3	Value 1.3
Category 2	Item 2.1	Value 2.1
	Item 2.2	Value 2.2
	Item 2.3	Value 2.3
Category 3	Item 3.1	Value 3.1
	Item 3.2	Value 3.2
	Item 3.3	Value 3.3
	Item 3.4	Value 3.4
Category 4	Item 4.1	Value 4.1
	Item 4.2	Value 4.2
	Item 4.3	Value 4.3
	Item 4.4	Value 4.4
	Item 4.5	Value 4.5
Category 5	Item 5.1	Value 5.1
	Item 5.2	Value 5.2
	Item 5.3	Value 5.3
	Item 5.4	Value 5.4
	Item 5.5	Value 5.5
Category 6	Item 6.1	Value 6.1
	Item 6.2	Value 6.2
	Item 6.3	Value 6.3
Category 7	Item 7.1	Value 7.1
	Item 7.2	Value 7.2
	Item 7.3	Value 7.3
Category 8	Item 8.1	Value 8.1
	Item 8.2	Value 8.2
	Item 8.3	Value 8.3

Category	Item	Value	Unit
Category 1	Item 1.1	100	kg
	Item 1.2	200	kg
	Item 1.3	50	kg
Category 2	Item 2.1	300	kg
	Item 2.2	400	kg
	Item 2.3	250	kg
	Item 2.4	150	kg
Category 3	Item 3.1	600	kg
	Item 3.2	450	kg
	Item 3.3	300	kg
	Item 3.4	150	kg

Country	Year	Value	Unit
United States	2010	1.2	kg
	2011	1.1	kg
	2012	1.0	kg
	2013	0.9	kg
Canada	2010	0.8	kg
	2011	0.7	kg
	2012	0.6	kg
Mexico	2010	0.5	kg
	2011	0.4	kg
	2012	0.3	kg
Brazil	2010	0.2	kg
	2011	0.1	kg
	2012	0.1	kg
Argentina	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Chile	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Colombia	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Peru	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Venezuela	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Ecuador	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Bolivia	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Paraguay	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Uruguay	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Costa Rica	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Panama	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Nicaragua	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Honduras	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Guatemala	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
El Salvador	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Belize	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Jamaica	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Trinidad and Tobago	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Suriname	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
Guyana	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg
French Guiana	2010	0.1	kg
	2011	0.1	kg
	2012	0.1	kg

[illegible]

■	[REDACTED]	[REDACTED]
		[REDACTED]
		[REDACTED]
		[REDACTED]
■ ■	[REDACTED]	[REDACTED]
		[REDACTED]
		[REDACTED]
		[REDACTED]
		[REDACTED]

**Exhibit A3-38. BSS-TS05-05: Change to Administrative Data (Part 2) (E.2.1.3.5.5)**

■ ■	[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]
		[REDACTED]
		[REDACTED]
■ ■	[REDACTED]	[REDACTED]
		[REDACTED]
		[REDACTED]
		[REDACTED]
■ ■	[REDACTED]	[REDACTED]
		[REDACTED]
		[REDACTED]
		[REDACTED]
■ ■	[REDACTED]	[REDACTED]
		[REDACTED]
		[REDACTED]
		[REDACTED]
■ ■	[REDACTED]	[REDACTED]
		[REDACTED]
		[REDACTED]
		[REDACTED]

**Exhibit A3-39. BSS-TS04-03: Disconnect Order (E.2.1.3.4.3)**

■ ■	[REDACTED]	[REDACTED]
		[REDACTED]
■ ■	[REDACTED]	[REDACTED]
		[REDACTED]

[illegible]

**Exhibit A3-40. BSS-TS04-04: Feature Addition Order (E.2.1.3.4.4)**

[illegible]

■	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]
■	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]
■	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]
■	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]

**Exhibit A3-41. BSS-TS04-05: Move Order (E.2.1.3.4.4)**

■	[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]
■	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]
■	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]
	[REDACTED]		[REDACTED]

The Administrative Change Order test data sets will be initiated after the related previously provisioned orders have completed (issued SOCN) and the processing of

those orders have been determined to pass the Acceptance Criteria for that Test Case/Test Data Set.

**Exhibit A3-42. BSS-TS06-01: Administrative Change Order (E.2.1.3.6.1)**

[illegible]

### **A3.5.4 Billing**

MetTel intends to produce monthly bills for all test Task Orders with active service within each of the “testing month” periods. This will allow MetTel to demonstrate the ability of MetTel’s Federal BSS platform to correctly bill first, last and full month service, to reflect service changes, as well as to provide appropriate CDRs for Direct Billed Accounts.

**Exhibit A3-43. BSS-TS08-02: Billing (E.2.1.3.8.2)**

Country	Year	Share of GDP
Algeria	2017	1.0%
Algeria	2018	1.0%
Algeria	2019	1.0%
Algeria	2020	1.0%
Algeria	2021	1.0%
Algeria	2022	1.0%
Algeria	2023	1.0%
Algeria	2024	1.0%
Algeria	2025	1.0%
Algeria	2026	1.0%
Algeria	2027	1.0%
Algeria	2028	1.0%
Algeria	2029	1.0%
Algeria	2030	1.0%
Algeria	2031	1.0%
Algeria	2032	1.0%
Algeria	2033	1.0%
Algeria	2034	1.0%
Algeria	2035	1.0%
Algeria	2036	1.0%
Algeria	2037	1.0%
Algeria	2038	1.0%
Algeria	2039	1.0%
Algeria	2040	1.0%
Algeria	2041	1.0%
Algeria	2042	1.0%
Algeria	2043	1.0%
Algeria	2044	1.0%
Algeria	2045	1.0%
Algeria	2046	1.0%
Algeria	2047	1.0%
Algeria	2048	1.0%
Algeria	2049	1.0%
Algeria	2050	1.0%
Algeria	2051	1.0%
Algeria	2052	1.0%
Algeria	2053	1.0%
Algeria	2054	1.0%
Algeria	2055	1.0%
Algeria	2056	1.0%
Algeria	2057	1.0%
Algeria	2058	1.0%
Algeria	2059	1.0%
Algeria	2060	1.0%
Algeria	2061	1.0%
Algeria	2062	1.0%
Algeria	2063	1.0%
Algeria	2064	1.0%
Algeria	2065	1.0%
Algeria	2066	1.0%
Algeria	2067	1.0%
Algeria	2068	1.0%
Algeria	2069	1.0%
Algeria	2070	1.0%
Algeria	2071	1.0%
Algeria	2072	1.0%
Algeria	2073	1.0%
Algeria	2074	1.0%
Algeria	2075	1.0%
Algeria	2076	1.0%
Algeria	2077	1.0%
Algeria	2078	1.0%
Algeria	2079	1.0%
Algeria	2080	1.0%
Algeria	2081	1.0%
Algeria	2082	1.0%
Algeria	2083	1.0%
Algeria	2084	1.0%
Algeria	2085	1.0%
Algeria	2086	1.0%
Algeria	2087	1.0%
Algeria	2088	1.0%
Algeria	2089	1.0%
Algeria	2090	1.0%
Algeria	2091	1.0%
Algeria	2092	1.0%
Algeria	2093	1.0%
Algeria	2094	1.0%
Algeria	2095	1.0%
Algeria	2096	1.0%
Algeria	2097	1.0%
Algeria	2098	1.0%
Algeria	2099	1.0%
Algeria	2100	1.0%
Algeria	2101	1.0%
Algeria	2102	1.0%
Algeria	2103	1.0%
Algeria	2104	1.0%
Algeria	2105	1.0%
Algeria	2106	1.0%
Algeria	2107	1.0%
Algeria	2108	1.0%
Algeria	2109	1.0%
Algeria	2110	1.0%
Algeria	2111	1.0%
Algeria	2112	1.0%
Algeria	2113	1.0%
Algeria	2114	1.0%
Algeria	2115	1.0%
Algeria	2116	1.0%
Algeria	2117	1.0%
Algeria	2118	1.0%
Algeria	2119	1.0%
Algeria	2120	1.0%
Algeria	2121	1.0%
Algeria	2122	1.0%
Algeria	2123	1.0%
Algeria	2124	1.0%
Algeria	2125	1.0%
Algeria	2126	1.0%
Algeria	2127	1.0%
Algeria	2128	1.0%
Algeria	2129	1.0%
Algeria	2130	1.0%
Algeria	2131	1.0%
Algeria	2132	1





**Exhibit A3-47. BSS-TS08-01: Inventory Reconciliation (E.2.1.3.8.1)**

Government	Percentage of respondents
Current government	~80%
Previous governments	~20%

**Exhibit A3-48. BSS-TS10-01: SLA Reporting (E.2.1.3.10.1)**

[illegible]

**Exhibit A3-49. BSS-TS10-02: SLA Credit Request (E.2.1.3.10.2)**

Category	Percentage
Current government	80%
Previous governments	20%

**Exhibit A3-50. BSS-TS11-01: Trouble Management Incident Performance Report and Summary (E.2.1.3.8.2)**

[REDACTED]  
[REDACTED]

### A3.5.6 Unique Processes

**Exhibit A3-51. BSS-TS09-01: Government Initiated Dispute (E.2.1.3.9.1)**

Category	Percentage of respondents
Current government	~80%
Previous governments	~20%

#### A3.5.6.1 BSS-TS12-01: Regression Testing

To support future Regression Testing, MetTel will retain all BSS Verification Testing test data sets, detailed procedures and logs and output data and results. This will allow verification that unchanged functionality continues to perform as it did in initial BSS Verification Testing. MetTel will also retain such data from subsequent regression tests.

#### **A3.5.6.2 BSS-TS13-01: Security Testing**

As detailed in ATTACHMENT 7 BSS Risk Management Framework Plan and EIS RFP Section G.5.6, MetTel will participate as required in all Tasks specified in NIST Special Publication 800-37 Guide for the Security Certification and Accreditation of Federal Information Systems and will fulfill all responsibilities identified for the Information System Owner. MetTel BSS will receive ATO per G.5.6. and the SSP

### **A3.6 TEST REPORTING**

MetTel will provide a BSS Verification Test Results Report that includes analysis of the current testing and a summary table of all previously submitted test results, within seven (7) days after performance of the tests. The test results will detail at a minimum the following: Test scenario # / Test case # / Test Data Set # / Test #; Date of Test performed, Acceptance Criteria, Test Result (Pass/Fail) and any other information required to describe the test results as specified in EIS RFP Section E.2.1.4.

MetTel test results will provide details of testing including all bullet items listed in EIS RFP Section E.2.1.4.

[REDACTED]

MetTel understands that the Government reserves fourteen (14) days to accept or reject the test results, in part or in whole.

- MetTel will perform re-test of test cases with test data sets that failed until they are accepted by the government.
- MetTel will rerun tests, in part or in whole, as deemed necessary by the government, to verify that the government's comments on the test results are satisfactorily addressed.