



**General Services Administration
Washington, DC**

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Verizon Business
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9 May 2024

Kimberly L. Bowie
Contracting Officer
kimberly.bowie@gsa.gov

Re: Contract GS11T08BJD6001

Dear Ms. Bowie

To increase the security of the WITS 3 portal and Service@once, beginning June 10, 2024, Verizon will be implementing a lockout on users that have not accessed the portal in the last 90 days. If a user becomes locked, they will get a message upon login that they are locked out and directed to contact the Service@once support team.

When the user contacts the WITS 3 Service@once support team, the user will be asked to complete the Service@once user application and get it authorized by their DARA to ensure the user's access is still valid. Upon receipt of the authorized form, the support team will be able to unlock the user's account and trigger an automated email to the user to reset their password. Given the number of agencies that have already transitioned away from WITS 3 and the order restrictions, Verizon does not anticipate that many active users will be impacted.

As long as a user logs in more frequently than 90 days, their account will not be impacted. This user lockout will not impact a DAR's ability to contact the Verizon WITS 3 Center to place orders or any other inquiry

If there are questions regarding this transmission, contact me at pamela.j.munford@verizon.com or on 301.481.7073.

K/r,

A handwritten signature in black ink, appearing to read "P. Munford", written over a horizontal line.

Pamela Jones Munford
Sr. Contract Manager