

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE N/A	PAGE 1 OF 5 PAGES
2. AMENDMENT/MODIFICATION NUMBER PS1304	3. EFFECTIVE DATE See Block 16b.	4. REQUISITION/PURCHASE REQUISITION NUMBER	5. PROJECT NUMBER (If applicable)
6. ISSUED BY GSA/FAS/QT2A1EA General Services Administration FAS 1800 F Street, NW Washington, DC 20405 Attn: Andrea Lane (703-306-6825)	7. ADMINISTERED BY (If other than Item 6)	CODE	
8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code) MCI Communication Services, Inc. DBA Verizon Business Attn: Kevin Anderson 22001 Loudon County Parkway Ashburn, VA. 20147		(X) 9A. AMENDMENT OF SOLICITATION NUMBER	
CODE		FACILITY CODE	
		<input type="checkbox"/> 9B. DATED (SEE ITEM 11)	
		(X) 10A. MODIFICATION OF CONTRACT/ORDER NUMBER GS00T07NSD0038	
		10B. DATED (SEE ITEM 13) March 29, 2007	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATION

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
 (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Section I.1.72, Changes – Fixed- Price FAR 52.243-1 (Alt II)
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not is required to sign this document and return 1 copy to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See continuation page.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) for Michael Maiorana, Sr. Vice President by Klara B Reilly, Director		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Andrea Lane, Networx Contracting Officer	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 17 April 2017	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED

Previous edition unusable

1. The purpose of this modification to Contract GS00T07NSD0038 is to remove the Service Outage (SLA) from the Verizon Network Enterprise Contract. Specifically, changes are incorporated at J.13.1 Introduction, J.13.2 (Table J.13.2-2), J.13.3.18 Performance Objective for Service Outage SLA (Service Independent and Incident Based), J.13.4.2 Incident-Based Service Outage Credits, J.13.5.1 Notification Forms for Incident-Based Credits, and J.13.5.1.1 Form for Requesting Incident-Based Service Outage Credits.

2. The contract is modified as follows:

Remove wording in Section J.13.1 Introduction, under "1. Service Outage SLA".

A Service Level Agreement (SLA) is an agreement between the General Services Administration (GSA) and the contractor to provide a service at a performance level that meets or exceeds the specified performance objective(s). Seventeen of the SLAs are for technical services specified in Attachment J.13.3, SLA Performance Objectives. These SLAs are service specific. If awarded the service cited in the SLA, the contractor shall comply with the SLA. Three SLAs apply to all services awarded, except where otherwise indicated, and are termed service-independent. The contractor shall comply with each service-independent SLA for all awarded services.

The 18 service-specific SLAs are:

1. Voice Services SLA
2. Circuit-Switched Data Services SLA
3. Toll-Free Service SLA
4. Combined Services SLA
5. Private Line Service SLA
6. Frame Relay Service SLA
7. Asynchronous Transfer Mode Service SLA
8. Ethernet Service SLA
9. Internet Protocol Service SLA
10. Premises-Based Internet Protocol Virtual Private Network Services SLA
11. Network-Based Internet Protocol Virtual Private Network Services SLA
12. Voice over IP Transport Services SLA
13. IP Telephony Services SLA
14. SONET Services SLA
15. Optical Wavelength Service SLA
16. Wireline Access Service SLA
17. Dedicated Hosting SLA
18. Managed Trusted Internet Protocol Service SLA

The three service-independent SLAs are:

1. 19. Time to Restore SLA
2. 20. On-Time Provisioning SLA
3. 21. Billing Accuracy SLA

Each SLA consists of five elements: definitions, measurement approach, performance objectives, credit arrangements, and credit notification forms, as shown in Figure J.13.1-1.

Table J.13.2-1 Service-Independent SLAs

SLA	Type of Metric
Time to Restore SLA	Incident Based
On-Time Provisioning SLA	Incident Based
Billing Accuracy SLA	Aggregate Based

Remove J.13.3.18 Performance Objective for Service Outage SLA (Service Independent and Incident Based) The performance objective for the Service Outage SLA is that there shall be no loss of service availability during the calendar month except for those instances where the customer has agreed to a scheduled service outage in advance in accordance with Section C.3.3.1.2, Network Management Functional

Remove Section J.13.4.2 Incident-Based Service Outage Credits
For a service that was interrupted by an outage, there shall be no usage charge during the period of the outage. The Monthly Recurring Charge (MRC) for a service that was interrupted by an outage shall be prorated if the outage duration exceeded 12 minutes and was less than the duration required to qualify for a Time to Restore credit in accordance with Attachment J.13.4.1. The customer is not eligible for a Service Outage credit if the outage duration exceeds the Time to Restore performance objective. The amount of credit due for eligible service outages shall be calculated as follows:

$$\text{Credit} = (\text{MRC for the service that experienced the outage}) \times (0.025) \times$$

(duration of the outage in hours and tenths of an hour minus 0.2 hours (12 minutes), according to the contractor's trouble ticket).

Incident-based Service Outage credits shall not apply to Customer Specific Design and Engineering (CSDE) Service or Incident Response Service (INRS).

Remove J.13.5.1 Notification Forms for incident-Based Credits language “Service Outage credits” wording.

J.13.5.1 Notification Forms for Incident-Based Credits

These forms may be used by Government Designated Agency Representatives, Network Management contacts, Contracting Officers, or other agency personnel to request:

- Time to Restore (TTR) credits, or
- On-Time Provisioning credits

To expedite processing of the credit request, it is desirable to provide all of the information requested below. However, notification forms with other information requirements may be used as agreed by the agency and contractor.

Remove J.13.5.1.1 Form for Requesting Incident-Based Service Outage Credits

The duration of the service outage was greater than 12 minutes and less than that required to qualify for a Time to Restore credit (Yes/No)? _____
If answer is “No,” the incident does not qualify for a Service Outage credit.
If the answer is “Yes,” continue processing this form:

Header Information

Name of Submitter _____

Job Title of Submitter _____

Agency of Submitter _____

Agency Hierarchy Code _____

Invoice Month _____

Invoice Year _____

Address of Submitter _____

Town/City of Submitter _____

State/Zip Code of Submitter _____

Country of Submitter _____

Phone Number of Submitter _____

E-Mail Address of Submitter _____

Services addressed in this form were ordered at critical service level (rather than routine service level?) _____ (Yes) _____ (No)

Detail Information

List the number of each trouble report opened for service outages that occurred during the month and the Unique Billing Identifiers as defined in Attachment J.11, Glossary.

Trouble Report # _____

Date _____

Service _____

Unique Billing Identifier _____

Contractor Order Number (Optional) _____

Monthly Recurring Cost (MRC) (if known) _____

Contract Line Identification Number (CLIN) of MRC (if known) _____

Duration of service outage (hours and tenths of hours) _____

Service Outage Credit in dollars = $MRC \times (0.025) \times (\text{duration of the outage in hours and tenths of an hour minus } 0.2 \text{ hours (12 minutes)})$ = _____

(Note: Repeat the above fields for each occurrence of a service outage.)

Total for the Form

Total dollar value of all credits due to service outages across all services and trouble reports on the form = _____

Requestor Signature _____

Date of submission _____

Submit this Networkx Credit Notification Form directly to the contract that provided this service. The contractor's Customer Service Office can give you the correct mailing or e-mail address. Retain a copy of this form for your records.

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3. Except as provided herein, all prices, terms and conditions of the document referenced in Item 10A remain unchanged and in full force and effect.
 4. All other terms and conditions of the contract remain unchanged.