

# **Annex A**

## **Statement of Work (SOW)**

### **Long Distance Telephone Service (LD)**

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# 1 Requirements Overview

## 1.1 Introduction

- 1.1.1.1 Shared Services Canada (SSC) has a requirement for Long Distance Telephone Service (LD) for use by SSC and its clients.
- 1.1.1.2 LD is referred to as the "Service". The Service will replace the current Government of Canada (GC) long distance telephone service.
- 1.1.1.3 The purpose of the Service is to enable GC employees to make calls to any location in Canada, the United States (U.S.) and international locations.
- 1.1.1.4 The Service must accommodate, when technically possible, Equal Access (PIC) at a minimum from:
  - a) The LAS consolidation Service Access Point(s) (SAP); and
  - b) The demarcation point on other carriers' premises for access to the Public Switched Telephone Network (PSTN).
- 1.1.1.5 This Statement of Work (SOW) describes the functional and technical requirements that are common to the Service.

## 1.2 Definitions

- 1.2.1.1 The definition of terms used in Table 1 applies to the entire Contract unless specified otherwise.
- 1.2.1.2 All functional roles (such as the Technical Authority, SSC Procurement Authority, Service Manager, etc.) identified in this Contract, for SSC, SSC's client(s) or Contractor personnel, also apply to his/her delegate(s), or back-up(s).
- 1.2.1.3 The Service Manager is responsible for issuing Service Orders or Service Requests to the Contractor and incident reporting /management.
- 1.2.1.4 The statement "in a SSC acceptable format" means that the Contractor may propose its preferred communications format (reports, file type, etc.) to meet the contractual, technical, financial and/or operational requirements. The Technical Authority will assess the format and, once acceptable, will provide written acceptance. Further changes to the accepted format must follow change management procedures throughout the life of the Contract.
- 1.2.1.5 The Contractor is granted one additional working day to deliver the elements required when these elements are delivered in a Province or Territory in Canada in which the Contractor is closed for a statutory holiday while the GC is open for business.

## 1.3 Types of Calling

- 1.3.1.1 The Service must allow calls, originating from any location in Canada and terminating in Canada, U.S., and international destinations, using direct station-to-station dialling.
- 1.3.1.2 The Contractor must provide the Service types of calling indicated in Table 2.
- 1.3.1.3 The Contractor must accept long distance voice, voice band data, and facsimile calls originated from government departments and organization offices located in Canada.
- 1.3.1.4 Voice band data calls originating in Canada and terminating in the US must be delivered at no less than 56 Kilobits per second (Kbps).

- 1.3.1.5 Voice band data calls originating in Canada and terminating in International locations must be delivered at no less than 14.4 Kbps.

## **1.4 Scalability of Traffic Volume**

- 1.4.1.1 During the Contract Period, the traffic volume may fluctuate depending on the GC's requirements.
- 1.4.1.2 The Service must be sufficiently scalable to support, at a minimum, the volumes indicated in the Appendices to Annex A which define:
- a. LAS Consolidations
  - b. CIC-BTN Consolidation List
  - c. PIC DN Quantity by Type
  - d. Canadian Volumetrics
    - i. All CLID Canada – Canada
    - ii. CIC BTN Canada – Canada
    - iii. CLID Canada – Canada
  - e. Canada – USA Volumetrics
    - i. CIC BTN Canada - USA
    - ii. CLID Canada -USA
  - f. Canada -International Volumetrics
    - i. CIC BTN Canada – International
    - ii. CLID Canada -International

## **2 Security Requirements**

### **2.1 Access Protection**

- 2.1.1.1 In addition to the security requirements identified in the Security Requirements Check List and in the Industrial Security Manual, the Contractor must:
- a) Restrict the access to premises where components of the Service CSD are installed;
  - b) Take measures to prevent tapping of lines and service intrusion of any sort;
  - c) Protect the Service's data from being available to unauthorized individuals;
  - d) Ensure that passwords or other access controls are only provided to individuals who require access to perform the work, and who have, at a minimum, the security clearance issued by the Canadian Industrial Security Directorate (CISD) at the level required in the Contract;
  - e) Secure the Service's infrastructure at all times for the purposes of ensuring service availability, confidentiality, and data integrity of both the Contractor's transmission systems and the databases being maintained by the Contractor as part of, and in support of the Service;
  - f) Provide controlled access and confidentiality protection to sensitive information maintained in the network such as call detail information, billing data, network

performance statistics, and network vulnerabilities. At a minimum, individually assigned usernames and passwords must be required for access;

- g) Proactively protect against malicious threats that deny service by providing mechanisms to protect the switching and network management systems from unauthorized denial-of-service attacks, insider attacks, unauthorized or unexpected user actions, unauthorized intrusions, and other potential threats;
- h) Automate security controls to discover any virus or malicious code and/or the installation of any unauthorized software code on any equipment;
- i) Provide access controls to protect the network management systems and switching systems from attacks via publicly accessible ports on end devices such as Private Branch Exchange (PBX) and Voice over Internet Protocol (VoIP) switches or from ports on end devices that may be accessed via the Public Switched Telephone Network (PSTN) (e.g., maintenance ports);
- j) Provide access controls to protect the databases and information processing systems that are critical for the continuous reliable operation of the Service;
- k) Protect against unauthorized access by external and internal communications means, whether from authorized or unauthorized terminals;
- l) Use audit and alarm mechanisms that log and analyze all of the Service's security-related events;
- m) Establish security procedures to prevent fraudulent use of the GC's information or of services paid for by SSC;
- n) Assist SSC in any criminal investigations resulting from a security violation;
- o) Incorporate new security-related standards for telecommunications transmission and switching technologies as they mature and become accepted practice in the commercial environment and have a procedure for incorporating these standards into its operations as they become accepted within the commercial operational community;
- p) Allow SSC's security service to conduct security inspections at any time during the Contract period, once or several times, at any of the Contractor's sites to verify that the above security requirements are met. SSC's security service can consist of either SSC employees or companies specialized in this field that have been accredited by SSC to perform this work.

2.1.1.2 The Contractor's personnel, even with the appropriate level of security clearance, must not have access to the Service's information including call detail and billing information, except in cases where the Technical Authority determines that it is absolutely necessary to perform the work required to meet the requirements of the Contract and provides written acceptance.

2.1.1.3 The Contract Security Manual is available at <https://www.tpsgc-pwgsc.gc.ca/esc-src/msc-csm/index-eng.html>

## 2.2 Security Violations

2.2.1.1 The Contractor must identify and resolve all security violations and breaches associated with the Service. A security violation or breach is the failure of any of the security measures listed in section 2.1 of Annex A.

2.2.1.2 The Contractor must report security violations in a Security Violations Report as per the Method of Delivery and Delivery Period indicated in Table 4.

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## 2.3 “Protected” Information

- 2.3.1.1 All call detail and service management reports are classified as “Protected A” information.
- 2.3.1.2 The Usage Detail Files and Monthly Invoices are also considered “Protected A”. The Monthly Invoice must be provided in Non-Modifiable format. The Usage Detail File must be provided in CSV format.
- 2.3.1.3 The Contractor must handle “Protected A” information in the manner specified in the latest version of the Industrial Security Manual.

## 2.4 Fraudulent Use Management

- 2.4.1.1 The Contractor must provide a system that detects and monitors for potential fraudulent use of the Service, 24 hours a day, 7 days a week, and 365 days a year (including the 366<sup>th</sup> day in a leap year) (“24x7x365”).
- 2.4.1.2 This fraudulent detection system must include:
  - a) Parameters whose limits, when exceeded, trigger a fraudulent use warning; and
  - b) An up to date list of all originating numbers that are authorized to use the Service beyond these thresholds.
- 2.4.1.3 The Contractor’s fraud detection system must, at a minimum, apply the following trigger parameters and limits for each originating telephone number:
  - a) More than 300 calls per month; and/or
  - b) More than 30 hours of calling per month; and/or
  - c) More than 10 hours of calling per month to the same country destinations, other than Canada and the United States of America (U.S.).
- 2.4.1.4 Within 20 working days from Contract Award, and when changes are made to the fraud triggers during the Contract Period, the Contractor must provide a detailed description of its fraud trigger parameters and limits.
- 2.4.1.5 The Contractor must report suspected fraudulent use or matters in a Security Fraud Detection Report to the Technical Authority as per the Method of Delivery and Delivery Period indicated in Table 4 of Annex A. In this report, the Contractor must provide details of the suspected fraud matter, and in the case of a suspected call usage fraud, include at a minimum, the following information:
  - a) The monthly billing period (start and end dates);
  - b) Originating telephone number;
  - c) Terminating telephone number;
  - d) Associated evidence and trigger threshold exceeded.

## 2.5 File Transfer Protocol (FTP) Site Requirements

- 2.5.1.1 FTP is an acronym for File Transfer Protocol and is used to transfer files between computers within or outside a private network. For the purpose of this document, the secure FTP site is a Contractor provided site which will allow, among other functions, authorized SSC personnel to download the Service’s information, as defined in this Contract, using FTP.
- 2.5.1.2 Within 20 working days from Contract Award, the Contractor must provide a secure FTP site that meets the following security requirements:

- 
- a) Only the required IP ports are open;
  - b) Audit trails;
  - c) Secure Shell-2 (SSH-2);
  - d) 128-bit encryption before and during any access and exchange of information;
  - e) All accesses logged and require a user identification and a password;
  - f) Authentication by user identification and password;
  - g) User identification issued for a specific length of time and reconfirmed annually;
  - h) The Contractor must not use protocols that send clear text usernames or passwords. The password must:
    - i. For user accounts, be at least 6 characters in length;
    - ii. For administrator accounts, be at least 8 characters in length and contain, at a minimum, one letter, one number, and one special character;
    - iii. Be known only by the authorized user of the account;
    - iv. Not be embedded in an automated logon procedure (sign-on script);
    - v. Never be displayed on the PC monitor;
    - vi. Never be printed or included on computer file or print output;
    - vii. Be changed at least once every 90 calendar days; and
    - viii. Be protected by one-way 128-bit encryption.
  - i) Only the Technical Authority and Service Manager must be allowed access to the secure FTP site;
  - j) The password history file must be set to remember, at a minimum, the last 5 passwords used, in order to prevent users from re-using those passwords; and
  - k) 3 consecutive failed attempts to enter the correct password must result in the account being locked. The Technical Authority or Service Manager will need to contact the Contractor's secure FTP site administrator and authenticate themselves in order to have their password reset. Upon re-entering the new password to access the secure FTP site, these users must be prompted to change their password; and
  - l) All information contained on the Contractor's secure FTP site must be retained and accessible at all times throughout the term of the contract.

2.5.1.3 The Contractor may incorporate all FTP site requirements and functionality into the secure web site so that a separate FTP site is not required.

## **3 Technical Requirements**

### **3.1 Routing Methods**

- 3.1.1.1 Providing the Contractor can accommodate the Usage Detail File requirements, the Contractor must use the Carrier Identification Code + Billing Telephone Number (CIC+BTN) routing method to receive the long distance traffic originated from:
- a) Consolidations with Centrex Directory Numbers (DNs); and
  - b) Private Branch Exchange (PBX) and Voice over Internet Protocol (VoIP) switch PSTN Access served off consolidations.

3.1.1.2 The Contractor must use Primary Inter-Exchange Carrier (PIC) routing, to receive the long distance traffic originated from:

- a) Non-consolidation DNs; and
- b) Non-consolidation PBX and VoIP switch PSTN access.

3.1.1.3 The Contractor may use another routing method to receive the long distance traffic originated from locations where equal access (PIC) is not available.

## 3.2 Interoperability

3.2.1.1 Interoperability is defined as the ability of the Contractor to effectively and efficiently transfer all necessary information and control data, both within its own network and between its network and those of other suppliers, so that the Service operates seamlessly and with no performance degradation for users.

3.2.1.2 The Government of Canada (GC) presently has a number of separate contracts with various contractors for the provision of local access telephone services across Canada. The existing contracts for local access telephone services (LAS) are for Centrex type services, PBX and VoIP switches, amongst others. The contractors providing these local access telephone services may change during the Contract Period, as may the technology used to provide the services.

3.2.1.3 The Contractor is accountable for coordinating the provision of the Service with the contractors of local access telephone services.

3.2.1.4 The Contractor must make available, to service providers with whom it interfaces, the complete information and specifications necessary to permit the exchange of data and control information required to assure interoperability.

3.2.1.5 The Contractor must continually enhance the interoperability of the Service with other suppliers' services, consistent with prevailing industry practice, by implementing national and international standards.

## 3.3 Eligibility of Traffic on the Contractor's Network

3.3.1.1 During the Contract Period, the Contractor must not route the following types of long distance calls over the Contractor's network:

- a) Calls terminating on 600 (Mobile Satellite - MSAT), 700, 900/976 toll-free numbers and any other similar North American Numbering Plan (NANP) number; and
- b) Calls originating from numbers that do not subscribe to the Service.

## 3.4 Service Access

### 3.4.1 Interfacing with Originating and Terminating Devices

3.4.1.1 The Service must interface with originating calling devices using dual-tone multi-frequency (DTMF).

3.4.1.2 The Service must interface with terminal equipment and services designed to operate over the PSTN, including VoIP terminals.

3.4.1.3 The Service must accept calls originating from subscribed GC telephone terminals in Canada that are served off any of the following:

- a) LAS;
- b) PBX connected to the PSTN; and

c) VoIP switches connected to the PSTN.

3.4.1.4 The Service must deliver calls to the called destinations in Canada, the U.S. and the international locations that are included in the Contract, subject to restrictions imposed in the country where the calls terminate.

3.4.1.5 The Service must be accessible from all subscribed GC DNs in Canada:

- a) By dialing 1 + area code + telephone number for called destinations within the NANP, including Alaska, Hawaii, Bermuda and the Caribbean; and
- b) By dialing 011 + country code + routing code + telephone number for international destinations outside of the NANP, including Cuba and Mexico.

3.4.1.6 The Contractor must not require GC users to dial a local or toll-free number to access the Service.

### **3.4.2 Service Access Point**

3.4.2.1 The Service Access Point (SAP) is the point of access to the Service at the origin or destination.

3.4.2.2 SAP locations include, but are not limited to:

- a) Locations where Equal Access (EA) connects to the LECs' networks in Canada;
- b) Locations where the Service's dedicated trunking connects to consolidations, terminating elements, or other network services including those provided by other suppliers; and
- c) Global satellite access gateways.

3.4.2.3 The Contractor must ensure that the physical and electrical interfaces of the trunk connection(s) conform to industry standards.

3.4.2.4 The Contractor must provide all the necessary facilities and trunk terminations required between the SAPs and the Contractor's PoPs.

### **3.5 Long Distance Network Announcements**

3.5.1.1 Whenever a long distance call cannot be completed, the Contractor's Service must connect the user to an announcement, or standard tones, indicating the failure to complete the call and, when available, provide instructions.

### **3.6 Transport and Delivery of Caller Line Identification (CLID)**

3.6.1.1 The Service must transport the Caller Line Identification (CLID) over its network when it is received from the caller's device and other suppliers' networks and gateways with which the Service interfaces.

3.6.1.2 The Service must deliver the CLID to the destination party's terminal equipment when the signalling information for a given call includes instructions to this effect.

3.6.1.3 The Service must deliver the instruction to the destination party's serving switch to not display the CLID when the signalling information for a given call includes instructions to not display the CLID.

### **3.7 Transmission Quality**

3.7.1.1 The Contractor must meet the transmission quality requirements indicated in Table 6.

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## 3.8 Scheduled Maintenance

- 3.8.1.1 The Contractor must provide a minimum of 10 working days advance written notice to the Technical Authority regarding any scheduled maintenance that may affect the Service, i.e., Service Ordering, Service Activation, etc.. At a minimum, this notification must include:
- a) Planned date and time of the start and end of the scheduled maintenance;
  - b) Description of the maintenance required and rationale; and
  - c) Contractor representative's name and phone number to obtain additional information.

## 3.9 Monthly Service Availability (MSA)

### 3.9.1 General

- 3.9.1.1 The Contractor must meet the Monthly Service Availability (MSA) requirements indicated in Table 6.

## 3.10 Business Resumption Planning

- 3.10.1.1 Within 60 calendar days from Contract Award, the Contractor must have a SSC approved Business Resumption Plan (BRP) that takes effect in case of any major disruption to any part of the CSD .
- 3.10.1.2 The Contractor, if requested by the Technical Authority, must conduct an exercise to test its BRP, within 12 months from Contract Award; and one for every subsequent 12 month period, until contract expiry .

## 4 Functional Requirements

### 4.1 Service Information

- 4.1.1.1 For each Service element indicated in Table 4 and Table 5, the Contractor must document complete up-to-date information as per the Method of Delivery and Delivery Period indicated in Table 4.

### 4.2 International Locations

- 4.2.1.1 Within 60 calendar days of receiving a request from the Technical Authority, the Contractor must provide access to additional international locations offered by an international gateway provider in Canada.
- 4.2.1.2 If the Contractor cannot establish access to a specific country in 60 days, a regular communication plan schedule must be arranged with the Technical Authority until completion is accomplished.
- 4.2.1.3 If access to a blocked international location cannot be obtained the Contractor must submit a written response to the Technical Authority stating the reasons.

### 4.3 Changes to the Service

- 4.3.1.1 The Contractor must inform the Technical Authority of all Service changes that are necessary to maintain the Service. Regardless of any change, the Service must continue to meet all requirements of the Contract.

- 4.3.1.2 If, during the Contract period, any Contractor software and/or hardware, used to provide the Service Elements contained in this Contract, are discontinued, the Contractor must provide written notice to the Technical Authority as per the Method of Delivery and Delivery Period indicated in Table 4.

## **5 Service Management Requirements**

### **5.1 General**

- 5.1.1.1 The Contractor must develop and implement all the operating procedures and carry out all the operational functions necessary for the delivery of the Service in accordance with the provisions of this Contract.
- 5.1.1.2 The Contractor must not modify the service management elements offered with the Service, that would impact the GC, without prior written consent of the SSC Contracting Authority.
- 5.1.1.3 The Contractor must work with the SSC representatives to resolve any discrepancies that may exist in the Call Detail, Billing and other Service Management Reports it provides.
- 5.1.1.4 Within 5 working days from Contract Award, the Contractor must appoint a Contractor Service Manager (CSM). The CSM will be the primary point of contact and liaison responsible for all service-related matters associated with the Service.
- 5.1.1.5 The Technical Authority will be SSC's primary point of contact, with whom the CSM will interface for all service-related matters associated with the delivery and ongoing performance of the Service.
- 5.1.1.6 The Contractor is accountable for the performance of the Service and must ensure its networks, and those of its sub-contractors, are adequately designed, provisioned, implemented, tested and maintained to meet, at a minimum, all Service Management requirements specified in this Contract.
- 5.1.1.7 The CSM must meet weekly, or as mutually agreed, with the Technical Authority to discuss any relevant Service matters. These meetings will review, at a minimum, Service Performance Objectives, Service Management Reports, Service Management Processes, Service Delivery and Transition, and Business Resumption.
- 5.1.1.8 The Contractor must record, within 2 working days following each meeting, or 1 working day before the next meeting, whichever is earlier, the Minutes of Service Management Meetings for the Technical Authority's review and change (if required), and concurrence.
- 5.1.1.9 Within 20 working days from Contract Award the Contractor must specify, in writing to the Technical Authority whether the time notation in the Service Management Reports is in 24-hour or 12-hour notation.
- 5.1.1.10 Within 20 working days from Contract Award, the Contractor must specify, in writing to the Technical Authority, which time zone(s) will be used in the Service Management Reports.

### **5.2 Contractor's Service Desk (CSD)**

- 5.2.1.1 The Contractor must provide a Contractor's Service desk (CSD) in Canada for the Service.
- 5.2.1.2 The CSD must have 3 roles
- 1) Order issuance and Inquiries (OI&I)

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2) Incident and Repair (I & R)

3) Billing

- 5.2.1.3 The CSD may have a Contractor provided single toll free number for the entire CSD or an individual number for each role.
- 5.2.1.4 The CSD OI&I must be the single point of contact for all orders for the delivery of the Service.
- 5.2.1.5 The CSD Billing must be equipped to answer all questions related to the invoice as well as the Usage Detail Report
- 5.2.1.6 The CSD I&R is the operational single point of contact for the delivery of the Service.
- 5.2.1.7 The CSD I&R must be accessible 24x7x365 for incident and repair
- 5.2.1.8 The Contractor must meet the CSD Response Time indicated in Table 6.
- 5.2.1.9 When called, the CSD must:
- a) Answer the caller with a bilingual voice greeting, in the sequence prescribed in the official languages Act; and
  - b) Allow the caller to choose either English or French; and
  - c) Provide a greeting introducing the Service in the language chosen by the caller; and
  - d) Ensure that subsequent interaction, including subsequent greeting(s), must be provided by a live operator in Canada's official language, chosen by the caller.
- 5.2.1.10 If the Contractor uses an Integrated Voice Response (IVR) system, it must allow callers to by-pass the completion of pre-recorded announcement(s) and access the next menu selection(s).

## 5.3 Service Ordering

### 5.3.1 Service Order

- 5.3.1.1 Within 10 days of the initial project kick off meeting, the Contractor must provide the Technical Authority a list of all elements required for ordering the service.
- 5.3.1.2 The Contractor must accept orders in either of Canada's official languages.
- 5.3.1.3 The Contractor must provide an email address and a toll-free fax telephone number that can be accessed by the Service Manager to send service orders to the Contractor's Service Desk (CSD) in the event the web site is not operational. This address and toll-free telephone number must be available to accept service orders on a 24x7x365 basis.
- 5.3.1.4 The Contractor must implement the service orders per the Method of Delivery and Delivery Period indicated in Table 3 of Annex A.
- 5.3.1.5 The Contractor must accept service orders for either single or multiple DNs.
- 5.3.1.6 The Contractor must remove access to the Service and update the SSC reports for PIC DNs and/or trunks for which it has received a notification from the LEC that the telephone service to these lines and trunk groups has been removed.
- 5.3.1.7 The Contractor must identify all PIC losses incurred as a result of service activity. If the PIC should not have been lost, removed or re-assigned, the Contractor must issue a re-PIC order to the LEC to re-PIC the telephone line and/or trunk within 30 calendar days of the PIC being lost, removed or re-assigned.

5.3.1.8 For the duration of the Contract Period, the Contractor must maintain a record of all re-PIC orders.

5.3.1.9 Service orders received after 15:00 hrs local time are considered as having been received on the next working day.

### **5.3.2 Service Order Fields**

5.3.2.1 The Contractor must accept service orders which have, at a minimum, the following required fields, completed with valid information:

- a) The name of the local service provider providing the DN (if available);
- b) The 7 to 10-digit local telephone company client's BTN (if available);
- c) The SSC Authorization Number, and Service Order Sequence Number;
- d) Service Type (i.e. CIC+BTN, PRI/SIP, DN);
- e) For PIC, the DN(s) including the area code
- f) The billing address including city, province and postal code;
- g) The requested service delivery date.

5.3.2.2 During the Contract Period, the Contractor must update any Service Order fields affected by the addition of new service elements, which have been approved through a Contract amendment.

### **5.3.3 Service Orders – Consolidations using the “CIC+BTN” Routing Method**

5.3.3.1 For consolidations using the “CIC+BTN” routing method, separate service order(s) are not required to accredit the individual DNs served off these consolidations.

5.3.3.2 With the “CIC+BTN” routing method, the Contractor's network must accept valid long distance calls originated from consolidation DNs that contain the correct BTN.

5.3.3.3 The Contractor must indicate the CIC+BTN on the LD Usage Report.

5.3.3.4 The Contractor must also indicate the ANI of the number using the CIC BTN.

5.3.3.5 During the Contract Period, the Contractor must automatically provide the Service to new DNs served off these consolidations.

### **5.3.4 Service Order Acknowledgment (SOA)**

5.3.4.1 The Contractor must issue a Service Order Acknowledgment (SOA), in an SSC acceptable format, to the Service Manager, as per the Method of Delivery and Delivery Period indicated in Table 3 of Annex A.

5.3.4.2 The Contractor must use the same official language for the SOA as the official language used in the Service Order unless requested otherwise in the Service Order.

5.3.4.3 The SOA must contain, at a minimum, the SSC Authorization Number, and Service Order Sequence Number and the date and time the SOA was sent.

### **5.3.5 Service Order Confirmation (SOC)**

5.3.5.1 The Contractor must issue a Service Order Confirmation (SOC), in an SSC acceptable format, to the Service Manager, as per the Method of Delivery and Delivery Period indicated in Table 3 of Annex A.

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- 5.3.5.2 The SOC must include the Committed Service Delivery Date (CSDD) of the service element(s) ordered.
- 5.3.5.3 The CSDD must meet the Delivery Periods indicated in Table 5 of Annex A.
- 5.3.5.4 The SOC must contain, at a minimum, the unique order number assigned by the Contractor, the SSC Authorization Number, and Service Order Sequence Number and the date and time the SOC was sent.
- 5.3.5.5 The Contractor must identify in the SOC any changes to the initial Service Order.
- 5.3.5.6 The Contractor must use the same official language for the SOC as the official language used in the Service Order unless requested otherwise in the Service Order.
- 5.3.5.7 In special circumstances, the Service Manager may request a Requested Service Delivery Date (RSDD) with a delivery interval that is longer, or shorter, than the Delivery Period indicated in Table 5 of Annex A.
- 5.3.5.8 When the RSDD is sooner than the Delivery Period indicated in Table 5 of Annex A, the Contractor must clearly indicate if this request can be met and, if not, indicate the earliest possible CSDD.
- 5.3.5.9 When the RSDD requested is later than the contractual Delivery Period indicated in Table 5 of Annex A, the RSDD becomes the CSDD.
- 5.3.6 Service Order Completion Impossible (SOCI)**
- 5.3.6.1 The Contractor must issue a Service Order Completion impossible (SOCI) to the Service Manager when Service Order details do not meet the terms specified in this contract. The SOCI must be provided, in an SSC acceptable format, and in the same language used in the Service Order, as per the Method of Delivery and Delivery Period indicated in Table 3 of Annex A.
- 5.3.6.2 The SOCI must contain, at a minimum:
- The reason for rejecting the Service Order;
  - An electronic copy of the original Service Order;
  - The SSC Authorization Number, and Service Order Sequence Number; and
  - The date and time the SOCI was sent.
- 5.3.7 Service Order Completion Notice (SOCN)**
- 5.3.7.1 The Contractor must provide a Service Order Completion Notice (SOCN), in an SSC acceptable format to the Service Manager as per the Method of Delivery and Delivery Period indicated in Table 3 of Annex A.
- 5.3.7.2 The SOCN must contain, at a minimum:
- The unique order number assigned by the Contractor;
  - The SSC Authorization Number;
  - The SSC Service Order Sequence Number;
  - The date the Service Order was completed; and
  - The date and time the SOCN was sent.
- 5.3.7.3 The Contractor must use the same official language for the SOCN as the official language used in the service order unless requested otherwise in the service order.

### 5.3.8 Emergency Service Requests (ESR)

- 5.3.8.1 As required, the Technical Authority and/or the Service Manager will verbally initiate an Emergency Service Request (ESR) to the CSD to manage an urgent service situation.
- 5.3.8.2 The CSD must authenticate the Technical Authority and/or the Service Manager, categorize the event as an ESR, accept and immediately process the ESR(s). The Contractor must make every effort to complete the request in the shortest possible timeframe, not to exceed the Delivery Period indicated in Table 5 of Annex A.

## 5.4 Incident Management

### 5.4.1 Incident Management Process

- 5.4.1.1 The Contractor must, at a minimum, assign a unique incident ticket number for each incident call received at the CSD.
- 5.4.1.2 The Contractor must immediately escalate the resolution of incidents to a higher authority if requested by the GC representative reporting the incident.
- 5.4.1.3 The Contractor must include in its escalation procedure at least 4 levels of escalation with corresponding authority levels in the Contractor's and SSC's organizations. During the Project Kick-Off Meeting, the Technical Authority will provide the escalation contacts to the Contractor.
- 5.4.1.4 The Escalation Procedures must, at a minimum, meet the following levels and time frames:

Level	Contractor Escalation Functions	Major Incident
1	Technical Authority	0 - 1 Hour
2	Manager - Operations	1 Hour
3	Director - Operations	4 Hours
4	V/P - Operations	8 Hours

- 5.4.1.5 Within 20 working days from Contract Award, and whenever the Incident Reporting and Escalation Procedures are updated, the Contractor must provide a copy of the document to the Technical Authority. This procedure must be consistent with the Contractor's obligations under the Contract and must be approved by the Technical Authority.

### 5.4.2 Major Incident

- 5.4.2.1 A major incident is defined as any outage affecting a large number of users behind LAS Consolidations or PRI/SIP PSTN connections that cannot be fully resolved within 15 minutes
- Loss of PIC at a LAS Consolidation (CIC+BTN) that cannot be re-established within 15 minutes
  - Loss of PIC on PRI that cannot be re-established within 15 minutes
  - Loss of PIC on the SIP that cannot be re-established within 15 minutes
- 5.4.2.2 The Contractor must immediately notify the SSC outage notification team of any major outage . An email must be sent to [ssc.lasnotifications-notificationsal.spc@canada.ca](mailto:ssc.lasnotifications-notificationsal.spc@canada.ca)

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- 5.4.2.3 When a Major Incident is reported by the Service Manager, the Technical Authority or an authorized representative, or is detected by the Contractor, the Contractor must:
- a. Immediately call the Technical Authority and , if unavailable, follow the Escalation and Incident Reporting procedures until a live connection is made; and
  - b. Issue a Major Incident Notification Report, in writing, to the Technical Authority within 5 working days from the resolution of the incident.

5.4.2.4 The Major Incident Notification Report must include at a minimum;

- a) The incident ticket number;
- b) Name and 10-digit telephone number of the individual(s) reporting the incident;
- c) Date/time the incident was reported;
- d) Description of the incident;
- e) The number of Service users affected by geographical area, if known;
- f) Time to restore;
- g) Description of the actions taken to restore service; and
- h) Lessons Learned to minimize the possibility of future re-occurrences.

5.4.2.5 The Contractor must provide hourly written updates on the status of each Major Incident, unless a longer interval is authorized in writing by the Technical Authority. The updates must be provided by email.

5.4.2.6 All major incidents are subject to a credit. The number of DNs affected by the outage will be certified by SSC and provided to the Contractor in writing for the applicable credit.

## **5.5 Service Billing and Invoicing**

### **5.5.1 General**

5.5.1.1 The Contractor must invoice only for Service that has been delivered at the per minute prices identified in the contract.

5.5.1.2 The Contractor must register and submit all invoices to the SSC Procure to Pay (P2P) for payment. No paper copy invoices will be accepted unless negotiated in writing prior to the first billing period with the Technical Authority, the Procurement Authority and the appropriate SSC Account Payable teams.

5.5.1.3 The per-minute usage prices must include all costs for the work and deliverables associated with project management, implementation, monitoring, reporting and billing of the Service.

5.5.1.4 The Contractor must invoice usage for completed calls only.

5.5.1.5 Per minute usage charges must only start when calls are answered by the destination party or terminal.

5.5.1.6 The Contractor must issue a Monthly Invoice, monthly, in arrears, for the contracted Service.

5.5.1.7 The Contractor may include in its Monthly Invoices the charges for Service Elements used within the last 4 monthly billing periods. Any charges submitted for services used prior to the last 4 monthly billing periods will not be paid.

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## **5.5.2 Minimum Call Usage Duration**

- 5.5.2.1 The minimum usage duration billed for each completed call must not exceed 30 seconds.
- 5.5.2.2 The duration of completed calls that are not in exact multiples of 6 seconds must be rounded up to the next 6-second increment.
- 5.5.2.3 Each 6-second increment equates to 0.10 of a minute.

## **5.5.3 Rounding of Call Charges**

- 5.5.3.1 The Contractor must round the usage charge of each completed call to, at most, the nearest tenth of a cent, up or down, using standard rounding practices (e.g. call charges of \$1.5114999 and \$1.5115000 must be rounded to \$1.511 and \$1.512 respectively).

## **5.5.4 Global Satellite Call Usage Charges**

- 5.5.4.1 The LD charges billed by the Contractor for calls to Global satellite services destinations must include only the charges from the origin to the Global satellite gateway access.
- 5.5.4.2 These usage charges must exclude charges for the satellite (e.g.; Iridium, Inmarsat and Thuraya) delivery portion of calls to their terminating destinations.

## **5.5.5 Service Performance Credits**

- 5.5.5.1 The Contractor must provide the Service Performance Credits indicated in Table 7, when applicable.

## **5.5.6 Billing Details**

- 5.5.6.1 The Contractor must provide a designated billing resource, available to assist SSC personnel with the monthly reconciliation of any billing exceptions, errors or credits generated by the Contractor's systems.
- 5.5.6.2 Within 40 calendar days from Contract Award, the Contractor must indicate to the Technical Authority, in writing, the start and end dates of the monthly period it will use for monthly billing.

## **5.5.7 Monthly Invoice**

- 5.5.7.1 On a monthly basis the Contractor must upload to SSC Procure to Pay (P2P) a Monthly Invoice that will equal the total billable amount included in the monthly Usage Detail File.
- 5.5.7.2 The Contractor must deliver a Monthly Invoice as per the Method of Delivery and Delivery Period indicated in Table 4.
- 5.5.7.3 The Monthly Invoice should contain, at a minimum, the fields contained in the Sample Monthly Invoice Template indicated in Table 9. The Monthly Invoice must also adhere to all other applicable terms and conditions contained in this contract.
- 5.5.7.4 The Billing Number, Contract Number, and Bill Date must be in the title of the Monthly Invoice.
- 5.5.7.5 Service Performance Credits must be identified separately.

## **5.5.8 Usage Detail File**

- 5.5.8.1 The Contractor must provide a monthly Usage Detail File in CSV format for all billable usage items under the contract.

5.5.8.2 The Contractor must provide the usage details with one record for each call including all data specified in Table 10.

5.5.8.3 The Contractor must provide the monthly Usage Detail File:

- a) Via secure access to the Contractor's secure FTP or secure web site; or
- b) If not available on the secure FTP or secure web site, due to a major unforeseeable technical reason, an electronic file can be sent directly to the Service Manager upon agreement by the Service Manager.

## **5.5.9 Billing and Reconciliation Processes**

5.5.9.1 The Contractor must assist the SSC representative responsible for the verification of the invoices with the monthly reconciliation of any billing exceptions, errors or credits generated by the Contractor's billing system.

5.5.9.2 In the event there is a discrepancy in the details reported by the Contractor, the reconciled dollar amount(s) associated with the Usage Detail File takes precedence over the amount(s) in the Monthly Invoice.

5.5.9.3 SSC will reconcile the content of the Usage Detail File using its own software application. Examples of billing errors that can be found are:

- a) Calculation errors;
- b) Charges for calls for which no record exists in the Usage Detail File;
- c) Charges for calls made by a number(s) that are not found in SSC Inventory;
- d) Charges for calls made by a number(s) that was not active on the Contractor's platform when the calls were made;
- e) Call charges not included in the Contract; and
- f) Incorrect rate applied.

5.5.9.4 As the Contractor's monthly Usage Detail File is fed into the SSC application, records could be rejected based on individual field edits and/or business rules. As a record(s) is rejected the reason for the rejection will be given, a file and/or report will be created, and SSC will advise the Contractor of the nature of the discrepancy found within 90 calendar days of receiving the invoice and billing details.

5.5.9.5 Should the Contractor use the CIC+BTN method for specific LAS Consolidation calling the record must contain only originated numbers associated to the Contract, i.e.:

- a. The original calling number that is using the CIC+BTN
- b. The BTN the call was placed against
- c. The terminating number

5.5.9.6 SSC will correct any calculation error found, remove any charges that are in its opinion unsubstantiated, recalculate the charges on the Monthly Invoice, record the corrected amount, and pay this corrected amount to the Contractor.

## **5.6 Service Management Reports**

### **5.6.1 General**

5.6.1.1 Service Management Reports provide key information to ensure the Services is meeting the Contract obligations and identify opportunities for service improvement and resource optimization.

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- 5.6.1.2 The Contractor must provide, in an SSC acceptable format, the following Service Management Reports:
- a) For each monthly reporting period:
    - i. PIC DN Report; and
    - ii. PIC Loss Report.
  - b) For each monthly billing period:
    - i. Service Performance Credit Report (if applicable);
    - ii. Contract Expenditure Report; and
    - iii. Service Usage Report.
- 5.6.1.3 The Contractor must ensure consistency in the format and spelling of the names of countries, provinces, states, consolidations, cities and other locations in the Service Management Reports.
- 5.6.1.4 All reports must be email to the Technical Authority, uploaded to the Contractor's secure FTP, or secure web site in the format specified in Table 4.
- 5.6.1.5 The Contractor must ensure that SSC can request copies and/or download all current and historical reports for the duration of the Contract.
- 5.6.1.6 All information and reports contained on the Contractor's secure FTP, or Contractor's secure web site must be retained and available to SSC throughout the term of the Contract.
- 5.6.1.7 Within 40 calendar days from Contract Award, the Contractor must provide, to the Technical Authority, a description of each field, and column, used in each report contained in this contract for approval by the Technical Authority.

## **5.6.2 PIC Reports**

- 5.6.2.1 The PIC DN Report must be provided in an SSC acceptable format, containing, the information from all mandatory fields identified in the service order template and must include, at a minimum:
- a) The monthly reporting period; and
  - b) All the PIC DNs, per city and province or territory, in service at the end of the monthly reporting period.
- 5.6.2.2 The PIC Loss Report must be provided in an SSC acceptable electronic format, containing the fields identified in the service order template and must include, at a minimum:
- a) The monthly reporting period (start and end dates); and
  - b) A list of all PIC DNs for which the Contractor has received a notification during the monthly reporting period that the PIC to the Service was erroneously lost, removed or re-assigned, including the reason.
- 5.6.2.3 The PIC DN Report, and the PIC Loss Report must be delivered as per the Method of Delivery and Delivery Period indicated in Table 4 of Annex A.

## **5.6.3 Service Performance Credit Report (SPCR)**

- 5.6.3.1 The Service Performance Credit Report (SPCR) must include the following information:
- a) The monthly billing period (start and end dates);
  - b) A brief description of each missed service metric listed in Table 7;

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- c) The credit amount for each missed service metric listed in Table 7; and
  - d) The total credit amount for all missed service metrics listed in Table 7.
- 5.6.3.2 The Service Performance Credits must not exceed the maximum monthly credit amounts indicated in Table 7.
- 5.6.3.3 The SPCR must provide, in a separate and distinct section of the report, the following LD information calculated as per Table 7:
- a) For a No Re-PIC Action Credit:
    - i. The number of DNs whose PIC was erroneously lost, removed or re-assigned for which the Contractor did not issue a Re-PIC service order to the Local Exchange Carrier (LEC) within the applicable timeframe indicated in Table 7;
    - ii. The Credit Unit Price; and
    - iii. The total service credit amount.
- 5.6.3.4 The Service Performance Credit Report must be delivered as per the Method of Delivery and Delivery Period indicated in Table 4 of Annex A.

## 5.6.4 Contract Expenditure Report (CER)

- 5.6.4.1 The Contract Expenditure Report (CER) must include the following information:
- a) The monthly billing period;
  - b) The year-to-date total;
  - c) The total contract to date total;
  - d) The % of the total contract value (taxes included) expended; and
  - e) For each: the monthly billing period, the calendar year, and since Contract Award
    - i. The amount invoiced without taxes;
    - ii. The Harmonized Sales Tax (HST) amount invoiced;
    - iii. The Goods and Services Tax (GST) amount invoiced; and
    - iv. The total amount invoiced with HST and GST.
- 5.6.4.2 The Contract Expenditure Report must include individual reports, representing each month of the contract to-date, in a single workbook
- 5.6.4.3 The Contract Expenditure Report must be delivered as per the Method of Procedures and Delivery Period specified in Table 4 of Annex A.
- 5.6.4.4 A sample Expenditure **Report is shown in Attachment XXX**

## 5.6.5 Service Usage Report (SUR)

- 5.6.5.1 The Service Usage Report (SUR) must provide the following:
- a) The monthly billing period (start and end dates); and
  - b) the total number of completed calls, number of completed call minutes (sum of individual call durations rounded to the next 6-second increment with minimum call duration applied, (if applicable) and the total usage charge (excluding taxes); for each of the following categories:
    - i. All Canada destinations;

- ii. All U.S. destinations (including Alaska and Hawaii); and
- iii. All international destinations.

5.6.5.2 The Service Usage Report must be delivered as per the Method of Delivery and Delivery Period indicated in Table 4 of Annex A.

## **5.7 Service Guide**

### **5.7.1 Service Guide Requirements**

5.7.1.1 Within 40 calendar days of Contract Award, the Contractor must document, in an SSC acceptable format, the Service Management processes and procedures in a Service Guide, in accordance with the requirements of this contract.

5.7.1.2 The Contractor must maintain and update the Service Guide on a release schedule agreed upon between the Technical Authority and the Contractor.

5.7.1.3 The Contractor must ensure that the Service Guide, at a minimum:

- a) Defines the roles and responsibilities of the Contractor functional primes and the SSC functional primes;
- b) Documents the processes, procedures and methodologies for service billing, service reporting, service credit management and service delivery;
- c) Identifies how the SSC functional primes will be provided with information on the management, operation, communication, report and review of the Service;
- d) Describes the Service Level Management Plan (SLMP); and
- e) Describes the Contractor's Service Level Objectives.

5.7.1.4 The Contractor must provide an electronic version of the Service Guide, using common off-the-shelf software, to the Technical Authority, in both English and French languages.

## **5.8 Service Level Management Plan (SLMP)**

5.8.1.1 The Contractor must deliver an SLMP to the Technical Authority within 40 calendar days of Contract Award for acceptance, and when changes are approved by the Contract Authority during the Contract Period, that at a minimum:

- a) States the expected Service Levels for the Contract;
- b) Documents the management roles and responsibilities of all functional primes in meeting the mandatory Service Levels;
- c) Defines the process for reviewing and amending the SLMP;
- d) Defines the communications framework for disseminating information on the management, operation, communication, report and review of the SLMP; and
- e) Identifies the processes for improving the Service.

5.8.1.2 Within 40 calendar days of Contract Award, the Contractor must identify the tools, methodology and processes that will be used for the measurement of Service Level performance.

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## **6 Service Implementation**

### **6.1 General**

- 6.1.1.1 SSC has attempted to provide accurate information on the Service in use today as shown in the Appendices to Annex A. Since the Services are always evolving, it is possible that some of the information will be inaccurate; therefore, the Contractor must verify this information as part of the Service Implementation phase.
- 6.1.1.2 Within 5 working days from Contract Award, the Contractor must provide:
- a) The name and contact details of the CSM;
  - b) The name and contact details for the Contractor's Implementation Manager (CIM) responsible to manage the implementation of the Service;
  - c) The name and contact details of the Contractor's single point of authority for engineering and design;
  - d) The e-mail addresses for the CSD; and
  - e) The local and the toll-free telephone numbers for the CSD.
- 6.1.1.3 Within 10 working days of Contract Award, the Contractor's Service Manager (CSM) must host a meeting with the Technical Authority. During this exchange, the Technical Authority will provide his/her full contact information.
- 6.1.1.4 At the Project Kick-off Meeting, the Contractor will be provided the most recent information SSC has on file. The Contractor must directly obtain additional information it needs from the network providers and SSC clients with whom it interfaces to provide the Service.
- 6.1.1.5 During the Project Kick-Off Meeting, the Technical Authority will provide to the Contractor with:
- a) The information for the Service Manager and their Back-ups;
  - b) List of BTNs for consolidations that use the Carrier Identification Code + Billing Telephone Number (CIC+BTN) method of routing;
  - c) List of DNs, PBXs PSTN access and VoIP switch PSTN access PIC that must be migrated to the Service; and
  - d) the preferred implementation schedule(s).
- 6.1.1.6 The Contractor must establish a schedule, during the Kick-off Meeting, for recurring weekly meetings with SSC functional primes. These meetings must be chaired by the CIM and must address implementation issues and provide progress reports.
- 6.1.1.7 The CIM must provide an agenda for the Technical Authority's acceptance at least 1 working day before each meeting.
- 6.1.1.8 The Contractor must record, within 2 working days after each meeting or 1 working day before the next meeting, whichever is earlier, the Minutes of Meetings, Records of Decisions (ROD), Actions, Issues and Risks. These must be provided to the Technical Authority for review, change (if required), and concurrence.
- 6.1.1.9 The Contractor must implement the Service and provide all Service Elements specified in this Contract in accordance with the timelines provided in Table 11, unless an alternative is recommended by the Contractor or the Technical Authority and agreed to, in writing, by the SSC Contracting Authority.
- 6.1.1.10 The Contractor must engineer and design the Service and related Service Elements in accordance with the requirements of this Contract.

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- 6.1.1.11 The Contractor must provide a single point of authority accountable for the engineering and design of the Service.
  - 6.1.1.12 The Contractor must receive the Technical Authority's approval of the Implementation Plan, including defined project methodology, before commencing the transition of the existing services.
  - 6.1.1.13 The Contractor must use formal change management process for the implementation of the Service.
  - 6.1.1.14 The Contractor must implement the Service, within the hours selected by the Technical Authority.

## **6.2 Contractor's Implementation Manager (CIM)**

- 6.2.1.1 The CIM must be the Contractor's designated representative to communicate with the Technical Authority and the Service Manager for Service implementation.
- 6.2.1.2 The CIM must co-ordinate all activities required to implement the Service, including interfacing with the LECs, and the SSC functional primes.
- 6.2.1.3 The CIM must have the authority to act on behalf of the Contractor on all project matters.
- 6.2.1.4 The CIM will be, at a minimum, responsible for;
  - a) Developing the Implementation Plan;
  - b) Executing the plan, once approved by the Technical Authority; and
  - c) Addressing all issues relating to the project.
- 6.2.1.5 SSC reserves the right to request the CIM be withdrawn from the project and replaced within 5 working days with another individual if, in the opinion of the Technical Authority, there has been unsatisfactory performance.
- 6.2.1.6 The replacement CIM must have the same responsibilities as those assigned to the CIM and must meet the experience requirements.

## **6.3 Implementation Plan**

- 6.3.1.1 Within 10 working days of the Project Kick-Off Meeting, the CIM must provide an Implementation Plan.
- 6.3.1.2 The Implementation Plan must contain, at a minimum:
  - a) A list of all implementation deliverables;
  - b) Service designs and configuration specifications;
  - c) Implementation and transition approaches;
  - d) A Service Acceptance Plan, including testing processes that, at a minimum:
    - i. Identifies the tasks, activities and procedures that the Contractor will use to test the Service's functional and operational integrity;
    - ii. Defines what is being tested and what tests will be performed by the Contractor;
    - iii. Evaluates the impact to the current environment;
    - iv. Describes the acceptance criteria and the expected results for each test;
    - v. Includes templates, or forms, to record the actual results for each test and signature blocks for the Contractor's authority; and

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- vi. Reports results to the Technical Authority in an SSC acceptable format.
- f) The proposed delivery framework for each Service Management Report;
  - g) A methodology to maintain current levels of service;
  - h) Documented operational processes (incident, change, escalation, etc.) for transition;
  - i) A detailed project schedule, using common off-the-shelf project management software, which identifies individual and summary tasks as well as milestones;
  - j) A detailed Resource Plan, including the Contractor's and SSC functional primes' accountabilities and responsibilities (Responsible, Accountable, Consult, Inform - RACI);
  - k) A comprehensive Communications Plan; and
  - l) Project Close-Out activities, including the Implementation Acceptance Report and Lessons Learned Session(s).
- 6.3.1.3 The Contractor must request, from the Technical Authority, written acceptance of the Service following the successful implementation, and testing, of Service identified in the SSC approved Implementation Plan.
- 6.3.1.4 The Technical Authority's acceptance can be requested for each implementation phase; if the Implementation plan has been approved with a phased delivery plan.
- 6.3.1.5 The Technical Authority intends to provide written acceptance within 5 working days from the Contractor submitting an Implementation Plan that meets the mandatory requirements.
- 6.3.1.6 Within 5 working days following the Technical Authority's written acceptance of the Implementation Plan, the Contractor must hold an Implementation Kick-off Meeting with the SSC functional primes to initiate the implementation process for the Service.
- 6.3.1.7 Once the Technical Authority has approved the Implementation Plan, the Contractor must obtain necessary approvals, before modifying the Implementation Plan.
- 6.3.1.8 The CIM must update and resubmit the Implementation Plan, including the implementation schedule, to the Technical Authority within 3 working days after a change has been approved.
- 6.3.1.9 The Contractor is responsible for the integration and management of SSC's tasks in the Implementation Plan.

## **6.4 Service Acceptance**

- 6.4.1.1 For all implementations, the Contractor must provide proof of PIC to the Service in accordance with the Implementation Plan and obtain formal acceptance from the Technical Authority for successful implementation(s).
- 6.4.1.2 When an implementation fails, the Contractor must advise SSC and make all required corrections within 5 working days, at no cost to SSC.

## **6.5 Implementation Acceptance Report**

- 6.5.1.1 Once the Service is implemented, the Contractor must present an Implementation Acceptance Report for approval by the Technical Authority. This report must list all implementation requirements, and provide evidence that they have been successfully implemented within the timelines and applicable performance metrics indicated in the Tables.

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## **6.6 Migrating Existing Long Distance Calling**

- 6.6.1.1 The existing consolidations as of March 2021 , are listed in Appendix A of Annex A.
- 6.6.1.2 Three months of 2019 call volumes are provided in Appendix D
- 6.6.1.3 Three months of 2020 call volumes are provided in Appendix D
- 6.6.1.4 There are currently approximately 26,000 individual DNs PIC, as of March 2021.
- 6.6.1.5 A list of current PIC by type of service is included in Appendix C by NPA/NNX. The actual list will be provided at the Migration meetings.
- 6.6.1.6 The CIC + BTN consolidations currently provide service to approximately 200,000 DNs and a number of PBXs and VoIP PSTN accesses.. The CIC + BTN list is provided by Consolidation in Appendix A
- 6.6.1.7 There are approximately 200 PBX and VOIP PSTN accesses that are PIC'd.
- 6.6.1.8 Migration of all LD services must be completed in accordance with the Method of Delivery and Delivery Period indicated in Table 11 of Annex A.

### **6.6.2 Migration Consolidations - "CIC+BTN" Routing Method**

- 6.6.2.1 Should the Contractor use CIC+BTN, at the Project Kick-Off Meeting, the Technical Authority will provide the Contractor its preferred schedule for migration of Consolidations that use the CIC+BTN routing method.
- 6.6.2.2 At the Project Kick-Off Meeting, the Contractor must detail their intended plan for the seamless migration of LAS Consolidations
- 6.6.2.3 The Contractor must develop an Implementation Plan that addresses, at a minimum; service ordering procedures for migrations, sequence and priority of each migration, duration and timelines of each migration, testing and back-out plans, roles and accountabilities for all stakeholders.
- 6.6.2.4 Once a migration is completed, the Contractor must accept all eligible calls originated from these consolidations.

### **6.6.3 Migration – PIC DNs, PBX and VoIP Switch PSTN Access PIC**

- 6.6.3.1 The Contractor is responsible for the migration of the long distance calls originated from PIC DNs, PBX and VoIP switch PSTN access PIC.
- 6.6.3.2 At the Project Kick-Off Meeting, the Technical Authority will provide the Contractor its preferred schedule for migration of the PIC DNs, PBX and VoIP switch PSTN access PIC.
- 6.6.3.3 The Contractor must develop an Implementation Plan that addresses the service ordering procedures for PIC DN migrations, sequence and priority of each migration, duration and timelines of each migration, testing and back-out plans, roles and accountabilities for all stakeholders.
- 6.6.3.4 The Contractor must develop an Implementation Plan that addresses the unique service ordering information required and procedures for the PBX and VOIP PSTN Access PIC migrations, sequence and priority of each migration, duration and timelines of each migration, testing and back-out plans, roles and accountabilities for all stakeholders.
- 6.6.3.5 Once a migration is completed the Contractor must accept all eligible calls originated from these PIC access.

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## 6.7 Ongoing Service Implementation

- 6.7.1.1 During the Contract Period, the Contractor may receive service orders to add, change or remove Consolidations CIC+BTN, DNs, PBX and VoIP switch PSTN Access PIC.
- 6.7.1.2 The Contractor must meet the Method Delivery and Delivery Period indicated in Table 5 of Annex A.
- 6.7.1.3 For any of the following, and within 10 working days from receiving a service order from the Service Manager, the Contractor must provide a detailed Implementation Plan to:
- a) Add new consolidations to the Service;
  - b) Add more than 200 DNs to the Service simultaneously; and
  - c) Cutover to the Service, the long distance calling originated from a departmental PBX or VoIP switch via PSTN PIC access.

## 7 Special Requirements

### 7.1 Special Events

- 7.1.1.1 From time to time, SSC must implement services for Special Events which often require compressed implementation timelines. Examples of such events could be Papal Visits, Queen's Visit, G8 or G20 conferences, and changes to GC department names.
- 7.1.1.2 If a Special Event is identified, the Technical Authority will notify the CSM in writing.
- 7.1.1.3 Within 3 working days from receipt of a written notification, the CSM must host a Special Event Kick-off Meeting with SSC at a site approved by the Technical Authority.
- 7.1.1.4 During the Special Event Kick-off Meeting, the Technical Authority will provide an overview of the Special Event project and the expected schedule.
- 7.1.1.5 Within 5 working days, following the Special Event Kick-off Meeting, or at a later date agreed by the Technical Authority in writing, the CSM must present the Implementation Plan for final acceptance.
- 7.1.1.6 The CSM must implement the services in accordance with the Implementation Plan approved by the Technical Authority.
- 7.1.1.7 During a Special Event, the methods of delivery and delivery periods contained in the Tables will be considered maximum durations. The Contractor will deliver the services as per the Special Events schedule.

### 7.2 Contractor's Management Services at end of the Contract term(s)

- 7.2.1.1 When requested by the Technical Authority, the Contractor must provide complete Service inventories that would include, at a minimum, all DNs, PBX, and VoIP switch PSTN PIC and CIC-BTN served off Consolidations.
- 7.2.1.2 When any portion of the Service is to be migrated to another service provider, the Contractor must provide the Technical Authority all Service related information, and functional assistance required to effect a seamless transition of the Service.
- 7.2.1.3 The Contractor will appoint an appropriate resource to act as the single point of contact to aid any SSC transition committee preparing for the transition to the new contractor.

7.2.1.4 Appointment of the Contractor's resource must be made no less than 5 working days of receiving a written request from the SSC Contract Authority.

## 8 Tables

### 8.1 Table 1 - Glossary of Terms

ID	Term	Definition
1	24x7x365	24 hours a day, 7 days a week, and 365 days a year (including the 366th day in a leap year).
2	Announcements	Pre-recorded voice messages; e.g. used by the CSD and switching network.
3	Authorization Number	Authorization number assigned by SSC for each valid Service Order or Service Request.

ID	Term	Definition
4	Automatic Number Identification (ANI)	<p>An ANI is the DN that is considered to be the originator of the call for billing purposes. For SSC the ANI is also referenced as the charge number</p> <p>The ANI is passed on by the LEC to the Inter-Exchange Carrier (IXC) on a call by call basis. In the following example, the ANI is the (819) 956-4952 number.</p> <p>Example: Assuming that:</p> <ul style="list-style-type: none"> <li>a) The (819) 669-4659 is a PSTN private number in Gatineau not belonging to the Service;</li> <li>b) The (819) 956-4952 is a telephone line that belongs to the Ottawa-Gatineau consolidation;</li> <li>c) The (819) 956-4952 telephone line is call forwarded to a telephone number in Winnipeg or the person answering the (819) 956-4952 line transfers the call to the telephone number in Winnipeg; and</li> <li>d) The (819) 956-4952 is programmed to display the Alternate Display Number (819) 956-5000 to the called party.</li> </ul> <p>Then, when the (819) 669-4659 telephone line calls the (819) 956-4952 number, the call is routed to the number in Winnipeg.</p> <p>At the Gatineau-Ottawa consolidation, the ANI of this call is (819) 956-4952 and the CLID sent to the called party in Winnipeg is (819) 956-5000.</p> <p>If the (819) 956-4952 had not been programmed with an Alternate Display Number, the CLID would have been (819) 669-4659.</p> <p>The above would be the same if the (819) 956-4952 line belongs to the Service is a telephone line of:</p> <ul style="list-style-type: none"> <li>a) Any consolidation;</li> <li>b) Any PBX or VoIP PSTN access served off consolidation or the PSTN (if these PBXs and VoIP switches and connecting trunks are programmed to sending the ANI and CLID information); or</li> <li>d) Or is a Primary Exchange Carrier (PIC) configured line (PIC'd)</li> </ul>
5	Billing Telephone Number (BTN)	<p>The BTN is a 10-digit working telephone number obtained from the LEC. One BTN is required for each Centrex Consolidation that uses the "CIC+BTN" method of routing.</p>

ID	Term	Definition
6	Caller Line Identification (CLID)	Generally, the CLID is the caller's telephone number. In the some cases, the CLID is the ADN. (See the definitions of ADN and ANI).
7	Canada/U.S.	Includes Canada and the continental United States of America, the District of Columbia, Alaska and Hawaii.
8	Carrier Identification Code +Billing Telephone Number (CIC+BTN) method of routing	<p>The "CIC+BTN" method of routing is used in LAS Consolidations to eliminate the need to pic each individual LAS line. All long distance calls using the centrex class of service routing out of these consolidations is routed to a specific route by the LAS Vendor.</p> <p>Each long distance call consists of the local originating telephone switches sending to the local telephone Equal Access (EA) switches, with each long distance call, the Contractor's Carrier Identification Code (CIC), the 10-digit originating telephone number, an indication as to whether to display the originating number at the destination end, the destination number and the 10-digit BTN.</p> <p>With the "CIC+BTN" method of routing, the Contractor's network accepts the long distance calls originated from consolidation telephone lines and trunks that contain the correct BTN. As a result, the Contractor will not need to receive a Service Order to accredit consolidation telephone lines or PSTN access connected to PBX's or VoIP switch's to the Service.</p>
9	Committed Service Delivery Date (CSDD)	The date committed by the Contractor to deliver the service element ordered. This date must meet the contracted delivery period for this service element.
10	Completed calls	<p>Completed calls are calls answered by the called party or terminal (voice mail or other).</p> <p>Busy, ring no answer, and network intercept calls are not completed calls. Calls that reach the Contractor's network and are abnormally terminated or dropped due to problems related to the Contractor's or PSTN network are not completed calls.</p>
11	Consolidation	<p>The term "consolidation" means a geographical area where SSC offers LAS Centrex telecommunications services to GC departments and organizations. These consolidations have 2-100,000 users.</p> <p>The consolidations will use the CIC-BTN method for LD calling</p>

ID	Term	Definition
12	Contractor's Service Desk (CSD)	The CSD is the operational point of contact for the delivery and ongoing support of the Service
13	Contractor's Service Manager (CSM)	The CSM is responsible to monitor and manage the delivery, and ongoing performance of the Service
14	Delivery period	The time period stated in the Contract by when a Service element ordered must be delivered by the Contractor.
15	Department, departments, departmental	Includes any department, board and agency of the GC, or Crown corporation, or any other entity to which SSC is authorized to provide services under the Department of Public Works and Government Services Act.
16	Directory Number (DN)	The 10-digit directory number of a telephone line.
17	Emergency Service Request (ESR)	A request, verbally given by the Technical Authority to the CSD for immediate implementation of a Service. These request types have no associated response times and are required to be implemented as soon as possible.
18	Equal Access (EA)	Refers to a uniform access method by which the Inter Exchange Carrier (IXC) is accessed by end-users. Equal Access allows end-users to select the IXC of their choice without dialling extra digits.
19	in an SSC acceptable format	This statement means that the Contractor has the flexibility to establish its preferred communications format (reports, file type, etc.) to meet the contractual, technical, financial and/or operational requirements. The Technical Authority will assess the format and, when acceptable, will provide formal acceptance. Further changes to the accepted format must follow change management procedures throughout the life of the Contract.
20	Incident	An event which is not part of standard operation of a Service and which causes, or may cause, an interruption to, or a reduction in the quality of that Service.
21	Incident duration	Is the total amount of time, between the incident start date/time and the incident end date/time, without interruption, on 24x7x365 basis.
22	Incident end date/time	The date/time when the incident is resolved.
23	Incident start date/time	Is the date/time when the incident is first reported by the user(s), or the incident is detected by the Contractor, whichever comes first.

ID	Term	Definition
24	Incumbent Local Exchange Carrier (ILEC)	The term "Incumbent Local Exchange Carrier" refers to the telephone companies that provided business local exchange services in specific geographical or provincial areas prior to the introduction of competition in the telephone industry.
25	Interoperability	Is the ability of the Contractor to effectively and efficiently transfer all necessary information and control data, both within its own network and between its network and those of other suppliers, so that the Service operates seamlessly and without service degradation for users.
26	Local Exchange Carrier (LEC)	Refers to telephone companies offering local exchange services: Also includes other LEC types such as; Competitive Local Exchange Carrier (CLECs), Incumbent Local Exchange Carriers (ILECs) and Small Incumbent Local Exchange Carriers (SILECs).
27	Major Incident(s)	A Major Incident is an event lasting more than 15 minutes that results in service degradation or failure that affects the outgoing calling capability at : a) LAS CIC+BTN Consolidation; or b) PBX or VoIP PSTN access
28	Monthly reporting period	Monthly period during which operational data is collected to produce a report. It may or may not be the same as the monthly billing period.
29	Monthly Service Availability (MSA)	The availability of the Service provided during the monthly billing period.
30	MOS (Mean Opinion Score) ratings for the Service's voice quality	A service rating based on the following opinion of users: 1 = Unacceptable (unintelligible content) 2 = Poor (intelligible with severe impairments - e.g., high noise, high/low intensity, high distortion, etc.) 3 = Fair (intelligible with medium level impairments) 4 = Good (intelligible with low level impairments) 5 = Excellent (no noticeable impairment)
31	P2P	Procure to Pay – the new SSC program used for the receipt of vendor billing and payments
32	Primary Interexchange Carrier (PIC)	Refers to the IXC designated by a telephone line subscriber to provide long distance dialing services on that line.
33	Public Switched Telephone Network (PSTN)	The public network of all inter-exchange and local providers throughout the world, which are interconnected to offer end-to-end telecommunications services.

<b>ID</b>	<b>Term</b>	<b>Definition</b>
34	Requested Service Delivery Date (RSDD)	The date requested for the delivery of the Service or Service element ordered.
35	Service	Refers to the aggregate of LD service and all Service elements included in the Contract.
36	Service failure	Occurs when the Service's is not fully operational and is not available for GC use.
37	Service Order Sequence Number	This number is generated by the SSC application for each proposed item and is set based on the position of the item in the order/request. A sequence number once assigned is not reused within the same order/request
38	Service Order	An order issued, in writing, to the CSD
39	Service Request	A request made, verbally, to the CSD.
40	Service Level	A specific service performance requirement.
41	SSC functional primes	SSC personnel involved in managing the Service.
42	VoIP DNs	VoIP DNs are locals behind VoIP switches that are served off the Consolidation via CIC-BTN or PSTN via PIC.
43	VoIP switches	IP based telephone switches installed in central offices, or customer premises, which perform telephone switching functions using IP technology.
44	Working day	A working day consists of any weekday that is not a Saturday, a Sunday or a statutory holiday observed by GC in a given province or Territory.
45	Working hour	Working hours start at 08:00 hrs and end at 17:00 hrs local time, during any working day.

**Table 1 – Glossary of Terms**

## 8.2 Table 2 - Types of Calling

Access	Origin	Destination
<p>The Service must provide SSC's clients with the capability to make long distance voice, voice band data, and facsimile calls originated from federal government departments and organization offices in Canada located:</p> <p>a) At the consolidations, including PBX and VoIP switch PSTN Access served off these consolidations via CIC BTN;</p> <p>b) At DNs, PBX and VoIP switch PSTN Access served off the PSTN using the Equal Access PIC method of routing;</p>	Canada	Terrestrial and cellular destinations in Canada, the U.S., and the international locations included in the Contract and to the Inmarsat, Iridium and Thuraya global satellite access gateways.

**Table 2 – Types of Calling**

### 8.3 Table 3 - Contractor's Service Order and Request Response Times

Actions		Response Time
Description	Performed By	
Provide the Service Order Acknowledgement (SOA), in an SSC acceptable format, to the Service Manager	Contractor	Within 15 minutes of receipt of the Service Order to the CSD
Provide the Service Order Confirmation (SOC) including the CSDD, in an SSC acceptable format, to the Service Manager	Contractor	Within 1 working day of receipt of the Service Order
Provide the Service Order Completion Impossible (SOCI), in an SSC acceptable format, to the Service Manager. This notice must include the reason for rejection and a copy of the original order.	Contractor	Within 1 working day of the Service Order not being completed
Complete PIC order DN	Contractor	Within a maximum of 10 working days from order receipt (SOC)
Complete PIC order PSTN trunking	Contractor	Within a maximum of 20 working days from order receipt (SOC)
Provide the Service Order Completion Notice (SOCN), in an SSC acceptable format, to the Service Manager	Contractor	Within 1 working day of the Service Order being completed

**Table 3– Contractor's Service Order and Request Response Times**

## 8.4 Table 4 - Service Elements - Method and Delivery Period

#	Elements	Method of Delivery	Delivery Period
1	Security Violation Report	Verbally, and in an SSC acceptable format, to the Technical Authority.	Must be verbally reported within 1 hour of an occurrence, and in writing within 1 working day following the occurrence.
2	Security Fraud Detection Report	To the Technical Authority, in an SSC acceptable format, with the title: "Fraud Detection Report".	Must be reported within 4 working hours of detection.
3	Major Incident Notification Report	Immediately call the Technical Authority. If the Technical Authority cannot be contacted, continue calling the next individual identified in the Incident Reporting and Escalation Procedures); and  Hourly updates must be provided by email to the Technical Authority and/or Service Manager.  Issue the Major Incident Notification Report, in an SSC acceptable format, to all pre-identified SSC representatives.	Immediately upon receiving a report of a Major Incident identified the Service Manager, the Technical Authority, an authorized representative or the Contractor, and then hourly written updates unless a longer interval is authorized, in writing, by the Technical Authority.  The Major Incident Notification Report must be issued within 5 working days from the resolution of the incident.
4	Changes to the Service Process	In an SSC acceptable format to the Technical Authority	60 calendar days prior to the implementation of SSC approved changes.
5	Monthly Invoice	1) The Monthly Invoice must be uploaded to the SSC P2P Portal: A printable and non-modifiable .pdf Monthly Invoice file, must be sent to the Contract Authority's e-mail address, and SSC upon request	Monthly; within 10 working days from the last calendar day of the monthly billing period.
6	Usage Detail File	A zipped electronic copy of the Usage Detail File must be uploaded to Contractor's secure FTP or secure web site. The file must be in CSV format.	Monthly; within 10 working days from the last calendar day of the monthly billing period.  The Contractor has up to 3 monthly billing periods to re-submit corrected data after being advised by the Technical Authority.
7	Service Performance Credit Report	In a .csv, or .xls file format, or in an SSC acceptable format.	As applicable ; within 10 working days from the last calendar day of the monthly billing period.
8	Contract Expenditure Report (CER)	The Contractor must provide the report in an SSC acceptable format.  The report must be sent to the Technical Authority and the Contracting Authority upon request.	Monthly; within 10 working days from the last calendar day of the monthly billing period.

#	Elements	Method of Delivery	Delivery Period
9	PIC DN Report	The Contractor must provide the report in an SSC acceptable format.  The report must be uploaded to the Contractor's secure FTP or secure web site or sent electronically to the Technical Authority	Within 10 working days from the last calendar day of the monthly reporting period.
10	PIC Loss Report;	The Contractor must provide the report in an SSC acceptable format.  The report must be uploaded to the Contractor's secure FTP or secure web site or sent electronically to the Technical Authority	Within 10 working days from the last calendar day of the monthly reporting period.
11	Service Level Management Plan (SLMP)	The Contractor must provide the plan in a .doc file format or, in an SSC acceptable format.	Within 40 working days from Contract Award and when changes are approved by the Technical Authority

**Table 4 – Service Elements - Method and Delivery Period**

## 8.5 Table 5 – Service Delivery - Method and Delivery Period

Item #	Elements	Method of Delivery	Delivery Period
1	Emergency Service Requests	The Contractor must authenticate the Technical Authority or Service Manager, as applicable, prior to processing the service request.  Emergency Requests can only be requested by the Service Manager or Technical Authority.	Immediately upon receiving the Emergency Service Request.  The Emergency delivery intervals cannot exceed the response times stipulated for the specific service element(s).
2	Request to PIC a specific DN or trunk.	Only accepted through a valid Service Order from the Service Manager	CSDS equates to the date provided by the relevant LEC to PIC the line or trunk, plus 1 working day. Maximum interval is 10 working days for a PIC order DN and 20 working days for a PIC order PSTN trunking.  The SOA and SOC and SOCN must be sent to the Service Manager as per the response times indicated in Table 3.
3	The Contractor must implement the Service for a new Centrex Consolidation using CIC +BTN or regular PIC DNs	Only accepted through a valid Service Order from the Service Manager	During the Contract period, within 10 working days of receipt of a Service Order from the Technical Authority or Service Manager.
4	The Contractor must implement the Service for new PBX and VoIP switch PSTN Access.	Only accepted through a valid Service Order from the Service Manager	During the Contract period, within 20 working days of receipt of a service order from the Technical Authority or Service Manager.
5	All SM reports must be available to the Technical Authority and the Service Manager for the duration of the contract.	Posted and available through the secure FTP or secure web portal for reports in the current and previous calendar year and; archived on a monthly basis and available upon receipt of a written request for reports prior to the previous calendar year.	For reports prior to the previous calendar year, delivered within 5 working days from receipt of a written request.

**Table 5 – Service Delivery - Method and Delivery Period**

## 8.6 Table 6 – Performance Requirements

#	Parameter	Performance
1	LD Transmission Quality	<p>a) The Service(s) must use no more than one satellite hop in any connection;</p> <p>b) Calls terminating in Canada/U.S.:</p> <p>i) The one-way propagation delay must be 300ms (millisecond) or less; and</p> <p>ii) 95% of calls must have a call set-up delay not exceeding 2 seconds.</p> <p>c) The connections exceeding 45ms (millisecond) round-trip delay must be equipped with echo control devices;</p> <p>d) The echo control or voice compression equipment must automatically be disabled for voice-band data and facsimile calls when disabling is needed to ensure proper voice-band data transmission quality; and</p> <p>e) For traffic terminating at international locations, the long distance network must meet, at a minimum, the international performance standards outlined in the latest versions of the applicable Information Telecommunications Union (ITU-T) recommendations; and</p> <p>f) For every hourly period:</p> <p>i) 98% of the Service voice calls must have, on the average, a voice transmission quality rated at a MOS of 3.82 or above; and</p> <p>ii) No more than 1% of the calls must have a voice transmission quality rated at a MOS of 1.</p>
2	Traffic Volume Scalability	<p>a) The Service must meet all requirements of this Contract for at least the following traffic volumes:</p> <p>i) 20,000,000 minutes per month; and</p> <p>ii) 5,000,000 calls per month; and</p> <p>iii) 200,000 users per month.</p>
3	Monthly Service Availability (MSA)	<p>a) The Service must be available 24x7x365 ; and</p> <p>b) The Contractor must provide the following minimum MSA, excluding the PSTN:</p> <p>i) An LD Consolidation PIC of 99.95%; and</p> <p>ii) A PIC Access MSA of 99.95%.</p> <p>Note: LD MSA calculations must exclude the duration of service maintenance event(s).</p>
4	CSD Response Time	<p>a) 95% of calls must be answered in less than 20 seconds by the IVR system if an IVR system is used; and</p> <p>b) For access to Live CSD agents service, 95% of calls should be answered in less than 240 seconds (including queue time), measured from the beginning of the IVR recorded welcome announcement until the live answer.</p>

**Table 6 – Performance Requirements**

## 8.7 Table 7 - Service Performance Credits

#	Type of Service Credit	Applicable timeframe	Credit Unit Price	Maximum monthly credit
1	No Re-PIC Action Credit	Applies when the PIC is lost, removed or erroneously re-assigned resulting in long distance calls defaulting to another service provider and the Contractor cannot demonstrate that it has complied with all the requirements of the Contract, including issuing an order to the LEC within 30 calendar days of the PIC being lost, removed or re-assigned	\$ 500 per DN that should have been re-PIC'd by the Contractor	\$ 50,000 per monthly billing period.
2	No PIC Action Credit	Applies when a PIC is requested and confirmed but Long Distance appears on the client bill confirming a no PIC	\$ 500 per DN/ month that should have been PIC'd by the Contractor	\$ 50,000 per monthly billing period.
3	Service Delivery Credit	Applies monthly to PIC'd LD minute usage that has not been migrated to the Contractor's network within 200 calendar days from Contract Award.  The number of un-migrated minutes will be equal to the number of PIC'd LD minutes charged to SSC by the existing supplier, following the 200 calendar day deadline.	Total Credit = (\$0.02 per minute - Contractor's minute. termination rate) X number of un-migrated PIC'd LD minutes  If the above calculation is less than 0, the Service Delivery Credit will not apply.	No maximum credit level

**Table 7 – Service Performance Credits**

## 8.8 Table 8 - Service Performance Credit Example

### Example of Service Performance Calculations

#### LD Consolidation Service Credit for Major Incident:

Assuming the following Major Incidents:

1. Toronto Consolidation CIC+BTN PIC lost (**15,000 DNs**):
  - i. Major Incident starting at 04:00 Saturday 8 May 2021 and ending 06:05 8 May 2021.
    - Applicable time period = 125 minutes
2. Whitehorse Consolidation (**600 DNs**):
  - i. Major Incident starting at 03:00 Saturday 8 May 2021 and ending 04:00 8 May 2021; and
  - ii. Major Incident starting at 17:00 Monday 10 May 2021 and ending 20:05 10 May 2021.
    - Applicable time period = 60 minutes + 185 minutes = **245 minutes**

The LD Consolidation MSA Credit for this monthly billing period is:

$$((15,000 \text{ DNs} \times \$0.01 \times 100 \text{ minutes}) + (600 \text{ DNs} \times \$0.01 \times 245 \text{ minutes})) = \$14,700.$$

Note: Assuming the highest total monthly invoice amount for the last 6 monthly billing periods is \$500,000, the maximum monthly LD Consolidation MSA Credit allowed is (20% of \$ 500 000) = \$100 000.

### Example of Service Credit Calculations (continued)

#### LD No Re-PIC Action Credit:

Assuming the following:

1. **Three (3)** PIC DNs lose their PIC because the LEC has removed the long distance PIC of these DNs as a result of a LAS or PRI order; and
2. The Contractor does not issue a re-PIC order within 30 calendar days of being informed of the PIC loss, removal, or re-assignment.

The Re-PIC Action Credit for this monthly billing period is: (**3 DNs** X \$500) = \$ 1,500.

Note : The maximum LD No Re-PIC Action Credit allowed is \$ 50,000 per monthly billing period.

#### LD No PIC Action Credit:

Assuming the following:

1. A confirmed PIC DN or PRI/SIP accumulates LD from the LEC service provider on the local access billing, confirming the PIC was never established.
2. The Contractor does not complete a PIC order within the specified order timeframes.

The No-PIC Action Credit for this monthly billing period is \$500.00 per no pic.

Note : The maximum service credit allowed is \$ 5 000 per monthly billing period

**Table 8 – Service Performance Credit Example**

## 8.9 Table 9 – Monthly Invoice Sample Template

<b>[Contractor Name and/or Logo; and address]</b>	
Contractor Invoice #:	_____
Procurement Business Number (PBN):	_____
Service Description:	_____
SSC Contract Number:	_____
Billing Number:	_____
Billing Address:	_____
Billing Period:	_____
Invoice Date: _____	Invoice Due Date: _____
	<b><u>Amount</u></b>
Previous Month's Invoice amount:	_____
Payment Received:	_____
Billing/Payment Adjustment:	_____
Balance carried forward:	_____
Current Month's Usage Charges:	_____
Other Charges and Credits:	_____
Performance Service Credits:	_____
Total Invoice amount, taxes excluded:	_____
Interest on Overdue Account Charges:	_____
Total GST:	_____
Total HST:	_____
<b>Total Amount Due:</b>	_____

**Table 9 Monthly Invoice Template**

## 8.10 Table 10 – Usage Detail File Preferred Information in CSV

Note: File name must include: "LD"; Billing Date, Billing Number; and Contract Number	
Field Name	Description
Originating City	The full city name of the point of origin of the call
Originating Province	Originating call point Province when the call originates in Canada or US.
Originating Country	Originating Country call point (Mandatory when Province (or State) is not populated)
Originating Number (CLID)	Telephone number that initiated the call
Original Calling Number	In CIC+BTN locations the telephone number that the long distance originated from (the most important number). The actual number incurring the LD charge
Charge Number	The number used to identify where the LD charge is billed. For Centrex Consolidations, the number used for billing purposes. The original Called number and charge number must be provided in this scenario.
Terminating Number	Terminating telephone number -
Terminating City	The full city name of the call termination
Terminating Province	Terminating call point Province (or State) when the call terminates in Canada or US.
Terminating Country	Terminating country (Mandatory when Province (or State) is not populated)
Start Date and Time	Call Start date and time (EST ) YYYYMMDDHHMMSS
End date and Time	Call End date and time (EST ) YYYYMMDDHHMMSS
Actual Call Duration	The total number of seconds between Start time and End time.
Billable Call Duration	The total number of Billable seconds. The actual seconds rolled up to the next full 6 second increment.
Call Rate	The actual rate of the Call which will be used to validate the Call Code and will be validated against the contract – (implied 4 decimal)
Call Cost	Cost of the Call excluding Tax (implied 3 decimal)
Call GST	GST Cost of the Call – (implied 3 decimal) Right Justified NOTE: GST and HST cannot be charged on the same Call (Tax is based on the Call Origin)
Call HST	HST Cost of the Call – (implied 3 decimal) Right Justified. NOTE: GST and HST cannot be charged on the same call (Tax is based on the Call Origin)
Call QST	QST Cost of the Call – (implied 3 decimal) Right Justified. NOTE: QST and HST cannot be charged on the same call (Tax is based on the Call Origin)
Total Call Cost	Total Cost of the Call including Tax (implied 3 decimal)

**Table 10 - Usage Detail File**

## 8.11 Table 11 – Implementation and Other Delivery Requirements

Item ID #	Deliverables	Delivery Period
1	<p>The Contractor must provide:</p> <ul style="list-style-type: none"> <li>a) The name and contact details of the CSM;</li> <li>b) The name and contact details for the CIM responsible to manage the implementation of the Service;</li> <li>c) The name and contact details of the Contractor's single point of authority for engineering and design;</li> <li>d) The e-mail address for the CSD; and</li> <li>e) The local and the toll-free telephone numbers for the CSD.</li> </ul>	Within 5 working days from Contract Award.
2	<p>The CSM must chair a Project Kick-off Meeting with SSC. At this meeting, the Contractor must:</p> <ul style="list-style-type: none"> <li>a) Provide the Implementation Plan framework to the Technical Authority;</li> <li>b) Provide a project governance framework to the Technical Authority;</li> <li>c) Establish the schedule for recurring meetings with SSC functional primes; and</li> <li>d) Provide the CIM's resume supporting the contract requirements.</li> </ul>	During Project Kick-Off Meeting.
3	<p>The Technical Authority will provide the following data to the CSM:</p> <ul style="list-style-type: none"> <li>a) The most recent contact details for the Technical Authority and the Service Manager; and</li> <li>b) The list of names, codes and acronyms of departments and organizations authorized as users of the Service.</li> </ul>	During Project Kick-Off Meeting.
4	<p>The Technical Authority provides to the CSM its most recent:</p> <ul style="list-style-type: none"> <li>a) List of BTNs for consolidations that use the CIC+BTN method of routing; and</li> <li>b) List of all PIC DNs, PBX and VoIP PSTN Access PIC that must be migrated to the Service.</li> </ul>	Within 10 working days of the initial Project Kick-Off Meeting.

Item ID #	Deliverables	Delivery Period
5	The Technical Authority will provide to the CSM: a) The Incident Escalation levels within SSC; b) Its preferred schedule for implementing the Service; and c) The P2P and billing usage CSV file process teams working on the Service.	During the Project Kick-off Meeting.
6	The (CIM) must contact the Technical Authority and exchange full contact information for both the CIM and Technical Authority, including email address, postal address and phone number(s).	Within 10 working days from Contract Award.
7	The Contractor will record and issue Meeting Minutes for SSC review, comments and acceptance. These apply to all meetings between the Contractor and the Technical Authority.	Within 2 working days after each meeting or 1 working day before the next meeting, whichever is earlier.
8	The Contractor finalizes the Implementation Plan and requests approval from the Technical Authority.	Within 10 working days from the Project Kick-Off Meeting.
9	The Contractor holds an Implementation Kick-Off Meeting.	Within 5 working days of the Technical Authority's written Acceptance of the Implementation Plan.
10	The Contractor must update the Implementation Plan, including the Implementation schedule, following receipt of any changes accepted, in writing, by the Technical Authority.	Within 3 working days from receipt of SSC acceptance, in writing.
11	The Contractor must provide an Acceptance Test Plan as defined in this Contract.	Within 10 working days from the Project Kick-Off Meeting.
12	Unless directed otherwise in writing by the Technical Authority, the CSM must provide an Implementation Plan for any of the following: a) Add new consolidations to the Service; b) Add more than 200 DNs to the Service simultaneously; and c) Cutover to the Service, the long distance calling originated from a departmental PBX or VoIP switch PSTN access..	During the Contract period, within 10 working days of receipt of a Service Order or ESR from the Technical Authority

Item ID #	Deliverables	Delivery Period
13	The Contractor establishes the fully functional secure FTP site or secure web site, for the delivery of the Usage Detail Report monthly as applicable, supporting the Service requirements specified in this Contract. The Contractor must also provide the site access and authentication procedures to the Technical Authority.	Within 20 working days from Contract Award.
14	The Contractor provides to the Technical Authority: a) Time notation (24h or 12h AM//PM) for SM reports; b) A copy of its proposed Incident Reporting and Escalation Procedure for the Service; and c) A detailed description of its fraud triggers parameters and limits.	Within 20 working days from Contract Award, or whenever changes occur to the reports or procedures.
15	The Contractor provides to the Technical Authority: a) Service information applicable to the Service and elements in this Contract; b) Description of each field and column used in all Service Management Reports; and c) The start and end dates it intends to use for the monthly periods for: 1. the monthly billing period; and 2. each reports	Within 40 working days from Contract Award.
16	The Contractor must implement all existing LD services to the new Service.	Within 200 calendar days from Contract Award.

**Table 11 – Implementation and Other Delivery Requirements**

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## **9**      **Appendix List**

- 9.1**      Appendix A - LAS Consolidations
- 9.2**      Appendix B - CIC + BTN By Consolidation
- 9.3**      Appendix C - PIC DN List by Type & Quantity
- 9.4**      Appendix D - Canadian Volumetrics
  - 9.4.1      All CLID Canada – Canada
  - 9.4.2      CIC+ BTN Canada – Canada
  - 9.4.3      CLID Canada – Canada
- 9.5**      Appendix E - Canada-USA Volumetrics
  - 9.5.1      CIC+BTN Canada – USA
  - 9.5.2      CLID Canada – USA
- 9.6**      Appendix F - Canada – International Volumetrics
  - 9.6.1      CIC+BTN Canada – International
  - 9.6.2      CLID Canada - International