



Defense Information Systems Agency
Department of Defense

**PROCUREMENT GUIDE
FOR
TELECOMMUNICATIONS**

**V1
January 2017**



**Defense Information Technology
Contracting Organization**
Defense Information Systems Agency

UNCLASSIFIED

This page intentionally left blank.



Signature Page for Key Officials

Approved by:

DOUGLAS W. PACKARD
Procurement Services Executive
Chief, Defense Information Technology
Contracting Organization

24 January 2017

Date

ACKNOWLEDGEMENT

Information in this guide is established with the intent to cancel and replace DISA-DITCO Circular 350-135-1

Table of Contents

1. INTRODUCTION	1
2. POLICY	2
3. REFERENCES	2
4. ROLES AND RESPONSIBILITIES	2
5. POINT OF CONTACT	2
6. PROCUREMENT POLICY AND PRACTICES	3
6.1 Competition.....	3
6.2 Applicability of the Federal Acquisition Regulation (FAR) and Defense FAR Supplement (DFARS).....	4
6.3 Contracting by Negotiation.....	4
6.4 Single/Sole Source Justification.....	5
6.5 Inquiry/Quote/Order Procedures.....	5
6.6 Notices of Procedural Changes.....	6
6.7 Base Communications Acquisition Policy.....	6
7. RESPONSIBILITIES	7
7.1 Defense Information Technology Contracting Organization (DITCO).....	7
7.2 Status of Acquisition Messages (SAM).....	9
7.3 Defense Finance and Accounting Service (DFAS):.....	13
7.4 DISA/Resource Management (RM):	13
7.5 Mission Partners:	13
7.6 Technical Sufficiency	14
8. CONTRACTS.....	16
8.1 DISA Contracts.....	16
8.2 Non-DISA Contracts.....	18
8.3 Ordering Document.	19
9. ACQUISITION OF TELECOMMUNICATIONS.....	19
9.1 Procurement Action Lead Times.	19
9.2. Processing of Telecommunications Service Requests.	21
9.3. Requirements Within the United States.	22
9.4. Requirements Partially or Entirely Outside the United States.	22



- 9.5 Exception Principles 25
- 10. TARIFF MATTERS 26
 - 10.1 General..... 26
 - 10.2 Procedures and Responsibilities..... 26
 - 10.3 Relationship with Regulatory Authority..... 27
 - 10.4 Relationship With Communications Contractors..... 27
 - 10.5 Tariff Proceedings – Monitoring of Tariff Regulations..... 28
 - 10.6 Payment of Proposed or Disputed Rates..... 28
 - 10.7 U.S. Contractor/Telecommunication Providers..... 29
 - 10.8 Foreign Contractor/Telecommunication Providers..... 30
- 11. REPORTING REQUIREMENTS FOR CIRCUITS LEASED BY DITCO 30
 - 11.1 Purpose of Reports..... 30
 - 11.2 Reports to the Contractor..... 31
 - 11.3 Reports to DODIN Elements..... 31
 - 11.4 Completion Reporting..... 31
 - 11.5 Progress Reports..... 32
 - 11.6 Reports on Outages..... 32
- 12. BUDGET, FINANCIAL, AND REIMBURSEMENT PROCEDURES 40
 - 12.1 General..... 40
 - 12.2 Administrative Control of Funds..... 40
 - 12.3 Reimbursement..... 40
- 13. PROGRAM DESIGNATOR CODES 41
 - 13.1 General..... 41
 - 13.2 Purpose..... 41
 - 13.3 Responsibility..... 41
- 14. COMMUNICATIONS SERVICE AUTHORIZATION 44
 - 14.1 Description and Use..... 44
 - 14.2 Distribution..... 44
- 15. SECURITY 45
 - 15.1 General..... 45
 - 15.2 Classification of Contract Documents and Records..... 45



15.3 Industrial Security..... 46

APPENDIX A - DEFINITIONS..... 48

APPENDIX B - ACRONYM LIST..... 54

1. INTRODUCTION

The Defense Information Systems Agency (DISA), Procurement Services Directorate, Defense Information Technology Contracting Organization (DITCO) provides procurement support to satisfy the telecommunications requirements of the departments, agencies and offices (DAO) of the DOD and the other U.S. Government agencies (OGA) authorized by the Secretary of Defense. This acquisition guide establishes policy, assigns responsibility, and prescribes procedures for centralized procurement of individual commercial communications requirements through timely, quality, and ethical contracting. This guide applies to DITCO and to all activities receiving contracting support from DITCO. Unless specified otherwise, the acronym DITCO includes Headquarters (HQ) and all DITCO field activities. The DITCO home page can be accessed at: <https://www.ditco.disa.mil/Default.asp>.

a. Requirements for individual telecommunication services (including integrated equipment, installation, and maintenance), commercial internet services, wireless telecommunication services (e.g., cell phones, pagers, blackberry devices) and pre-priced telecommunication services/equipment requirements available under existing Indefinite Delivery Indefinite Quantity (ID/IQ) contracts and Basic Purchase Agreements (BPAs) shall be submitted to DITCO via the DISA Direct Storefront (DDSF) applications at <https://www.disadirect.disa.mil/login/asp/login.asp>. Telecommunications Service Requests (TSRs)/Telecommunications Service Orders (TSOs) with valid Program Designator Codes (PDCs) are the only authorized customer requirements and funding documents for the aforementioned telecommunications requirements.

b. Requirements for hardware, software, services, networks and systems (including telecommunications) that require an acquisition package consisting of a statement of objective, statement of work, or performance work statement, quality assurance surveillance plan, equipment/material list, evaluation plan, section 508 determinations, independent government cost estimate, etc.) shall be submitted via the DITCO Information Technology & Telecommunications Acquisition Package Submission & Ordering Guide website at https://www.ditco.disa.mil/contracts/IT_instruct.asp. The only authorized funding documents to accompany an acquisition package are a Military Interdepartmental Purchase Request for DOD customers, or an Interagency Agreement for non-DOD customers. TSRs/TSOs and PDCs are not authorized acquisition nor funding documents for procurement actions requiring acquisition packages.

c. This acquisition guide does not address policy, procedures and responsibilities associated with the procurement of complex, high-dollar acquisitions of commercial communication systems, networks, or equipment only requirements involving acquisition packages.

2. POLICY

- a. DISA is the DOD focal point for the acquisition of long-haul telecommunications and will procure commercial communications required by the Departments, Agencies, and Offices (DAOs) and Other Government Agencies (OGAs).
- b. The DAOs and OGAs will process telecommunications requirements to DITCO in accordance with DISA Circular 310-130-1, Submission of Telecommunications Service Requests.

3. REFERENCES

- a. Inquiry/Quote/Order Acquisition Deskbook
<https://www.ditco.disa.mil/hq/deskbooks.asp>.
- b. DISA Circular 310-130-1, Submission of Telecommunications Service Requests
https://disa.deps.mil/ext/resource/disa_publications_issuances/DISA%20Instructions/Forms/300%20View.aspx
- c. Allied Long Lines Agency (ALLA) Handbook
<https://nhqc3s.hq.nato.int/SpectrumOps/Docs/ALLA/Handbook-EN.pdf>

4. ROLES AND RESPONSIBILITIES

The basic administration, reporting, and financial responsibilities and procedures associated with communications services contracted by DITCO are contained within this guide. It is the responsibility of the individual DAO/OGA, hereinafter referred to as “Mission Partner”, to become familiar with this procurement guide.

5. POINT OF CONTACT

Procurement Services Directorate, Policy and Procedures Division, at
disa.meade.PLD.list.pl21@mail.mil.

6. PROCUREMENT POLICY AND PRACTICES

6.1 Competition.

a. DITCO will contract for commercial communications on a competitive basis to the maximum extent practicable. Principal exceptions are as follows:

(1) When justification furnished by the mission partner to the DITCO Contracting Officer (KO) substantiates limiting the acquisition to a single or sole source.

(2) When a specific category of service has been approved by Class Determination and Findings (D&F) (FAR 1.7).

(3) When a follow-on acquisition to an existing network, system, or multipoint circuit requires that the same contractor must be used to preserve network, system, or circuit integrity. The justification and requirement for maintaining integrity of the service must clearly show why only the incumbent contractor can assure the required integrity. An unsupported statement that "single source is required because of system integrity" will not justify the request for sole source contracting.

(4) When only one commercial carrier is franchised, licensed, or otherwise authorized to provide service within a specified geographical area; i.e., is the sole source of supply.

(5) When the obligation is less than \$3,500 and the tariffs of the carriers have been treated as proposals, the order may be placed with the carrier having the filed tariff determined to be most advantageous to the Government.

(6) When the requirement is less than \$3,500 and is non-tariffed, it is considered a micro-purchase within the meaning of FAR 2.101 and may be accomplished without securing competitive quotations if the prices are considered to be reasonable.

b. While commercial communications are frequently acquired from a single entity, necessary terminal equipment may be acquired from separate contractors when it is operationally desirable or cost effective to do so. When evaluating the desirability of connecting Government Furnished Equipment (GFE) to services leased from commercial carriers, or other contractors, consideration should be given to such factors as system integrity, maintenance capability, and response time, as well as cost differences.

6.2 Applicability of the Federal Acquisition Regulation (FAR) and Defense FAR Supplement (DFARS).

DFARS Subpart 239.74 applies to the acquisition of telecommunications services. Contracts/orders for telecommunications services shall not extend beyond 10 years from the contract effective date, including the implementation period. The contract effective date and expiration date shall be stated in the contract. Upon expiration, services cannot continue unless another contractual arrangement is made. Orders issued against Indefinite Delivery type contracts per FAR Subpart 16.505 shall be within the period of performance of the contract. FAR Subpart 16.702 describes the application for basic agreements that are used within the Inquiry/Quote/Order (IQO) procurement process. Orders issued under the IQO process may be subject to rates increases governed by government regulatory bodies through tariffs held by prime contractors. The current regulations, practices, and decisions of the Federal Communications Commission (FCC) or other appropriate regulatory body concerning accounting practices, cost principles, and rates will be complied with, subject to judicial appeal through normally established channels. When no regulatory body exercises jurisdiction or where there is no cognizant regulatory body, the general practices of the telecommunications industry will be followed to the extent practicable.

6.3 Contracting by Negotiation.

a. The generally accepted method of contracting for commercial communications is by negotiation. Contracts are accomplished through the issuance of delivery orders against General Services Administration (GSA) Federal Supply Schedules (FSS); or special contracts competitively negotiated. Contracts are also accomplished through stand-alone purchase orders incorporating basic agreements. These contracts will contain Communications Service Authorization (CSA) numbers for billing purposes.

b. Formal negotiations between DITCO and prospective prime contractors will be conducted whenever appropriate to establish the rates, terms and conditions for services in clear and concise contract terms, including the method to be used to define the resulting obligation of the government. The following illustrate situations normally requiring formal negotiations:

(1) Services, facilities, or charges beyond the ordinary, such as those that require special construction, special assembly, or the payment of contingent charges for cancellation or termination.

(2) Estimated rates to be determined pending the issuance of a tariff.

(3) Establishment of basic agreements with prime contractors.

(4) Establishment of indefinite delivery-type contracts to order, on a continuing basis, equipment purchased and services utilized throughout the communications community.

c. Competitive inquiries and solicitations will contain criteria for award, and the award will be decided by those criteria. The award will be made to a responsive and responsible offeror based on Lowest Price Technically Acceptable evaluation criteria.

6.4 Single/Sole Source Justification.

When the mission partner has cogent reasons for restricting the source of services and supply to a single/sole source contractor, the mission partner shall submit a justification for other than full and open competition. A template of this document can be located at https://www.ditco.disa.mil/contracts/IT_instruct.asp under enclosure 12a. The justification must contain adequate rationale to substantiate a single/sole source contract. The determination as to the adequacy of the justification for single/sole source contracting rests with the DITCO KO.

6.5 Inquiry/Quote/Order Procedures.

Mission partners shall submit requirements for telecommunications services to DISA in the formats prescribed in DISA Circular 310-130-1. Before placing an order for service, DITCO must determine the charges and determine the order effective and expiration dates. The Inquiry/Quote/ Order (IQO) procedure is the accepted method for obtaining quotations and awarding contracts to contractors that have already negotiated basic agreements with DITCO.

a. Inquiry. The Inquiry only contains TSR/TSO information necessary for the contractor to provide a quote. Government-only information is not included. The parts that pertain to the contractor are in Section 1.D, Section 3 (CCI or demark locations) and Section 5 under unique install facts or instructions. Mission partners may obtain copies of inquiries released to industry from the Federal Business Opportunities web site www.fbo.gov. Registration is required.

b. Quote. Contractors solicited will prepare and submit a quotation to DITCO based on the requirement for service stated in the inquiry. Each element (line item) of service will be identified by nomenclature and cost, with appropriate explanations for non-tariffed charges. The capability to meet the requested service date will be stated. DITCO reserves the right to obtain a technical evaluation from the mission partner on complex requirements.

c. Order. A DITCO KO will issue an order for service incorporating a basic agreement to the contractor selected after:

(1) Comparing the quotation(s) with the requirement and noting that the company is prepared to provide the desired service on the desired, or other mutually acceptable, date.

(2) Ascertaining that each element of service reflects a charge computed in accordance with tariffed or published rate(s) that have otherwise been determined to be

reasonable. The order must also be within a maximum dollar amount specified in the TSR/TSO, which includes all applicable fees.

d. Verbal Orders will be given by the DITCO Contracting Officer in extreme emergencies and will be confirmed in writing within 2 working days.

e. Quotations received by DITCO that include charges or costs in a foreign currency will be evaluated at the current exchange rate obtained from OANDA web site (www.oanda.com).

6.6 Notices of Procedural Changes.

DITCO issues Notices to Contractors to inform contractors (and prospective contractors) of new contracting policies and changes to existing policies and procedures. The changes may affect contractors directly or indirectly and may be either directed by higher authority or generated by DITCO.

6.7 Base Communications Acquisition Policy.

DITCO will acquire commercial communications in support of telecommunications requirements for the DOD and for other governmental entities as directed by the Secretary of Defense. Commercial communications may be broadly divided into two categories; base communications and long-haul telecommunications. Limitation of resources for base communications acquisitions dictates that only a portion of the base communications required by DITCO mission partners can be acquired by DITCO. Guidelines for the acquisition of base communications are as follows:

a. DITCO will contract for:

(1) Private Line Services or equivalent services. For the purpose of this policy, such services do not include local distribution circuits between Government Furnished Equipment (GFE) and the user.

(2) Exchange services and data processing equipment or facilities that function as an integral part of communications systems and networks contracted by DITCO.

(3) Long-haul telecommunications

(4) Presidential communications and the communications requirements of other dignitaries as specified by the Secretary of Defense.

(5) Base communications as directed by HQ, DISA.

(6) Satellite Communications and Mobility related equipment and associated services.

b. DITCO will not contract for:

(1) Terminal equipment that is clearly not ancillary to the associated Private Line Services or equivalent services, such as computers whose primary purposes are to perform data processing rather than communications functions; or terminating equipment that may access Private Line Services or equivalent services which are used primarily for base or tactical communications.

(2) Office equipment and other data processing equipment not an integral part of a communications system or network contracted by DITCO.

(3) The services of individuals, operation and management of facilities, research and development efforts, and other noncommercial communications.

c. When requests for contracting by DITCO are received that cannot be identified as falling within the guidelines stated herein, or when extenuating circumstances indicate that there may be justification for an exception, DITCO will request guidance from the DISA Operations Center. Such actions will contain an assessment of the resources required to satisfy the unique requirement and such follow-on requirements, proposed method of acquisition, other pertinent factors, and recommendations.

7. RESPONSIBILITIES

7.1 Defense Information Technology Contracting Organization (DITCO).

The Chief, Defense Information Technology Contracting Organization (DITCO), Procurement Services Directorate, is responsible for the procurement of global net-centric capabilities for commercial communications for mission partners and other communications services as directed by the Director, DISA. DITCO HQ is located at Ft. George G Meade, MD and includes multiple field organizations providing multiple procurement services. Specific responsibilities for these activities are outlined below:

a. DITCO Scott at Scott AFB, IL: DITCO Scott is responsible for the procurement of commercial Information Technology (IT) services and equipment required by DOD agencies and other U.S. Government agencies. DITCO Scott's procurement responsibility is worldwide in scope. This responsibility includes all leased telecommunications extending between CONUS and OCONUS locations.

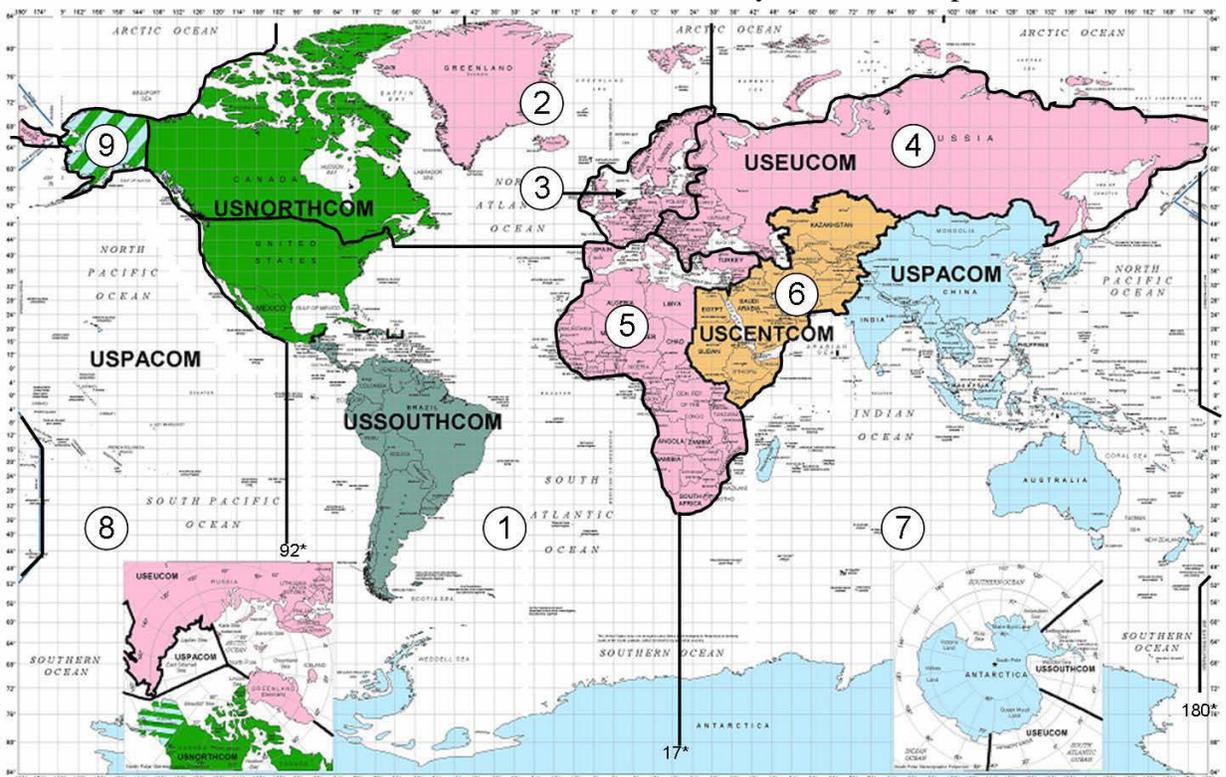
b. DITCO Europe, at Patch Barracks Army Base in Stuttgart, GE: DITCO Europe is responsible for the procurement of commercial IT, facilities, equipment, and all leased telecommunication services for DOD (i.e., USEUCOM, USCENTCOM and USAFRICOM) and other U.S. Government agencies within or between Department of Defense Information Networks DODIN areas 1, 2 (Greenland and Iceland), 3, 4, 5 (Azores) and 6 (See Exhibit 1 below for map of areas).

c. DITCO-National Capital Region (DITCO-NCR), at Ft. George G. Meade Army Base in MD. DITCO-NCR plans, awards and administers contracts for information technology services for DISA mission partners located within the National Capital Region. DITCO-NCR also procures classified telecommunications and information technology services for DISA mission partners world-wide.

d. DITCO Pacific, at Naval Station Pearl Harbor in HI. DITCO Pacific is responsible for the procurement of facilities, equipment and all leased telecommunication services required for the support of DOD, U.S. Pacific Command, and other U.S. Government agencies within or between specific Commands in Areas 7 and 8 and 9 (See Exhibit 1 below for map of areas).

DITCO serves as the single point of contact with contractors on all matters pertaining to provisioning of services ordered, and modifications thereto. This does not preclude the users and their representatives from coordinating directly with a contractor on such matters as circuit installation, service interruptions, service complaints, and failure to maintain technical sufficiency as ordered by the DITCO KO. However, such activities must exercise caution to ensure that neither recurring or non-recurring charges are incurred, and that the DITCO contracts will not require modifications, as a result of such discussions. User should contact the DITCO KO whenever there is an issue with the contractor's ability to adhere to the contract provisions. These include, but are not limited to: service availability, service install date, technical parameters (both initial test and acceptance and maintenance/performance, coordination of maintenance/authorized service interruptions, invoicing, etc.).

Exhibit 1 -Defense Communications System Area Map



7.2 Status of Acquisition Messages (SAM)

a. DITCO sends Status of Acquisition Messages (SAMs) to all addressees identified in communication requirements (i.e., TSRs/TSOs). SAMs will be initiated multiple times during the procurement and implementation phases of each requirement. DITCO will issue a SAM within three (3) working days of the following milestones:

(1) An automated SAM will be issued by DITCO’s Integrated Defense Enterprise Acquisition System (IDEAS) procurement system to confirm receipt of the initial TSR/TSO and all associated amendments. The REMARKS paragraph will contain a statement similar to the following:

20. REMARKS: RECEIPT NOTIFICATION FOR TSO J51800/BJ11-01/TSR DA25MAR155362 HAS BEEN RECEIVED BY IDEAS AND WILL BE REVIEWED SHORTLY. YOU WILL BE NOTIFIED IF ADDITIONAL INFORMATION IS REQUIRED. IF YOU DO NOT RECEIVE ANOTHER SAM WITHIN TWO WEEKS, YOU SHOULD FOLLOW UP WITH THE CONTRACTING OFFICE.

(2) Upon review of the TSR/TSO it may be determined that an amended requirement with additional or corrected information concerning the communications requirement is

required from the TSR/TSO initiating activity. Explanations associated with any of these topics below will be addressed in the REMARKS paragraph.

- (a) Contract number missing
- (b) Incorrect Service dates/lead-time
- (c) No GIG Waiver Reference
- (d) DITCO Overhead Fee Incomplete
- (e) Erroneous CLINs/SLINs/Pricing
- (f) Missing CLINs/SLINs/Pricing
- (g) Insufficient funding MRC/NRC
- (h) Insufficient funds for O/T & Expedite
- (i) Agency Hierarchy Code (AHC) not registered
- (j) Purpose unclear
- (k) Missing LAFO/AFO
- (l) No Cost threshold
- (m) No PDC Funding Authorization
- (n) No Location Street Address
- (o) No Physical Mailing Address
- (p) Inaccurate Commercial Denmark Address
- (q) Wrong Customer POC Information
- (r) Missing CFA (Carrier Facility Assignment) Routing info
- (s) Use of two PDCs unclear
- (t) Technical Issues
- (u) Other

(3) Upon issuance of a solicitation to industry requesting a price quote. This includes all amendments to solicitations that impact the quote due date as outlined in paragraph 18 of the SAM.

(4) Upon issuance of an order to a contractor. This includes all modifications to the orders that impact the ordered service date as outlined in paragraph 12 of the SAM.

(5) Upon notification from the contractor that a contracted service date is in jeopardy. All jeopardy information will be addressed in paragraph 13 (and continued in paragraph 20 of the SAM if additional document space is needed).

(6) Upon notification from the contractor that a contracted service has been completed. A contractor completion date will be addressed in paragraph 14 and will constitute the final SAM on the requirement.

The format and content of a sample SAM is shown in Figure 7-1.

FM DISA.SCOTT.DITCO.MBX.DITCOATD@MAIL.MIL
TO ZEN USFF_SUFF_NAVCYBERFOR_N86_NCMO_BRM@NAVY.MIL BT
UNCLAS
SUBJ: STATUS OF ACQUISITION MESSAGE (SAM) 15065 1028 900/065/DEP/DE
REF: A. NOTIFICATION SENT FROM IDEAS
1. TSO NBR:
2. TSR NBR: NA11AUG146602 RFS NBR:
3. TSP AUTHORIZATION CODE:

4. TYPE ACTION: RE-AWARD
5. CCO/CMO/ACCEPTING ACTIVITY/TEL: CCO GEOGRAPHICAL LOCATION CODE: N LONDON DON STATE COUNTRY CODE: 09 COMMERCIAL: (860) 555-5499 DSN: (312) 555-5499
6. DITCO CONT OFC POC/TEL: JOHN DOE, JOHN.DOE@FAKEMAIL.MIL; 618-555-9379
7. CCSD/TRUNK ID:
8. PDC: CBC3NA
9. CSA NBR(S): GRAN000051EBM /CKT NBR(S): 5185836427
CONTRACT/BPA NBR: TO BE ASSIGNED /BASIC AGREEMENT NBR:
HC1013-14-H-0052 HC1013-15-M-0379
10. ORDER ISSUED: 19 FEB 15
11. REQ COMMERCIAL/GFE SERVICE DATE: 20 NOV 14
12. ORDERED/CONTRACTED SERVICE DATE: 05 MAR 15
13. JEOPARDY INFO: NA
14. CONTRACTOR COMPLETION DATE: 23 FEB 15
UNLESS NOTIFIED BY THE CCO/CMO OR AUTHORIZED AGENCY REPRESENTATIVE WITHIN 72 HRS, THE CONTRACTOR COMPLETION DATE WILL BE USED TO COMPUTE THE START DATE.
15. CONTRACT EXPIRATION DATE: 18 FEB 20
16. CONTRACTOR MRC: 37.07 CONTRACTOR NRC: 0.00
17. EST USAGE MRC: 0
18. INQUIRY ISSUED: 19 AUG 14 QUOTE DUE: 03 SEP 14
19. CONTRACTOR: GRANITE TELECOMMUNICATIONS, LLC - 39NE4
TROUBLE REPORTING TEL: TO BE ASSIGNED
20. REMARKS:

FIGURE 7-1. SAMPLE STATUS OF ACQUISITION MESSAGE

b. SAMs will be issued as EXPIRATION NOTICES under the IQO process and orders under designated GSA Schedules and BPAs within the IDEAS process. IDEAS requires utilization of CLIN/SLINs for MRC/NRC amounts with individual periods of performance (PoP) (i.e., PoP From/PoP To) dates. The IDEAS process identifies contract expiration dates based on the estimated service life in the TSR/TSO requirement. If no action is taken prior to the expiration date the CLIN/SLINs will expire and the CLIN/SLINs pricing information will be de-obligated from the DISA accounting system. This will result in non-payments to contractors, contractors discontinuing service due to the non-payments and dissatisfied mission partners. This emphasizes the need for issuance of timely REAWARD or DISCONTINUE TSR/TSO's.

c. The IDEAS process is programmed to generate tasks for the release of up to 6 SAMs at various time intervals reflecting EXPIRATION NOTICE as the type action in paragraph 4 and specific information in the remarks paragraph. Five separate notifications as outlined below are programmed to be issued during the final 12 months leading up to the CSA expiration date, as well as a final notification on the actual expiration date.

- 12 and 9 months prior to expiration date: *THE COMMUNICATIONS SERVICE AUTHORIZATION (CSA) ORDER NUMBER IN PARAGRAPH 9 ABOVE EXPIRES ON THE DATE IDENTIFIED IN PARAGRAPH 15. SUBMISSION OF A REAWARD TSR/TSO TO DITCO IS REQUIRED WITHIN 60 DAYS TO INITIATE RE-PROCUREMENT ACTION TO AVOID DISCONNECT OF THIS CIRCUIT. IF SERVICE IS NO LONGER REQUIRED, REQUEST DISCONTINUE TSR/TSO BE ISSUED ACCORDINGLY.*
- 6 and 4 months prior to expiration date: *THE COMMUNICATIONS SERVICE AUTHORIZATION (CSA) ORDER NUMBER IN PARAGRAPH 9 ABOVE EXPIRES ON THE DATE IDENTIFIED IN PARAGRAPH 15. THE SUSPENSE DATE FOR SUBMISSION OF A REAWARD TSR/TSO TO DITCO TO INITIATE RE-PROCUREMENT ACTION OF THIS CIRCUIT IS PAST DUE. PAYMENT OF CONTRACTOR CHARGES FOR THIS CIRCUIT WILL CEASE UPON CONTRACT EXPIRATION LEADING TO DISCONNECT OF THE CIRCUIT. THEREFORE, IT IS IMPERATIVE YOU SUBMIT A REAWARD TSR/TSO, OR DISCONTINUE TSR/TSO IF SERVICE IS NO LONGER REQUIRED, TO DITCO IMMEDIATELY TO PRECLUDE UNINTENDED LOSS OF THE CIRCUIT.*
- 2 month prior to expiration date: *THE COMMUNICATIONS SERVICE AUTHORIZATION (CSA) NUMBER IN PARAGRAPH 9 ABOVE EXPIRES ON DATE IDENTIFIED IN PARAGRAPH 15. SINCE DITCO HAS NOT RECEIVED A REAWARD TSR/TSO, PAYMENT OF CONTRACTOR INVOICES FOR THIS CIRCUIT WILL CEASE EFFECTIVE ON THE EXPIRATION DATE AND THE CIRCUIT WILL BE DISCONNECTED DUE TO NON-PAYMENT. TO AVOID LOSS OF SERVICE, IT IS ESSENTIAL THAT A REAWARD TSR/TSO BE SUBMITTED TO DITCO IMMEDIATELY. IF SERVICE IS NO LONGER REQUIRED, REQUEST A DISCONTINUE TSR/TSO BE ISSUED IMMEDIATELY AS 30 DAYS NOTICE TO THE CONTRACTOR IS REQUIRED.*
- Expiration date: *THE COMMUNICATIONS SERVICE AUTHORIZATION (CSA) ORDER NUMBER IN PARAGRAPH 9 ABOVE EXPIRED ON THE DATE IDENTIFIED IN PARAGRAPH 15 AND THE CIRCUIT HAS EITHER BEEN DISCONNECTED OR DISCONNECT IS IMMINENT.*

7.3 Defense Finance and Accounting Service (DFAS):

The Defense Finance and Accounting Service (DFAS) performs all accounting and financial functions involved with the receipt of invoices from the contractors with whom DITCO does business (including outage credits) including payment of contractor invoices.

7.4 DISA/Resource Management (RM):

The Resource Management (RM) Directorate provides financial reports via the Telecommunication Services Enterprise Acquisition Services (TSEAS) Inventory and Billing Information (TIBI) to mission partners served by DITCO. DISA's TIBI application provides mission partners the ability to access up-to-date Telecom and Information Technology (IT) inventory and billing information. TIBI is an intuitive, easily accessible web-based tool that provides current and historical information for Telecom and IT services. This capability allows DISA's mission partners to closely monitor their services, lease inventory, and charges incurred. TIBI is available at DISA Direct <https://www.disadirect.disa.mil/products/asp/welcome.asp>. See chapters 12 and 13 for further information on budget, financial, reimbursement procedures and program designator codes (PDCs).

7.5 Mission Partners:

The mission partners receiving communications contracting support from DITCO shall:

- a. Designate points of contact to serve as the single point of contact with DITCO on matters related to the telecommunications requirements.
- b. Budget, fund, certify, and obligate for their communications services acquired by DITCO in accordance with the provisions of Chapter 12.
- c. For Commercial Satellite Communications (COMSATCOM) services acquired by DITCO mission partners shall ensure that all Host Nation Agreement (HNA) requirements for radio spectrum operations in foreign nations are disclosed to DITCO to ensure the agreements are included in the resultant task order/contract. If applicable, DITCO will solicit and procure COMSATCOM services that will or may require HNA(s) services during the life of the task order/contract for each affected host nation. Typical services may include, but are not limited to: host nation approvals, landing rights, operating agreements, site licenses, and frequency clearances.
- d. Establish procedures to identify, during the planning cycle, the requirements for, and the constraints (if any) applicable to, the acquisition of leased services. Requirements for networks, systems, and services which will involve special construction, special assemblies, or sole source or single source contracts should be coordinated with DITCO prior to the issuance

of the TSR, if possible, to assure that the method of acquisition is fully justified and will result in the implementation, operation, management, and control desired by the mission partner.

e. Establish procedures for maintaining quality control of circuits, facilities, and services acquired by DITCO and for reporting unscheduled interruption of these services to both the contractor for restoration purposes and to DITCO as specified in Chapter 11.

f. Advise DITCO and other appropriate DISA action agencies of circumstances that could jeopardize the service date or otherwise affect the conditions of service for individual requirements. For example, these circumstances include, but are not limited to: delays in government construction and support facilities such as power, HVAC and facility certifications i.e., SCIFs), permits, approvals, funding, Host-Nation approvals/delays, weather, etc.

g. Issue the policies and procedures contained herein to subordinate and supported activities, as appropriate: to assure uniform understanding and adherence.

7.6 Technical Sufficiency

a. All activities participating in providing commercial communications must cooperate to establish the service in accordance with the technical parameters specified in the TSR or TSO. The responsibilities of the U.S. Government and the prime contractors are:

(1) For private line or equivalent services provided in their entirety by regulated carrier facilities or predominantly by regulated carrier facilities, the prime contractor will be responsible for ensuring the technical sufficiency of the service on an end-to-end basis in accordance with the DITCO contract order, including connecting facilities provided by arrangement between domestic, international, and foreign carriers and prime contractors. When feasible the responsibility, insofar as any Government-owned segments are concerned, will be as follows:

(a) The U.S. Government will engineer the service on an end-to-end basis and will provide the prime contractor with the engineering criteria necessary to engineer the lease segments to condition the Government owned segment(s) to meet the overall transmission requirement.

(b) The Government and the prime contractor will establish a demarcation point for determining the responsibility for service restoral, to include trouble-shooting.

(c) The prime contractor will perform all testing and other actions necessary to maintain the continuity and quality of service on the lease segment(s) of the circuit. This testing will be accomplished after release of the circuit by the appropriate DODIN technical control facility (TCF), or if the circuit does not transit a TCF, after release by the user. The prime contractor has no responsibility beyond the demarcation point unless specifically stated in the TSR/TSO as unique installation factors and included in the contract. If the service does not meet performance specifications, the Communications Control Office (CCO)/Communications

Management Office (CMO) has the responsibility to initiate trouble-shooting and determine if the problem is on the government or leased portion of the circuit. If the problem is on the leased portion, the CCO/CMO will log out the circuit with the prime contractor/telecommunication provider.

(d) When the prime contractor representative(s) refuse to engineer, test, or accept end-to-end technical sufficiency through any Government-owned segments, the government must perform such functions in accordance with paragraph (2) below. Examples where this might occur are in sole source situations or where all competitive prime contractors decline to accept end-to-end responsibility. The prime contractor is responsible for service between the demarcation points. If the government provides a portion of the path within the commercial portion (such as on-base fiber) the prime contractor and government must agree to outage and trouble-shooting responsibilities via a service level agreement or other written agreement.

(2) When facilities are predominantly Government owned but contain prime contractor-provided segment(s), the Government will be responsible for ensuring the technical sufficiency of the service on an end-to-end basis. The responsibility, insofar as the prime contractor-provided segment(s) are concerned, will be as follows:

(a) The prime contractor(s) will provide, install, and maintain the equipment necessary to condition and terminate the leased segment(s) in accordance with the contract order, except when the Government specifies that Government-furnished equipment will be provided at the Government-owned terminal.

(b) The Government and the prime contractor(s) will establish demarcation points for determining the responsibility for service implementation, trouble-shooting and restoral. The demarcation point will be designated in the TSR or TSO, and will be made a matter of record in the order or contract.

(c) The CCO/CMO or other designated government entity will control all testing and other actions necessary to maintain the continuity and quality of service on an end-to-end basis without regard to the demarcation points. The government will test leased segment(s), if feasible, in coordination with the control office(s) designated by the prime contractor(s) awarded the contract(s).

b. International communications services present unique problems regarding technical sufficiency.

(1) The prime contractor/telecommunication provider receiving an award is assigned the role of overall coordinator and is responsible for assuring the technical sufficiency of the end-to-end service between all leased terminal demarcation points. Technical sufficiency is defined as a condition which exists when International Private Line Services provided in their entirety by carrier facilities, or by any combination of carrier and government-owned facilities, are engineered, configured, installed, conditioned, tested, and maintained on an end-to-end basis in a manner that meets the communications requirement described in the contract. The service

may be provided solely by the prime contractor/telecommunication provider receiving the order or may, for some portion(s) of the end-to-end service, require the facilities of another contractor, a foreign correspondent or a domestic contractor. The prime contractor/telecommunication provider is responsible for circuit testing and adjustments required to condition the circuit to meet the specified conditioning and for maintaining the specific conditioning after activation in accordance with the technical requirements identified in the circuit contract order.

(2) Communications services between foreign countries are not normally acquired with end-to-end technical sufficiency. The prime contractor/telecommunication provider is responsible for circuit demark to demark as identified in the TSO and contract. The prime contractor/telecommunication provider may have sub-contractors who provide portions in other countries, but prime contractors/telecommunication providers are ultimately responsible. In the case of half-circuits (when there are two prime contractors/telecommunication providers), each prime contractor/telecommunication provider is responsible for their portion and responsible for coordination with the connecting contractors/telecommunication providers. The CCO/CMO is responsible for coordinating all trouble-shooting and maintenance actions that may impact user service.

8. CONTRACTS

8.1 DISA Contracts.

a. Basic Agreements.

(1) Basic agreements are widely used in conjunction with contract orders to facilitate the acquisition of commercial telecommunications services and ancillary equipment. Generally, basic agreements are executed with companies that agree to provide telecommunications services and ancillary equipment to the Government on an end-to-end basis. Basic agreements may be executed with other companies when determined to be in the best interest of the Government. A basic agreement is not a contract. It is a written instrument of understanding, negotiated between a contracting activity (i.e., DITCO) and a contractor that (1) contains contract clauses applying to future contract orders between the parties during its term and (2) contemplates separate future contract orders that will incorporate the required and applicable clauses agreed upon in the agreement reference. The contract order will consist of a 13 digit procurement instrument identification number as outlined in paragraph b.(2) below, incorporate the basic agreement within each applicable contract order by reference and will also include a CSA number.

(2) To accommodate the acquisition of commercial telecommunications services and ancillary equipment, DITCO will execute, to the extent practicable, basic agreements as prescribed by FAR 16.702, <http://farsite.hill.af.mil/vffara.htm>. DITCO basic agreements with foreign companies in the European theater are accomplished by DITCO-Europe. The mission partners may incorporate the DITCO basic agreements into commercial long haul telecommunications circuit services and ancillary equipment procurements for which they have

contracting authority and responsibility. DITCO does not normally establish a basic agreement with a company until required for the acquisition of telecommunications services and ancillary equipment from that company.

(3) Basic agreements will not be used in any manner to restrict competition. The fact that a company, either a regulated communications carrier or a non-regulated contractor, does not have a DITCO basic agreement is not a basis for excluding that company from being considered for award. Upon selection for award the Contractor will complete, sign, and return the basic agreement to DITCO so that it may be incorporated into the award.

(4) DITCO basic agreements will be identified as follows:

(a) DITCO Scott. The prefix "HC1013", the last two digits of the fiscal year in which the basic agreement was established, letter "H", four-digit serial number (e.g., HC101317H0001).

(b) DITCO Europe. The prefix "HC1021", the last two digits of the fiscal year in which the basic agreement was established, letter "H", four-digit serial number (e.g., HC102117H0001).

(5) Upon execution by the company representative and the applicable DITCO KO, DITCO basic agreements will be filed in the contract file. An electronic copy will be sent to the company representative.

b. Contracts.

(1) Contracts are complete contractual instruments containing prices, delivery terms, general contractual provisions, special terms, and clauses unique to that individual contractual action. The terms and conditions stated in the contracts are normally agreed upon through negotiation between DITCO and the successful contractor. Contracts may be modified or canceled only by the DITCO KO. Orders for services may not be placed against DITCO contracts by the mission partner's organization unless specifically provided for in the contract. It is DITCO's practice/procedure to retain administration of all DITCO awarded/managed contracts. Certain specific functions may be delegated in writing to a Contracting Officer's Representative (COR) within the mission partner organization.

(2) DITCO contracts will be identified as follows:

(a) DITCO NCR. The prefix "HC1047", the last two digits of the fiscal year in which the contract was established, the appropriate single digit contracting instrument identifier included in the Procurement Instrument Identifier (PIID) (as defined in DFARS Subpart 204.16), <http://farsite.hill.af.mil/vfd fara.htm>, four-digit serial number (e.g., HC104717X0001).

(b) DITCO Scott. The prefix "HC1013", the last two digits of the fiscal year in which the contract was established, the appropriate single digit contracting instrument identifier

included in the Procurement Instrument Identifier (PIID) (as defined in DFARS Subpart 204.16), four-digit serial number (e.g., HC101317X0001).

(c) DITCO Pacific. The prefix “HC1019”, the last two digits of the fiscal year in which the contract was established, the appropriate single digit contracting instrument identifier included in the Procurement Instrument Identifier (PIID) (as defined in DFARS, Subpart 204.16), four-digit serial number (e.g., HC101917X0001).

(d) DITCO Europe. The prefix “HC1021”, the last two digits of the fiscal year in which the contract was established, the appropriate digit contracting instrument identifier included in the Procurement Instrument Identifier (PIID) (as defined in DFARS Subpart 204.16), four-digit serial number (e.g., HC102117X0001).

(3) Upon execution by the company representative and the DITCO KO, DITCO contracts will be filed in the contract file and distributed as follows:

(a) DITCO Office of Primary Responsibility (OPR). The original DITCO contract will be maintained by the DITCO OPR.

(b) Contractor. A “duplicate original” of the DITCO contract will be provided to the contractor by the DITCO OPR.

(c) Additional copies may be obtained through the Electronic Document Access (EDA) website, <http://eda.ogden.disa.mil/>.

8.2 Non-DISA Contracts.

a. As a general rule, mission partner contracts will continue to be administered by the responsible DITCO field office until completion.

b. DITCO will use mandatory GSA sources of supply in accordance with the provisions of the public law, FAR, and applicable schedules to the maximum practical extent to acquire telecommunications equipment, facilities, and services.

c. Where GSA sources are not mandatory or are not established with a contractor supplying the telecommunications equipment or service required or when it is more advantageous for the DOD to negotiate a separate contract, DITCO will negotiate such contracts in accordance with the applicable provisions of the FAR. Competition will be obtained to the maximum extent practicable.

8.3 Ordering Document.

a. Telecommunication services shall be ordered utilizing the electronic equivalent of a DD Form 428, Communication Service Authorization (CSA), when establishing an Inquiry, Quote, Order (IQO) contract; or placing an order against an Indefinite Delivery/Indefinite Quantity (IDIQ) contracts or a Blanket Purchase Agreements (BPA).

9. ACQUISITION OF TELECOMMUNICATIONS

9.1 Procurement Action Lead Times.

a. General. DITCO’s Procurement Action Lead Times (PALTs) begin from the receipt of an actionable TSR/TSO by DITCO for a commercial lease to the award of a telecommunications order to a commercial contractor. Requests for services should be submitted sufficiently ahead of the service date to allow DISA agencies and contractors to provide the service without added charges for overtime, expediting, priority shipment, etc. The disconnect date should be the last day of actual need, but must be on or before the expiration based on the estimated service life in the TSR/TSO or the expiration date addressed on the Status of Acquisition Message (SAM) and TIBI. The mission partner should discuss lead times in advance with the DITCO activity when the desired service will not be contracted under tariff, when the service date is critical, and/or when the lead time is questionable.

b. DITCO PALTs: DITCO’s PALTs are contained in the following table for mission partner planning purposes. The IDIQ/BPA contract numbers and descriptions are provided to assist with identifying the correct contract/BPA on the individual TSR/TSO’s. **These PALTs do not include DISA engineering; provisioning lead times; nor commercial contractor service lead times (i.e., from receipt of an order by a commercial contractor to the completion of the commercial leased service).**

Procurement Category	Lead Time Calendar Days	Contract Type
Less than \$6.5 Million Life Cycle	65	IQO
Greater than \$6.5 Million Life Cycle	74	IQO
Single Award IDIQ/BPA Contract Orders,	16	DTS-P II (Verizon) – HC1019-09-D-2000 BGAN Army Blanket Purchase Agreement (BPA) – HC1013-12-A-0001

<p>Pre-Priced Items</p>		<p>BGAN Navy/USMC BPA - HC1013-13-A-0002 BGAN DOD Agencies BPA- HC1013-13-A-0001 AERO BPA - HC1013-13-A-0003 MARITIME BPA - HC1013-13-A-0004 BGAN AF BPA - HC1013-13-A-0005 USSOCOM BPA - HC1013-14-A-0003 BSTA BPA - HC1013-15-A-0001 TROJAN – HC1013-08-D-0033 DATS (CenturyLink) - HC1013-07-D-2005 DATS (Harris/CapRock) - HC1013-07-D-2006 DATS (AT&T) - HC1013-07-D-2007 Networx Enterprise (Level III) - GS00T07NSD0037 Networx Enterprise (Verizon) - GS00T07NSD0038 Networx Universal (AT&T) - GS00T07NSD0007 Networx Enterprise (AT&T) - GS00T07NSD0041 Networx Universal (CenturyLink) - GS00T07NSD0002 Networx Universal (Verizon) - GS00T07NSD0008 Networx Enterprise (CenturyLink) - GS00T07NSD0040 Navy ISP BPA – HC1013-14-A-0001 Fiber Optic - HC1013-13-D-0001 DREN III – HC1013-12-D-0002 AFTAC USAEDS – HC1013-12-D-0001 DMUC Wireless Consolidation - GS00Q13NSA3000 EMSS - GD-SASCE (FOSH) - HC1047-13-D-4006</p>
<p>Single Award IDIQ/BPA Contract Orders, Non-Pre-Priced Items</p>	<p>65</p>	<p>DTS-P II (Verizon) – HC1019-09-D-2000 Networx PLS (>DS-3)(Centurylink) - GS00T07NSD0040 EMSS - GME-DISA (DFLT) - HC1047-12-D-4015 EMSS - GME-GBC - HC1047-12-D-4015 EMSS - DLOG - HC1047-12-D-4011 Navy ISP BPA – HC1013-14-A-0001 DREN III – HC1013-12-D-0002 AFTAC USAEDS – HC1013-12-D-0001 DMUC Wireless Consolidation - GS00Q13NSA3000</p> <p>Note: The contracts in this category contain unpriced CLINs that are subject to negotiation</p>
<p>Multiple Award IDIQ Contract Orders, Pre-Priced Items</p>	<p>58</p>	<p>Wireless Netcom BPA (T-Mobile) – W91RUS-11-A-0008 Wireless Netcom BPA (Sprint) - W91RUS-11-A-0005 Wireless Netcom BPA (AT&T) - W91RUS-11-A-0007 Wireless Netcom BPA (Verizon) - W91RUS-11-A-0006 Wireless GSA Schedule 70 (AT&T) - GS35F0297K Wireless GSA FSS (VodaPhone) - GS35F0389Y Wireless GSA FSS (Sprint) - GS35F0329L Wireless GSA FSS (Verizon) - GS35F0119P WITS3, (L3) GSA– GS11T08BJD6002</p>

<p>Multiple Award IDIQ Contract Orders, Non-Pre-Priced Item</p>	<p>88</p>	<p>WITS3, (Verizon) GSA– GS11T08BJD6001</p> <p>DCTS-N - Networx Enterprise Contracts GNS – TBD</p> <p>Wireless Netcom BPA (T-Mobile) – W91RUS-11-A-0008 Wireless Netcom BPA (Sprint) - W91RUS-11-A-0005 Wireless Netcom BPA (AT&T) - W91RUS-11-A-0007 Wireless Netcom BPA (Verizon) - W91RUS-11-A-0006 Wireless GSA Schedule 70 (AT&T) - GS35F0297K Wireless GSA FSS (VodaPhone) - GS35F0389Y Wireless GSA FSS (Sprint) - GS35F0329L Wireless GSA FSS (Verizon) - GS35F0119P</p> <p>Note: The contracts in this category contain unpriced CLINs that are subject to negotiation.</p>
---	-----------	--

*PL2 will update this contracts list periodically (last updated 18 Jan 2017).

(1) Normal. The normal lead times required for most Defense Information System Network (DISN) services are contained in DISAC 310-130-1.

(2) Urgent Communications Requirements. These are requirements submitted with insufficient lead time to allow normal processing and still provide service on the required date. Requests for urgent requirements must contain the statements called for in DISAC 310-130-1, otherwise they will be treated as routine.

(3) Emergency Communications Requirements. The criteria for emergency communications requests are provided in DISAC 310-130-1. Requests for emergency communications requirements must document the satisfaction of these criteria; otherwise they will be treated as routine.

9.2. Processing of Telecommunications Service Requests.

a. Telecommunications Certification Office (TCO) and mission partners will submit TSRs for communications services in accordance with DISAC 310-130-1. TCOs and mission partners should ensure that the TSR contains complete and accurate information since the TSR forms the basis for DITCO's subsequent contractual actions.

b. Acquisition regulations generally prohibit the release of contractual information to potential contractors prior to the release of formal solicitations; mission partners should avoid discussions with potential contractors that could place a company in a prejudicial or preferential position.

9.3. Requirements Within the United States.

The contracting practices described in chapter 6 will be followed to the maximum extent practicable.

a. Normal Lead Time Requirements. The IQO procedures outlined in paragraph 6.5 are applicable.

b. Less-than-Normal Interval and Emergency Requirements.

(1) Urgent operational requirements and emergency requirements may necessitate the use of abbreviated procedures. Verbal requests for service and procurement actions (TSR, TSO, Inquiry, Quotation, and Order) will be used as required by the mission partner, DISA Allocation and Engineering activities, DITCO, and the contractors in an attempt to meet the specified service date. Written confirmations will be forwarded to the appropriate activity by each user of verbal procedures no later than the next normal business day following the verbal action.

(2) When an emergency situation warrants the action (see chapter 2, DISAC 310-130-1), the mission partner may place a verbal service request, providing a TSR number and valid PDC, directly with DITCO. A DITCO KO will verify funding and place a verbal order with the applicable contractor/telecommunications provider. On the next normal business day, the mission partner will submit a TSR to the appropriate DISA action agency with full details of the requirement and the nature of the emergency. Upon receipt of all pertinent documentation, DITCO will review the situation and, if justified, issue a confirming Inquiry or Order to the applicable contractor/telecommunication provider.

9.4. Requirements Partially or Entirely Outside the United States.

a. The procedures contained in paragraph 9.3 should be followed to the maximum extent practicable in the acquisition of services emanating from, or entirely outside of the United States. Several foreign contractor/telecommunication providers require that U.S. Government furnished equipment must meet technical requirements that will insure the compatibility of the equipment with their facilities.

b. Circuit requirements into, within, and through Canada fall into two separate classifications--CADIN (Continental Air Defense Integration North) and non-CADIN requirements. For both categories, the leasing of the portion of the service extending between the United States and Canada can be accomplished by either DITCO or Canada.

(1) CADIN requirements are joint U.S.-Canada air defense services covered by a cost sharing agreement between the U.S. Air Force and the Canadian National Defense HQ. The detailed procedures used to obtain CADIN services are contained in a separate joint

agreement affecting only HQ US Pacific Air Force Command, DITCO, and the Canadian National Defense HQ.

(2) Non-CADIN requirements for leased circuits terminated in Canada or routed through Canada to Alaska, Greenland, or Iceland are processed as follows:

(a) U.S. Government users will submit TSRs to HQ DISA in accordance with DISAC 310-130-1, for determination as to whether spare channels in the U.S. owned or leased systems may be used to satisfy any portion of the requirement. For services which terminate in Alaska, mission partners will ensure that terminal equipment not available through lease will be ready for service on the desired service date and include a statement to that effect in the TSR.

(b) DITCO will accomplish the contracting actions to obtain service in accordance with the contracts established between DITCO and prime contractors, as appropriate.

(3) When it is necessary to task the CONUS contractor with responsibilities in connection with furnishing end-to-end technical sufficiency and with conditioning circuits extending into Canada and through Canada to Alaska, Greenland, and Iceland, the TSO will include the following statement for service into Canada and through Canada to Alaska, Greenland and Iceland: The contractor will cooperate in preplanning with the interconnecting contractor(s) and will coordinate in engineering, implementing, testing, and maintaining the circuit to meet the end-to-end requirements.

c. Leasing of transatlantic private line service with one circuit termination within CONUS and the other terminal in one of the North Atlantic Treaty Organization (NATO) countries of DCS Areas 3, 4, 5, and 6 will be handled as follows:

(1) Mission partners will submit TSRs in accordance with DISAC 310-130-1. The DISA HQ Operations, in coordination with DISA-Europe, as appropriate, will determine whether spare channels in U.S. owned systems or in systems and facilities under lease may be used to meet the requirements.

(2) HQ DISA will issue a TSO authorizing DITCO to proceed with leasing action. The TSO will include any additional instructions, such as information on the transatlantic cable designation or satellite earth terminal routing required within and between the NATO countries, and the utilization of spare facilities currently under lease or owned by the United States. The TSO should also contain the exact street address or location of the NATO country user termination.

(3) Leasing of permanent circuits on an end-to-end basis requires Alliance Long Lines Activity (ALLA) registration. DITCO will obtain an ALLA number from the appropriate NALLA. The ALLA number will be included in the order.

(4) DITCO will issue competitive inquiries to the appropriate contractors/telecommunication providers. Transoceanic channels can be leased on an end-to-end basis from a prime contractor/telecommunication provider. The Inquiry will specify the

point of interconnection with existing U.S. military owned or leased facilities when such facilities are used and specify any diversity or avoidance requirements (if any). In addition, the Inquiry will contain all details necessary to provide circuit segments within and between NATO countries, including:

- (a) Details requiring the use of spare facilities which are U.S. owned or leased.
 - (b) Any special technical details required for the leasing of channel segments within and between NATO countries.
 - (c) The routing required within and between the NATO countries and, if applicable, designation of the transatlantic transmission media through which the channel is to be routed.
- (5) The prime contractors/telecommunication providers, in coordination with all proposed sub-contractors, will develop a quotation for the entire channel, including associated leased terminal equipment, if required.
 - (6) DITCO will coordinate any proposed construction (i.e., facility buildouts) required with HQ DISA as appropriate, to determine whether other known requirements and plans for future growth should be incorporated in the construction proposal. DITCO will defer authorization of construction pending the receipt of DISA approval in the form of a TSR/TSO amendment. DITCO will conduct any negotiations required in connection with any part of the quotation directly with the prime contractors/telecommunication providers.
 - (7) When a contractor/telecommunication provider is selected, DITCO will issue an order to the carrier covering all charges for the entire channel. A notification of the award will then be sent to all of the other carriers solicited. The prime contractor/telecommunication provider's responsibility for providing technical sufficiency of the entire leased channel and for accepting and acting upon troubles reported by operational personnel will be incorporated in the order.
 - (8) The prime contractor/telecommunication provider will complete all arrangements with any U.S. domestic contractor and foreign carrier(s) to provide the circuit from the user terminal in the United States to the user terminal or point of interconnection with the U.S. military owned or leased facility in the foreign country. These arrangements will include payment settlements between the prime contractor/telecommunication provider and the foreign carrier(s). The prime contractor/telecommunication provider will submit to DFAS the monthly invoices for payment of the non-recurring charges and monthly recurring charges for the end-to-end service.
- d. The leasing of transatlantic private line services with one circuit terminal within the 48 contiguous States and the other terminal in one of the non-NATO countries of DCS Areas 3, 4, 5, and 6 will generally follow the procedures described in paragraph 5c, except that ALLA numbering and registration will not be utilized.

e. The leasing of private line service within and between the NATO countries located in DCS Areas 3, 4, 5, and 6 will be handled as follows:

(1) Mission partners will submit TSRs (to include temporary service exercise circuits) directed to HQ DISA in accordance with DISAC 310-130-1. HQ DISA, in coordination with DISA-Europe, will determine whether spare channels in U.S.-owned or -leased systems are available to satisfy the requirement. If U.S.-owned facilities cannot be used to satisfy the requirements and if the terminal equipment involved has been approved by the host nation, HQ DISA will issue a TSO to DITCO-Europe for leasing action.

(2) DITCO-Europe will issue an order to the prime contractor/telecommunication provider for international services with an ALLA number assigned. The order is then issued to the ALLA in Brussels Belgium and to the appropriate National Long Lines Agency's (NALLA) for registration of service terminating in all applicable NATO countries, in accordance with the provisions of the ALLA Handbook. DITCO will obtain an ALLA number from the appropriate NALLA. The ALLA number will be included in the order.

(3) DITCO-Europe certifies and processes for payment all invoices for leased services within its assigned area of responsibility. Disbursements are made by DFAS.

f. The leasing of private line service within a non-NATO country or between a NATO and a non-NATO country located in DCS Areas 3, 4, 5, and 6 will generally follow the procedures described in paragraph 9.4e. The major exception is that normal IDIQ/IQO processes and procedures will be followed and ALLA numbering and registration will not be utilized.

g. Requirements for private line services and equipment to, within, and between Central and South American countries will be submitted to the HQ DISA for review and forwarded to DITCO if the desired service is available through the prime contractor/telecommunication provider.

9.5 Exception Principles.

a. DITCO operates under the exception principle insofar as service dates met and quality of service provided at time of install are concerned. Therefore, unless notified to the contrary by either the mission partner or the using activity within 72 hours of issuance of the final SAM that the service date or the quality of service installed was not in conformance with the order, DITCO will proceed with authorizing payment of invoices and other administrative actions.

b. When DITCO receives advance notice, normally via jeopardy notice, from the prime contractor, that the service date requested will not be met, DITCO will notify the mission partner (or DISA activity if a TSO was issued) and request further instructions. Amended orders will be issued by DITCO in accordance with instructions received. Similarly, when users determine that their facilities will not be ready as soon as expected (thereby preventing DITCO's

contractor from meeting the service date) or learn that the contractor will otherwise be unable to meet the service date, the users should promptly notify their TCOs or mission partner, and the mission partner should notify the DISA activity that prepared the TSO and DITCO, by the most expeditious means available.

10. TARIFF MATTERS

10.1 General.

DITCO actions in tariff matters are subject to Director, DISA and DISA Procurement Services Directorate (PSD)/Defense Information Technology Contracting Organization (DITCO) guidance and approval. The Chief, DITCO-Scott, will forward correspondence on significant tariff matters related to the mission of DITCO to the Director, DISA, through DISA/PSD, with a recommended position, complete with supporting detail. The Director, DISA, will act on these matters in coordination with the appropriate elements of the Office of the Secretary of Defense, the military departments, the Federal Communications Commission (FCC), and other Federal, State, and municipal government agencies, as appropriate. In accordance with Director, DISA, guidance, DISA/PSD will establish operational procedures on tariff matters within the scope of the DITCO mission.

10.2 Procedures and Responsibilities.

a. DITCO is responsible for reviewing and analyzing tariff provisions and proposed tariff rate and pricing techniques applied by the prime contractor/telecommunication providers (a.k.a. carriers in the tariff environment) and for providing support to KOs making the contracting decisions. DITCO will attempt to resolve any differences through direct negotiations with the prime contractor/telecommunication provider(s).

b. DITCO will keep DISA/PSD informed of all controversial matters and of the progress being made to resolve differences and will submit a recommended course of action to DISA/PSD when further action is required.

c. Upon receipt of a recommended course of action from DITCO, DISA/PSD will determine whether additional attempts to resolve the issue are warranted. If they are, DISA/PSD will coordinate the efforts of DITCO and HQ, DISA. If litigation is recommended by DISA/PSD, the issue will be turned over to DISA's General Counsel (GC).

d. DISA/GC will determine the legal merits of the DISA position and make recommendations to the Director, DISA, regarding the advisability of litigation.

10.3 Relationship with Regulatory Authority.

a. DITCO is authorized direct communications with Federal, State, and municipal government regulatory bodies on routine day-to-day matters provided:

(1) Copies of all correspondence with regulatory bodies on rates and tariff matters will be supplied to DISA/PSD, with information copies to DISA/GC.

(2) Communications on the following matters will be through DISA/GC, with information copies to DISA/PSD.

(a) Matters in litigation.

(b) Matters on which litigation has been recommended by DISA/PSD.

(c) Matters pertaining to the jurisdiction of a regulatory body.

(d) Matters pertaining to claims pending before any court or the Armed Services Board of Contract Appeals.

b. Meetings on tariff matters will be held with the regulatory bodies only after coordination with DISA/PSD and DISA/GC. Where direct communication with the regulatory bodies is in connection with routine day-to-day operations of DITCO, no advance notification to DISA is required. Pertinent regulatory matters, when deemed significant, will be reported through DISA/PSD to the Director, DISA.

10.4 Relationship With Communications Contractors.

a. DITCO is authorized direct communications with communications prime contractors on all tariff matters including tariff regulations, interpretations, and filings; accounting principles and practices; proposed rates and charges; pricing techniques; and related procurement decisions.

b. All communications regarding matters in litigation will be through DISA/GC.

c. DISA/PSD will be provided copies of all correspondence and be given advance notification of scheduled meetings with prime contractor/telecommunication providers on the following subjects:

(1) Known controversial subjects.

(2) Negotiations that may result in recommendations to change existing DISA policy, position, or procedures.

(3) Negotiations which precede the establishment or revision of tariff rates and regulations involving facilities leased by DITCO or having a significant impact on the utilization or cost of DOD leased communication services.

10.5 Tariff Proceedings – Monitoring of Tariff Regulations.

a. DITCO will survey existing and proposed tariff rates and regulations continually to determine whether action is required before the FCC or other appropriate regulatory bodies to protect DISA interests.

b. Mission partners receiving communication leasing support from DITCO are urged to inform DITCO of existing or proposed tariff regulations or rates that appear to warrant investigation.

c. To minimize formal intervention by GSA or DOD before the regulatory bodies, the contractor/telecommunication providers will be urged, especially in those cases where DOD has the sole or predominant interest, to notify DITCO in advance of their intent to file new or revised tariffs and to furnish copies of proposed tariffs and supporting rate development data to enable DITCO to evaluate the proposed rates. A contractor/telecommunication provider unwilling to furnish the advance information will be urged to furnish this information concurrently with the normal filing of the tariff in no less detail than is furnished to the regulatory body.

10.6 Payment of Proposed or Disputed Rates.

a. When a tariff containing disputed rates or regulations becomes effective, DITCO is authorized to pay the rates pending the resolution of such disputes, either through direct negotiation with the prime contractor/telecommunication providers, or through intervention procedures prescribed in paragraph 10.5 of this chapter.

b. When a prime contractor/telecommunication provider has quoted, or is billing, estimated rates, DITCO is authorized to pay such rates pending the receipt of an effective tariff. CSAs involving estimated rates will contain a clause which provides that, when the filed tariff rates become effective, all payments will be retroactively adjusted to the date service was provided. If DITCO disputes the estimated rates quoted by the prime contractor/telecommunication providers, action will be initiated in accordance with paragraph 10.5 of this chapter.

10.7 U.S. Contractor/Telecommunication Providers.

a. The capabilities and responsibilities of the U.S. contractor or prime contractor/telecommunication providers are generally contained in tariffs filed with appropriate regulatory bodies and available to the general public. In general, tariffs cover services available to the general public and may recognize special requirements and include special services or special construction of facilities. Tariff rates and charges must be compensatory, non-confiscatory, and nondiscriminatory. U.S. Contractors or prime contractors/telecommunication providers are prohibited from giving special consideration to any one mission partner or class of mission partners unless the special consideration has been approved by the regulatory body and filed in the tariffs. Special services or special construction rates and charges reflect the costs related to the special requirement. Tariffs normally include the following:

- (1) Identification of the regulatory body having jurisdiction.
- (2) Types of services provided.
- (3) Geographical application of the tariff.
- (4) A listing of concurring, connecting, or participating U.S. contractor/telecommunication providers.
- (5) General rules and regulations pertaining to the following:
 - (a) Limitations and liabilities of the U.S. contractor/telecommunication provider and the mission partner.
 - (b) Authorized and unauthorized use, resale, derivation, and interconnection of facilities.
 - (c) Obligations of the mission partner.
 - (d) Payment arrangements.
 - (e) Allowances for interruptions.
 - (f) Cancellations for cause.
- (6) Schedules of rates, charges, and contingent liabilities. Schedules are filed with the applicable regulatory body (i.e., FCC) by the contractor/telecommunication providers and go into effect if there are no protests made to the Commission by other parties within the prescribed time limits.

10.8 Foreign Contractor/Telecommunication Providers.

a. Foreign contractor/telecommunication providers are generally owned and/or controlled by the government of the country in which they operate. Their methods of doing business are prescribed by the foreign government, and the services are offered under the rates, rules, and regulations of the foreign contractor/telecommunication provider administrations. As a general rule, the rates and practices of foreign contractor/telecommunication providers should be written in as much detail as possible in contractual documents.

b. In many countries an international agreement with the host Country prescribes guidelines governing DOD acquisition of communications services. For example, host nations may require approval of the government or foreign contractor/telecommunication provider prior to connecting foreign equipment to their networks.

c. When foreign services cannot be leased through a foreign contractor/telecommunication provider or through DITCO Europe or DITCO Pacific, it is the responsibility of the requiring activity to contract for the service through the appropriate military department leasing activity.

11. REPORTING REQUIREMENTS FOR CIRCUITS LEASED BY DITCO

11.1 Purpose of Reports.

DITCO contracting offices require reports from Communications Control Offices (CCOs)/Communications Management Offices (CMOs) of leased communications to ensure that the Government is receiving the level of service contracted in exchange for the charges paid. In some instances, the reports may also be used to determine circuit or other facilities performance and to re-compete the service when performance is constantly below the DISA standard of performance. The user should request the assistance of the DITCO KO when working level contacts do not provide standard service. Reports may also be needed by the prime contractor, elements of the Department of Defense Information Network (DODIN), DISN services, mission partners, DISA Global Operations Command (DGOC) and the Enterprise Operation Centers (EOC) for services in Europe, Pacific and Southwest Asia. With the exception of the outage reports (paragraph 11.6), the reports described in this chapter are exempt from reports control under the provisions of DOD Directive 8910.1.

11.2 Reports to the Contractor.

CCOs/CMOs of leased communication services have the primary responsibility for notifying the prime contractors/telecommunication providers of service degradations or interruptions for all lease services. When the service is provided entirely by leased facilities, the user that first notices degradations or interruptions on the service will report it to the representative CCO/CMO designated in the TSO, paragraph 2H/5. If no TSO is issued, the TSR takes precedence. Whenever there is Government-furnished equipment or circuit segments, **CCOs/CMOs and users should make every reasonable effort to ascertain that the trouble is not caused by the Government-furnished portion of the service prior to reporting the interruption to the prime contractor/telecommunication provider.** The Government may be liable for the payment of charges whenever a contractor representative visits the customer premises and the service degradation or interruption is subsequently determined to be the portion of the facilities or equipment not furnished by the contractor.

11.3 Reports to DODIN Elements.

Reports to DODIN elements for DISN services leased by DITCO will be required as prescribed by DISA and DISA areas; i.e., DISAC 310-55-1, Enterprise Operational Reporting, and the area supplements. The DGOC/EOC is responsible for the real-time operational direction, monitoring, and control of the DISN networks. Users of the DISN notify the DGOC of service degradations or interruptions who, in turn, troubleshoots the problem and notifies the prime contractors of degraded service when appropriate.

11.4 Completion Reporting.

a. In-Effect, Exception, Delayed Service, and Ready For Use (RFU) reports will be required for DISN services as prescribed in Chapter 2, DISAC 310-130-1. Excluding the RFU report, these same reports are required for non-DISN services in accordance with the directives cited. The responsibility for submitting a completion report is designated in the TSO (paragraph 2H/5)/Telecommunications Service Request (TSR) (Item 409, CCO/CMO to Accept Service). The TSO takes precedence. If there is no TSO, the responsibility defaults to the agency identified in the TSR.

b. Prior to the acceptance of leased services, the CCO/CMO or other acceptance authority designated in the TSO should ensure the overall service is functioning properly and all leased segments are within the parameters specified in the order and TSR/TSO. In addition, DITCO contracting offices require prime contractors to submit a Completion Notice to the DITCO KO/contract specialist (CS) within 72 hours when a service has been provided to the government acceptance activity. Differences between the service date shown in the customer acceptance report and the service date named by the prime contractor, if any, will be referred for resolution to the activity that issued the TSR/TSO. (Note: The activity that issues the TSR/TSO may not be the same as the acceptance activity.)

11.5 Progress Reports.

In exceptional cases, the TCO, mission partner or KO may require the prime contractor/telecommunication provider to submit reports detailing the progress being made in the installation or rearrangement of leased services, to include the prospects for meeting the service date. DITCO will issue additional SAM when the status changes. All contacts with the prime contractor/telecommunications provider that could result in a change in cost or service as ordered by DITCO (such as changes in the service date; circuit parameters or type of service; acceptance of the service in partial and final completion stages; authorization of overtime or expediting charges; request for onsite maintenance personnel; etc.) must be approved by a DITCO KO. Mission partners should refer to the latest SAM for progress report information.

11.6 Reports on Outages.

a. General. Procedures in this chapter will be used to report interruptions to leased facilities (if the interruptions were not due to the negligence of the user or to the failure of mission partner provided equipment or facilities). This applies to outages on leased facilities with commercial outage tickets with the primary contractor/telecommunication provider.

b. Purpose. Reports are used as follows:

(1) To permit DITCO and DISA/RM to correlate and validate credits due from the prime contractor/telecommunication providers.

(2) To report substandard service in the Contractor Performance Assessment Reporting System (CPARS).

(3) To support re-award actions resulting from substandard circuit performance.

c. Responsibility. The responsibility for submitting outage information lies with the CCO/CMO or other designated authority specified in the TSO, paragraph 2H unless otherwise stated in paragraph 5. If no TSO is issued, the TSR takes precedence. The contractor/telecommunication providers will have a similar role.

(1) The prime contractor/telecommunication provider shall submit reports on their ability to provide lease services in accordance with the designated service availability rate outlined in the IDIQ contract or stand-alone contract orders. The report shall contain information similar to Figure 11-1 and be submitted to the DGOC for review.

(2) DGOC will provide DITCO with reports as mutually determined to be available and desired, documenting interruptions of more than 30 minutes to leased services within CONUS and Alaska which have been reported to the DGOC under the provisions of DISAC 310-55-1 and DISAC 310-55-9, Base Level Support for DISN (Both circulars can be viewed at <https://disa.deps.mil/DISA/ORG/SPI/Issuances/SitePages/DISA%20Circulars.aspx>).

d. Special Instructions for Reporting Interruptions of Leased Circuits.

(1) Generally, the submission of DD Forms 1368 is not required except to report interruptions of 30 minutes or longer (after it has been determined that the interruptions were not due to the negligence of the user or to the failure of mission partner provided equipment or facilities). These reports will not contain classified information (see note 1 under instructions).

(2) In addition, CCO/CMOs are encouraged to submit reports on any service that suffers extended (minimum of 2 hours) or frequent interruptions when the assistance of the KO is desired in seeking to improve the reliability of the leased service. In these instances, the DD Form 1368 will be submitted through the mission partner with a cover letter documenting all efforts made to improve the leased service. Similarly, reports may be submitted when services are released excessively, or for extended periods, to the contractor for preventative maintenance, realignments, etc. Upon receipt of this request, the DITCO KO will contact the prime contractor to discuss the problem areas or take further action as appropriate.

(3) Outage information shall be reported to the DGOC in accordance with instructions in the TSO. All outage credit information will be maintained in the Global Trouble Management System (GTMS).

(4) The CCO/CMO or other designated authority fills out a DD Form 1368, Leased Telecommunication Service Outage Report, Figure 11-1, or an electronic substitute thereof in the format at Figure 11-2, and submits it via e-mail to the appropriate DITCO contracting activity. (An electronic copy of the DD Form 1368 can be accessed at <http://www.dtic.mil/whs/directives/forms/index.htm>. Instructions for completion of either the DD Form 1368 or electronic version thereof are at Figure 11-3. The e-mail addresses follow:

<u>DITCO Field Office</u>	<u>E-Mail Address</u>
DITCO-Scott (PL8)	disa.scott.ditco.mbx.1368-outage-info@mail.mil
DITCO-PAC (Ford Is Office)	disa.fordisland.ditco.mbx.cmdr-ditco-pac@mail.mil
DITCO-PAC (Alaska Office)	disa.jber.ditco.other.ditcoako@mail.mil
DITCO-Europe (Stuttgart Office)	disa.stuttgart.ditco.mbx.pl511@mail.mil
DITCO-Europe (SWA Office)	disa.stuttgart.ditco.mbx.pl52@mail.mil

e. Outage Credits:

(1) Allowances for outage (interruption) are provided to the Government by the prime contractor/telecommunication providers in accordance with individual contracts. The primary contractor/telecommunication provider shall provide a monthly report of circuit outages on leased circuits when it is reported out of service for failure to meet the circuit availability rate stated in the order or circuit demand. Outages caused by other than the prime contractor/telecommunication provider are not counted against availability. One consolidated report may be submitted when more than one leased circuit provided by the contractor/telecommunications provider is reported out of service. However, each circuit outage must be reported separately, using the format in Figure 11-1. Only closed outages shall

be included in the report. Therefore, if an outage ticket is still open on the last day of the month it shall be reported on the following month's report. If the contractor/telecommunication provider has no outages to report among its inventory of DITCO orders or circuit demands, no monthly report is required. The reports must be provided electronically. Acceptable applications are Microsoft Word, Excel, and Adobe Acrobat. Reports shall be submitted via the appropriate email addresses above to the DITCO field office that issued the order or circuit demand no later than the 15th day of the month following the reporting month.

(2) DFAS applies outage credits from the prime contractor/telecommunication providers to the applicable contract/order. Credits, in turn, are reported on the Customer Cost & Obligation (CC&O) report.

(3) Statistical Sampling: Telecommunication invoices are validated with a statistical sampling process; since this is a statistical sampling, not all invoices are selected for validation. The statistical sampling process validates the telecommunication invoice certification process, allowing DISA to verify receipt and use of DOD telecommunications capabilities. The services verified are randomly selected from a list of telecommunication services that DISA paid in the previous fiscal year. The statistical sampling process is completed on a quarterly basis, focusing on three particular areas: receipt and acceptance of service, review and revalidation, and invoice charges confirmation.



MODIFIED USE OF LEASED COMMUNICATION FACILITIES						Form Approved OMB No. 0704-0188			
<small>The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Executive Services Directorate (0704-0188). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</small> PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ORGANIZATION.									
1. CSA/CIRCUIT NUMBER		2. CCSD NO.		3. REPORTING PERIOD		4. REPORT CONTROL SYMBOL			
5. TO				6. FROM					
7. TERMINAL POINTS: A.				B.					
8. MODIFIED USE (<i>X one</i>)		OUTAGE		OVERTIME		EMC ACTIVATION		OTHER (<i>Specify</i>)	
9. TIME STARTED	10. TIME ENDED	11. DURATION		12. REASON FOR MODIFIED USE	13. CON REP	14. REMARKS			
		HRS	MIN						
15. SUBMITTED BY (<i>Signature</i>)					16. TYPED NAME AND TITLE			17. DATE (<i>YYYYMMDD</i>)	

DD FORM 1368, AUG 96

PREVIOUS EDITION MAY BE USED.

Figure 11-1

Reset

LEASED TELECOMMUNICATION SERVICE OUTAGE REPORT

1. CCSD # (FOR FIRST CIRCUIT YOU ARE REPORTING):
 - A. GOVERNMENT POC: ORGANIZATION, FULL NAME, E-MAIL ADDRESS & PHONE # (THIS IS THE POC WHO CALLED IN THE OUTAGE TO THE VENDOR)
 - B. CSA/CIRCUIT #:
 - C. BANDWIDTH OR DATA RATE:
 - D. FROM LOCATION (Terminal Point A):
 - E. TO LOCATION (Terminal Point B):
 - F. TIME STARTED/DATE LOGGED OUT TO COMMERCIAL:
 - G. TIME ENDED/DATE LOGGED IN FROM COMMERCIAL:
 - H. DURATION OF OUTAGE IN HOURS/MINUTES:
 - I. CONTRACTOR'S REPRESENTATIVE: TELCO NAME, TELCO TICKET #, TECHNICIANS NAME, E-MAIL ADDRESS, PHONE #
 - J. REMARKS:

2. CCSD # (FOR SECOND CIRCUIT YOU ARE REPORTING):
 - A. GOVERNMENT POC: ORGANIZATION, FULL NAME, E-MAIL ADDRESS & PHONE # (THIS IS THE POC WHO CALLED IN THE OUTAGE TO THE VENDOR)
 - B. CSA/CIRCUIT #:
 - C. BANDWIDTH OR DATA RATE:
 - D. FROM LOCATION (Terminal Point A):
 - E. TO LOCATION (Terminal Point B):
 - F. TIME STARTED/DATE LOGGED OUT TO COMMERCIAL:
 - G. TIME ENDED/DATE LOGGED IN FROM COMMERCIAL:
 - H. DURATION OF OUTAGE IN HOURS/MINUTES:
 - I. CONTRACTOR'S REPRESENTATIVE: TELCO NAME, TELCO TICKET #, TECHNICIANS NAME, E-MAIL ADDRESS, PHONE #
 - J. REMARKS:

FIGURE 11-2

INSTRUCTIONS FOR COMPLETION OF
MODIFIED USE OF LEASED COMMUNICATION FACILITIES, DD FORM 1368
AND LEASED TELECOMMUNICATION SERVICE OUTAGE REPORT

Block 1: CSA/Circuit Number: Cite the DITCO Communication Service Authorization (CSA) number. If the DITCO CSA number is not known, enter detailed information (i.e., contractor, commercial circuit number, type of service, SONET, Ethernet, bandwidth, etc) in the remarks section.

Block 2: CCSD No: Cite the Command Communications Service Designator (CCSD) number. Reference DISAC 310-65-1. The CCSD provides for a unique identifier for each single service including user circuits, package system circuits, interswitch trunk circuits and associated equipment.

Block 3: Reporting Period: N/A.

Block 4: Reports Control Symbol: Local CCO/CMO determines symbol

Block 5: TO: (See email addresses in 11.6.d.4)

Block 6: FROM: Organization, Name, E-mail Address & Telephone #.

Block 7: Terminal Points: A. B. Self-explanatory.

Block 8: Modified Use (X One): N/A.

Block 9: Time Started: The “time started” for recording interruptions will be the time that the service is released by an authorized agent of the U.S. Government to the contractor as being unacceptable. If the contractor cannot be reached, the remarks area shall give the telephone number(s) called and the times at which unsuccessful attempts were made. Degraded service that remains in use is not normally considered interrupted and is, therefore, not eligible for credit. Interruptions caused by the failure of mission partner provided equipment/facilities or the negligence of the user should not be reported.

FIGURE 11-3

INSTRUCTIONS FOR COMPLETION OF
MODIFIED USE OF LEASED COMMUNICATION FACILITIES, DD FORM 1368
AND LEASED TELECOMMUNICATION SERVICE OUTAGE REPORT (CONTINUED)

Block 10: Time Ended: The “time ended” should be the time that the service was returned by the contractor as having been fully restored. When the service is still unacceptable after a reasonable time, the contractor will be notified and the interruption will be considered as one continuous interruption beginning with the time it was originally reported.

Block 11: Duration/Hours/Minutes: Self-explanatory.

Block 12: Reason for Modified Use: N/A.

Block 13: Contractor’s Representative: Identify the contractor representative (i.e., Telephone Company (TELCO) name, TELCO ticket #, technician's name, e-mail address & phone #) the Government reported the circuit trouble (service outage or interruption) to. See note 2.

Block 14: Remarks: The outage needs to be documented by providing the Government POC (name, organization, contact, phone #), the TELCO POC, the trouble reporting phone #, the trouble ticket #, date, and time trouble was reported and any other significant information as a result of reporting trouble to the TELCO. For example, if a service was interrupted, identify the location and document the nature of the trouble (if the interruption occurred because of Government-furnished equipment or circuit segments, or because of improper actions by Government personnel, the interruption will not be reported to DITCO). When there is doubt as to whether a specific interruption should be reported, specific detailed information should be provided. For example, if any interruption extended past the release time granted to a contractor, then two entries would be made to fully explain the situation. (One to advise of the authorized outage and one to record the unauthorized extension, thereby separating the circuit outage into a period during which no outage credit is applicable and a period where an outage credit can be claimed.) Disputes pertaining to the length and cause of interruptions should be resolved prior to the submission of the report.

Block 15: Submitted by (Signature): N/A. Information provided in block 6.

Block 16: Typed Name and Title: Self-explanatory.

Block 17: Date (YY/MM/DD): Self-explanatory.

FIGURE 11-3 (Continued)



INSTRUCTIONS FOR COMPLETION OF
MODIFIED USE OF LEASED COMMUNICATION FACILITIES, DD FORM 1368
AND LEASED TELECOMMUNICATION SERVICE OUTAGE REPORT (CONTINUED)

Note 1: The reports will not contain classified information.

Note 2: The service outages or interruptions reported on a DD Form 1368 shall be coordinated with the contractor's trouble reporting/network operation center prior to submission to the applicable DITCO contracting office. The purpose of this coordination is for the Government and contractor to reach agreement on the starting time, the ending time, and the reason for outage for each service outage and interruption. After such coordination has been accomplished, the name and comments of the contractor representative shall be annotated in Block 14 of the DD Form 1368.

52.239-9000 OUTAGE CREDITS (DECEMBER 2015)

(a) Credits for outage (interruption) of service will be provided to the Government by the contractor in accordance with its tariff provisions, Contract, or Circuit Demand. In the event such outage credits are not specified, the following schedule shall be used to determine the credit (one day equals 1/30th of the Monthly Recurring Charge (MRC)) due the Government during each monthly billing period:

INTERRUPTIONS OF 24 HOURS OR LESS (Not less than 30 Minutes)

30 Minutes but less than 3 Hours	1/8 Day
3 Hours but less than 6 Hours	1/4 Day
6 Hours but less than 9 Hours	1/3 Day
9 Hours but less than 12 Hours	1/2 Day
12 Hours but less than 24 Hours	One Day

INTERRUPTIONS OVER 24 HOURS

Credit of 1/30th of the MRC (or the foreign dollar equivalent) for each day of outage until service is restored regardless of the number of days in the month.

(b) Outage credits do not apply for:

- 1) Interruptions caused by the negligence of the Government or others authorized by the Government to use the Government's service.
- 2) Interruptions due to the failure of power, equipment, systems or connections not provided by Contractor or subcontractors.
- 3) Interruptions during any period when the Government or User has released a private line service for maintenance or rearrangement purposes, or for the implementation of a Government order.

- 4) Interruptions that continue because of the Government's failure to authorize replacement of any element of special construction. The period for which credit is not allowed begins on the seventh day after the Government receives the contractor's written notification of the need for such replacement. It ends on the day after receipt of the Government's written authorization for such replacement.
- 5) Interruptions during periods when the Government elects not to release the private line service for testing and/or repair.
- 6) An interruption, or group of interruptions, resulting from a common cause, for amounts less than \$50.00 (or the foreign dollar equivalent).

(c) Outage credits will be due no later than the next Billing Cycle/Month following the outage. Each credit will identify the Communication Service Authorization (CSA) and commercial circuit number and the time, date and duration of the outage/outages.

12. BUDGET, FINANCIAL, AND REIMBURSEMENT PROCEDURES

12.1 General.

Each Mission Partner's Authorized Funding Official (AFO) is responsible for the budgeting, funding, approval, certification, and obligation of communications services leased through DITCO. TSRs issued by TCOs and certified by their AFO provide the basis for the obligation of mission partner funds and will be accepted by DITCO as the authority to order services and to effect reimbursement as outlined below. Normally, only the TCO responsible for reimbursing DITCO for the cost of specific services are authorized to order changes in their services.

12.2 Administrative Control of Funds.

Mission Partners submit a TSR with funding thresholds and a PDC with a valid line of accounting. The TSR is the Mission Partner's funding document or funded order, and also represents an agreement between the Mission Partner and DISA to reimburse DISA for charges associated with the order for the duration and amount identified on the TSR.

When the TSR/TSO is generated in the DISA Direct Storefront (DDSF) application, the Authorized Funding Official will be required to provide and certify the year of the bona fide need for the requested service. The bona fide need field is a mandatory field in DDSF. All requirements are a bona fide need of some year. If the service is needed and placed in FY1, but may not be delivered until FY2, the bona fide need will still be for FY1 and the non-recurring charge will be applied to FY1.

12.3 Reimbursement.

a. Standard Form 1080; Voucher for Transfers between Appropriations and/or Funds, is used to collect funds from DOD mission partners to reimburse the Defense Working Capital Fund (DWCF) for services delivered. This method may be used with non-DOD mission partners as well; however, specific procedures must be developed with each non-DOD mission partner. In some instances, DISA will accept reimbursement by check from the mission partner.

b. DITCO's charges will depend upon the cost and type of service provided and will include such items as the cost of terminal equipment, circuits, network or system subscriber rates, etc., plus an administrative overhead charge. DISA subscriber rate charges will be billed by DISA/RM321 through the establishment of summary CSAs when there is no leasing of associated services by DITCO.

c. A monthly CC&O Report is available via DISA's TIBI application at <https://tibi.csd.disa.mil/index.aspx> for each reimbursing activity. Any adjustments will be processed in subsequent months.

d. Rates for switched network backbone services, CONUS and transoceanic multiplex services, and DITCO's overhead charges are published annually in the DISA rate letter and provided to all DITCO mission partners.

13. PROGRAM DESIGNATOR CODES

13.1 General.

The program designator code (PDC) is a four-to-six character alphanumeric code used to identify the funding activity responsible for reimbursing DISA for the cost of leased service, backbone, and overhead charges. The PDC is a critical and integral part of the execution process flow of the entire PE55/Telecommunication Services.

13.2 Purpose.

The PDC was established as an identifier for tracking of telecommunications services that DISA provides. The PDC captures the revenue billed to the mission partner in two ways: (1) the PDC will assign both cost and revenue data for pass-through services, such as access circuits or (2) the PDC will assign the revenue associated with a rate-based or allocated-costs type service. The PDC is used to track monthly charges for telecommunications services ordered through DITCO and to generate the monthly bill to the mission partner.

13.3 Responsibility.

a. DISA and/or its mission partners establish PDCs in accordance with the TIBI PDC policy and PDCs must be included in all TRs, TSRs and TSOs for both DISN and non-DISN services. Questions regarding billing of PDCs should be directed to customer support as follows:

<u>Agency</u>	<u>Address</u>	<u>Telephone Numbers</u>
Air Force	disa.scott.cfe.mbx.af-customer-support@mail.mil	DSN: 312-779-9210 CML: 618-229-9210
Army	disa.scott.cfe.mbx.army-customer-support@mail.mil	DSN: 312-779-9591 CML: 618-229-9591
DISA	disa.scott.cfe.mbx.disa-customer-support@mail.mil	DSN: 312-779-9206



Navy	disa.scott.cfe.mbx.navy-customer-support@mail.mil	CML: 618-229-9206 DSN: 312-779-9718 CML: 618-229-9718
Other	disa.scott.cfe.mbx.other-customer-support@mail.mil	DSN: 312-779-9519 CML: 618-229-9519

b. Funding for each PDC must be renewed at the beginning of each fiscal year and is accomplished by the mission partner entering funding information in the TIBI application. Department of Defense mission partners must provide compliant Standard Line of Accounting (SLOA) data.

c. Change TSRs are required to change individual CSA records from one existing PDC to another. PDC changes are effective the next billing period after the change has been made. Requests for retroactive PDC changes should be held to an absolute minimum.

14. COMMUNICATIONS SERVICE AUTHORIZATION

14.1 Description and Use.

a. Communications Service Authorization (CSA). DITCO utilizes a data processing substitute of a Communications Service Authorization (DD Form 428) as a contract/order to award, modify, cancel, discontinue, or terminate telecommunication services. A Procurement Instrument Identifier (PIID) (e.g., HC101317P0001) will be utilized as the contract number on IQO telecommunications orders. When used in conjunction with the DITCO Inquiry/Quote/Order (I/Q/O) process, these contracts normally reference the prime contractor's basic agreement (BA) to incorporate applicable terms and conditions into the contract. PIID numbers are also used by DITCO in conjunction with delivery orders against Indefinite Delivery Indefinite Quantity (IDIQ) telecommunication service contracts. In this situation, the IDIQ contract serves as the contract number (e.g., HC101317D0001), and the PIID number is considered the delivery order number. All orders will reference the BA/Contract number and associated CSA number. The CSA number will be used for billing purposes only on TR, TSR and TSOs with PDCs and are not applicable to requirements funded by Military Interdepartmental Purchase Requests.

b. DISA Managed Program Billing CSA. The purpose of a "DISA Managed Program Billing CSA" is to establish billing to mission partners for service provided under a DISA Managed Program. A DISA Managed Program Billing CSA will identify the DISA program for the circuit, and with certain exceptions, the Command Communications Service Designator (CCSD) associated with that CSA. The DISA Managed Program Billing CSA also includes DISN rates and other pertinent service detail information in the equipment, location and mileage records.

14.2 Distribution.

The normal distribution to DITCO CSAs is as follows:

a. Prime contractor/TPs may download their order from IDEAS or EDA. A copy is sent to the Alliance Long Lines Activity (ALLA) and National Long Lines Agency (NALLA) for Circuit Demands associated with European circuits.

b. Mission partners may download individual orders identified in Status of Acquisition Messages from EDA.

c. One copy of the order is retained in the DITCO contract file.

15. SECURITY

15.1 General.

Except in rare instances, the information exchanged between DITCO and industry pertaining to the acquisition of communications services is unclassified. For reasons of economy and security, no classified information is contained in the DITCO systems.

15.2 Classification of Contract Documents and Records.

a. Every effort should be made to submit unclassified Telecommunication Service Requests (TSRs) and Telecommunication Service Orders (TSOs). When the TSR or TSO must be classified, each paragraph and subparagraph will be preceded by a marking that shows the classification, if any, of the information contained therein, or shows that the paragraph is unclassified. The outside cover of the document must be marked top and bottom with the highest classification contained within the document and each page must be marked top and bottom with the highest classification on that page. Reference DOD 5200.01, Volume 2, DOD Information Security Program. Diskettes, hard-drives, or other storage media containing classified information also must be marked and stored in accordance with referenced regulations. The proper markings include declassification instructions. Classifiers are responsible for assuring that information is appropriately classified, properly marked, and stored in accordance with referenced regulations. Holders of classified documents are responsible for ensuring only properly cleared individuals with a need to know have access to the data. Copies, if required, must be made per local guidance. Destruction is in accordance with referenced regulations. Mission partners submitting TSRs or TSOs should attempt to exclude classified information, such as the purpose of the services, from the TSR or TSO. If classified information must be included in the TSR or TSO, it should be excluded from the portion of the TSR/TSO furnished to the contractor or included in the contract order. The TSR/TSO must be transmitted via Secure Internet Protocol Router Network (SIPRNet). Hardcopies of the requirement must be stored in a GSA-approved storage container. When the geographic location of the terminals, or the identity of the user or operating entity must be classified, DITCO will coordinate with the requesting activity and the contractor to establish a suitable masking or site coding system.

b. All Telecommunication Requests (TRs) submitted via the web must be unclassified. If classified information is required to describe a requirement, the classified portion will be forwarded under separate cover and handled accordingly. If additional or classified information is being sent separately, the statement "additional information provided under separate cover" should be noted in the remarks field of the request. That information, if classified, must be transmitted via secure means. If the information is not classified unless combined with the original TR (compilation of data), then this must be clearly stated when the additional information is transmitted under separate cover.

c. All inquiries, orders, CSAs, bills, and associated accounting records required by DITCO and the contractors will normally be unclassified. If special circumstances warrant classification of such documents, special arrangements will be made between DITCO and the prime contractors prior to transmission of the document.

d. Conversations regarding classified requirements must be conducted via secure means such as a Secure Telephone Equipment or SIPRNET e-mail. Do not attempt to "talk around" classified information on unsecure lines of communication.

15.3 Industrial Security.

a. Classified information placed in the hands of industry must be protected as prescribed in DOD 5220.22-R, Industrial Security Regulation and DOD Manual 5220.22-M, National Industrial Security Operating Manual.

b. TCOs and mission partners initiating communications requirements which require contractor access to classified information will be responsible for forwarding a completed DD Form 254, Contract Security Classification Specification, to DITCO. A separate DD Form 254 is required for each communications requirement, except for requirements that are to be acquired as a part of a System from a contractor holding a current and applicable DD Form 254.

(1) The website for the online Industrial Security Program and DD Form 254 Contract Security Classification Specification Implementation Guide is <http://www.ditco.disa.mil/hq/deskbooks/dd254.asp>. TCOs and mission partners' security managers will have access to this website and must be contacted to obtain an updated copy of the Industrial Security Program and DD Form 254 Contract Security Classification Specification Implementation Guide.

(2) The Program Manager/KO/COR shall work together to complete the DD Form 254. Once completed, the program manager or mission partners will forward the DD Form 254 through their appropriate security manager for review who will then forward it to DISA/MPS6. The appropriate security manager must forward the DD Form 254 to the DISA Ft Meade MPS mailbox for review. DISA/MPS6 will not review a DD Form 254 sent by any other person. The email address is: disa.meade.mps.mbx.mps6-industrial-security@mail.mil.

(3) The TCO must review the DD Form 254 at least biennially, and forward to the KO, DISA Security Programs and Oversight Branch (MPS6) and the Cognizant Security Office, either the updated DD Form 254, or a letter identifying the contract and contractor, stating the DD Form 254 has not changed.

(4) On final delivery of goods or services, or on completion or termination of the contract, the prime contractor is required to return to the user agency or COR all classified material received or generated under the contract, or to destroy all classified material unless retention is requested for a specific period of time and authorized in writing by the KO. The

COR must have knowledge of all classified material received or generated by the contractor under the contract.

c. Visitors to DITCO must have their security manager or facility security officer submit a Visitor Access Request (VAR) through the Joint Personnel Adjudication System (JPAS) to DITCO Scott prior to their arrival in accordance with DOD 5220-22.R, The Security Management Office (SMO) code for DITCO Scott is DKADAL. If JPAS is not available, contact DITCO Scott's security manager at disa.scott.ditco.mbx.security@mail.mil. A VAR must contain the following:

- (1) Agency/Company Name and Address
- (2) Name and Address of Facility to be Visited
- (3) Date(s) of Visit
- (4) Purpose of Visit
- (5) Contract Number (if applicable)
- (6) Hosting facility POC's Full Name and Telephone Number (not necessarily the same as the reviewing/approving DISA POC or COR, but actual POC physically located at the hosting facility to be visited
- (7) Visitor's Name, Social Security Number, Date, and Place of Birth, Citizenship, Clearance Data (clearance level, agency who granted clearance, and date granted)
- (8) Agency/Company Cognizant Security Office Name and Address
- (9) Agency/Company Clearance Data (clearance and safeguarding levels, date granted, and Commercial and Government Entity (CAGE) code)
- (10) Agency/Company Security Officer's Name, Telephone Number, Signature and Date
- (11) Certification of "Need to Access" by DISA POC or COR (DISA POC or COR's full name, telephone number, signature and date). Must indicate that the person truly requires access to the building to conduct legitimate business.

APPENDIX A - DEFINITIONS

Acceptance Report. An official notification the U.S. Government has accepted the leased service as meeting all technical and operational requirements. These are also called completion and in-effect reports.

Amendment. An amendment to the solicitation issued prior to making an award that changes the terms and conditions of the initial solicitation during the procurement phase. This should not be confused with amended TSR/TSO.

Appropriate Governmental Regulatory Body. The Federal Communications Commission, any statewide regulatory body or anybody with less than statewide jurisdiction when operating pursuant to State authority. Regulatory bodies which regulate a company owned by the same entity which creates the regulatory body are not "appropriate governmental regulatory bodies" for the purpose of this guide.

Base Communications. Facilities, equipment, and services used to communicate within the confines of post, camp, base and station, HQ or Federal building to include local interconnect trunks to the nearest commercial central office providing service to the local serving area. It also includes off-premise activity interconnections that are located within the geographical boundary served by the connecting commercial central office.

Cancellation. The discontinuance of a requirement after an order is placed but before service is initiated.

Communications Control Office. The office, activity, or agency designated in the TSR/TSO to be responsible for the technical direction, supervision, and coordination of transmission media and equipment, quality control, communications service restoral, status and completion reporting required to provide communication service to the users.

Class Determination and Findings. A Class Determination and Findings (D&F) is used by a statutory Secretary of a Military Department or Office of the Secretary of Defense to authorize negotiation of two or more contracts for supplies or services of the same or related type. See Determination and Findings.

Commercial Communications. The circuits, services, equipment, and facilities furnished by the private sector (regulated and non-regulated entities) or foreign communications entities that satisfy telecommunications requirements.

Communication Service Authorization (CSA). A billing number for communications services issued in conjunction with a procurement instrument identifier (PIID) numbered order pursuant to either a basic agreement or a contract.

Contracting by DITCO. The acquisition of commercial communications by DITCO and its field activities through lease (with or without purchase options) or purchase from regulated or non-regulated, foreign or domestic, entities under DISA agreements, GSA schedules or special contracts. The outright purchase of communications facilities or equipment requires specific agreement by DITCO.

Contracting Officer's Representative (COR). A COR is an authorized representative of the Contracting Officer (KO) who assists with the technical monitoring or administration of a contract. The COR is the technical/administrative liaison between the contractor and the KO.

Departments, Agencies, and Offices (DAO). Those DOD elements for whom DITCO is authorized to contract for communications services. DAOs designate TCOs or mission partners as focal points to interface with DITCO and DISA.

Determination and Findings (D&F). Determinations and Findings are documents executed by the Heads of contracting activities or by Contracting Officers which justify the use of the authority to enter into contracts by negotiation; make sole source contracts; make advance payments under negotiated contracts; determine the type of contract to be used; waive a requirement for the submission of cost or pricing data and the certification thereof, etc. Technical personnel are responsible for the adequacy and accuracy of the factual information submitted in writing to the Contracting Officers. The findings are statements of fact or reasoning essential to support the determination. The determination is a conclusion based on the findings.

Emergency Communications Requirements. These are requirements resulting from any of the following circumstances:

- a. State of crisis declared by the National Command Authorities.
- b. Efforts to protect endangered U.S. personnel or property.
- c. Enemy action, civil disturbance, natural disaster or any other unpredictable occurrence that has damaged facilities whose uninterrupted operation is essential to national security or other ongoing crisis situation.
- d. The Director of a federal agency, Commander of a unified/specified command, Head of a military department, or Commander of a major command (USEUCOM J6 only in the European Theater) has certified that a communications requirement is so critical to protection of life and property or to the National Defense that it must be processed immediately.

End-to-End. The circuit from one user or other terminal point on a private line service to the user(s) or other terminal point(s) on the same private line service as established by the requirement described in the TSR, TSO, CSA, Service Inquiry, or Order.

Facility. The physical elements of a telecommunications plant which are part of the complete end-to-end communications service.

Inquiry. A DITCO request to a prospective contractor for a quotation on pricing, ability and willingness to provide service, and lead-time required to satisfy a telecommunications requirement to be ordered.

Host Nation Approval (HNA). Approval received from a host government to allow entry of U.S. government equipment or systems into the host country. Host Nation Approval is obtained in accordance with procedures established in each theater.

Long-Haul Telecommunications. All general and special purpose long-distance telecommunications facilities and services (including commercial satellite services, terminal equipment and local circuitry supporting the long-haul service) to or from the post, camp, base, or station switch and/or main distribution frame (except for trunk lines to the first-serving commercial central office for local communications services).

Modification. Contract action for a change to a contract/order after award has been made. A modification to the contract/order would be issued upon receipt of a TSR/TSO with type actions change, discontinue, or cancellation.

Non-regulated Contractor. Entity other than a regulated communications carrier that offers communications facilities, services, or equipment for lease or purchase.

Obligation of the Government. The cost of the required service for the minimum contractual period prescribed by a tariff or as defined in the contract; i.e., 1 month's service charge plus nonrecurring charge, excluding contingent termination liability charges.

Order. The document ordering any leased communications services shall be the Government unique identifier called a PIID that constitutes a binding contractual obligation. The PIID may be preceded by a telegraphic, verbal, or letter order from a KO and must be confirmed by the issuance of a written order (prior to the payment of funds for the services rendered). The acceptance of an order by a contractor constitutes an obligation on the part of the contractor to provide the services described in the order.

Other U.S. Government Agencies (OGA). Those agencies for whom DITCO is authorized to contract for communications services. OGAs designate TCOs or mission partners as focal points to interface with DISA and DITCO.

Overhead Charge. A fee added to the cost of communications services paid by the mission partners for the purpose of DITCO recouping the operating costs incurred by DITCO and paid to the Defense Working Capital Fund.

Post, Camp, Base, and Station Communications. Communications, circuits, facilities, networks, and associated customer premise equipment which are indigenous to the local communications of a military post, camp, base, and station, HQ, installation, or other federal building. This includes (i) local telephone systems and associated trunking to the nearest serving commercial central office exchange and selected long distance carrier point of presence; (ii) tie lines and private business lines to the local serving commercial central office; (iii) off-premise activity interconnections that are located within the geographical boundary served by the connecting commercial central office; (iv) cellular telephone service; (v) radio telephone and paging services; and (vi) primary interexchange carriers when not bundled into a bulk acquisition. Post, Camp, Base, and Station does not include services available through the Defense Communications System (DCS).

Private Line Service. A communications service provided for the exclusive use of the mission partner. Private Line Service includes intrastate, interstate, and international point-to-point and switched circuits with associated switching and terminal equipment, leased on a full-time, part-time, deferred, or standby basis.

Procurement Instrument Identifier (PIID). The PIID is the telecommunications order that is comprised of 13 alpha/numeric characters. The first six positions identify the department/agency and office issuing the instrument. This is known as the DOD Activity Address Code (DODAAC). The seventh and eighth positions are the last two digits of the fiscal year; the ninth position identifies the contract instrument; and the final four positions are comprised of a sequential number assigned by the Contracting Officer. An order for communications services that incorporates a basic agreement or a contract will also follow the 13 alpha/numeric format (e.g., HC101316P0001).

Program Designator Code (PDC). A four to six digit alphanumeric code used to identify leased services by system, network, primary user, or other category. It is specifically required to identify the funding activity responsible for reimbursing DITCO for the cost of leased service, backbone, and overhead charges.

Proposal. A response to a request for proposal (RFP) or formal solicitation document.

Quotation. The response to an inquiry or CSA wherein the offeror proposes to provide the services described. Quotations will contain the rates to be charged (estimated, if appropriate) for each element of service and any exception or qualification of the contractor concerning their ability or willingness to provide the service requested or their ability to meet the service date.

Regulated Communications Carrier. Any person, partnership, association, joint-stock company, trust, governmental body, or corporation authorized or franchised by the FCC or other appropriate governmental regulatory body to engage in the business of providing regulated communications services. This term may also be called "communications carrier," or "regulated common carrier." Any entity not described above is a non-regulated entity.

Single Point of Contact. DITCO is the single point of contact for TCOs and other DISA elements for contracting for private line communications services within the geographical areas for which DITCO has contracting responsibilities, and for disconnecting services contracted by DITCO. Users will normally contact their TCO to pass information to, or request information from, DITCO. TCOs and DISA elements issuing TSOs are the single points of contact for DITCO when information is required from, or is to be furnished to, the users and other government activities involved in installing, testing, maintaining, and reporting on services contracted for by DITCO.

Solicitation. Means any request to submit offers or quotations to the Government. Solicitations under negotiated procedures are called “requests for proposals.” Solicitations under simplified acquisition procedures may require submission of either a quotation or an offer.

Standard of Performance. The criterion established by DISA that specifies the acceptable performance level for leased services. The outage information derived from DD Form 1368 or other reporting sources provides the input to establish a contractor's level of performance.

Technical Sufficiency. Condition that exists when services are engineered, configured, installed, conditioned, tested, and maintained on an end-to-end basis in a manner that meets the communications requirements as described in the TSR/TSO, Service Inquiry, or Order.

Telecommunications Certification Office (TCO). The person or activity designated by a federal department or agency to certify to DISA (as an operating agency of the National Communications System) that a specified telecommunications service or facility is a validated, coordinated, and approved requirement of the department or agency, and that it is prepared to pay mutually acceptable costs involved in the fulfillment of the requirement.

Telecommunications Requirements. Stated needs for commercial communications that are validated to DISA for acquisition. Telecommunications requirements include performance specifications, technical evaluation plans, and other operational criteria used to define all aspects of the desired service.

Telecommunications Service Order (TSO). A valid, approved, and funded authorization from DISA to start, change or discontinue circuits or trunks and effect administrative changes.

Telecommunications Service Request (TSR). A valid, approved, and funded telecommunication requirement, prepared in accordance with the formats contained in DISAC 310-130-1 and submitted to DISA or DISA activities for fulfillment. TSRs may not be issued except by specifically authorized TCOs or mission partners.

Unscheduled Interruption. An unscheduled period of time when a leased service does not meet the specified technical sufficiency or the contract criteria. Users of leased services will report unscheduled interruptions (outages), directly to the contractor's representative immediately upon determining that the interruption is not caused by government furnished facilities or equipment. Monetary credits for outages can normally be claimed only for the time period that the service has been completely relinquished to the contractor, to include situations when approved Authorized Service Interruption exceed the allotted times.

Urgent Communications Requirements. Requirements, certified by the TCO as meeting the criteria stated in DISAC 310-130-1, submitted with insufficient lead-time to allow normal processing and still provide service on the required date.

APPENDIX B - ACRONYM LIST

Acronym	Term
ALLA	Alliance Long Lines Activity
BPA	Blanket Purchase Agreement
CC&O	Customer Cost & Obligation
CCO	Communications Control Office
CMO	Communications Management Office
CONUS	Continental United States
COR	Contracting Officer Representative
CS	Contract Specialist
CSA	Communications Service Authorization
DAO	Departments, Agencies and Offices
DCS	Defense Communications System
DGOC	DISA Global Operations Command
D&F	Determination and Findings
DFARS	Defense Federal Acquisition Regulation Supplement
DFAS	Defense Finance and Accounting System
DISA	Defense Information Systems Agency
DISN	Defense Information Systems Network
DITCO	Defense Information Technology Contracting Organization
DOD	Department of Defense
DODIN	Department of Defense Information Networks
EOC	Enterprise Operation Center
FAR	Federal Acquisition Regulation
FCC	Federal Communication Commission
FSS	Federal Supply Schedule
GC	DISA Legal Counsel
GFE	Government Furnished Equipment

Acronym	Term
HNA	Host Nation Approval
HQ	Headquarters
IDEAS	Integrated Defense Enterprise Acquisition System
IT	Information Technology
KO	Contracting Officer
NALLA	National Long Lines Agency
NATO	North American Treaty Organization
OGA	Other U.S. Government Agencies
PALT	Procurement Acquisition Lead Time
PDC	Program Designator Code
POP	Period of Performance
PSD	Procurement Services Directorate
RFU	Ready For Use
RM	Resource Management
SAM	Status of Acquisition Message
SIPRNET	Secure Internet Protocol Router Network
SOFA	Status of Forces Agreement
TCF	Technical Control Facility
TELCO	Telephone Company
TIBI	Telecommunication Services Enterprise Acquisition Services (TSEAS) Inventory and Billing Information
TR	Telecommunication Request
TSEAS	Telecommunication Services Enterprise Acquisition Services
TSO	Telecommunications Service Order
TSR	Telecommunications Service Request