

GENERAL SERVICES ADMINISTRATION
WASHINGTON, DC 20405

January 30, 1991

FIRMR BULLETIN C-15

TO: Heads of Federal Agencies
SUBJECT: Mandatory local telecommunications service

1. Purpose. This bulletin discusses mandatory telecommunications service provided by the General Services Administration (GSA) through its consolidated local telecommunications service program.

2. Expiration date. This bulletin contains information of a continuing nature and will remain in effect until canceled.

3. Contents.

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4. Related material.

- a. 201-20.303-1
- b. 201-24.102 and 201-24.104

TC 90-1

Attachments

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5. Information and assistance.

- a. See Attachment A for assistance concerning services available at consolidated local service locations.
- b. See Attachment D for addresses and telephone numbers of the Zone and Central offices.

6. Definitions. The following definitions apply to this bulletin.

- a. "Common Distributable Charge" means a charge that GSA adds to the cost of each agency line served by a GSA provided local service entity to recover management and overhead costs. The CDC comprises those costs applied to the particular local service entity as a whole and are not identified to any particular line or agency.
- b. "Consolidated local telecommunications service" means local communications service provided by GSA to all Federal agencies located in a building, complex, or geographical area.
- c. "Point of connection" means a location within a building where an agency's wire or cable connects to the consolidated system's facilities. Most office buildings have several such points on each floor or hallway.
- d. "Single server concept" means either GSA or another agency is responsible for providing service to all agencies at a location.
- e. "Switching function" means any switching equipment or switching arrangement used to connect agency CPE to telephone company equipment that would permit or cause a line to function as a trunk. Only GSA will provide this type of a switching function at a consolidated location.
- f. "Termination charges" means those charges that GSA and other agencies will incur when an agency leaves a GSA consolidated service location. The agency leaving a GSA consolidated location is responsible for its appropriate share of the termination liability.

7. Acronyms.

CDC Common Distributable Charge
CPE Customer Premise Equipment
DPA Delegation of Procurement Authority

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8. Discussion.

a. GSA provides both local and long distance telecommunications service for Federal agencies. This bulletin focuses on the mandatory-use aspect of consolidated local telecommunications service. GSA's policy is to provide service where it can add value compared with similar service offered directly in the marketplace. This includes service at locations where consolidation can bring better prices or where a common need, for example, national security or emergency preparedness, cannot be cost justified by individual agencies. The objective is to have a single telecommunications service or system serve the needs of all agencies at a location.

b. This single server concept is extended to locations where GSA designates a Federal agency to be responsible for meeting the needs of other agencies at a particular location. The concept requires the first (i.e., designated) agency serving any location to provide service to the agencies that follow.

9. Description of service. When GSA furnishes consolidated service, GSA will:

a. Provide--

- (1) The switching function, e.g., the PBX or a service contract such as centrex;
- (2) The wire and cable to provide services to an agency's point of connection;
- (3) To the extent feasible, data and voice communications wiring to meet enduser requirements; and
- (4) Billing, maintenance, and repair service for the location, except for that customer premise equipment (CPE), that is the responsibility of the agencies.

b. Ensure that the telecommunications system serves the basic national security and emergency preparedness (NSEP) requirements of the individual agencies.

c. Coordinate building arrangements and modifications with GSA's Public Building Service (PBS) in buildings owned or leased by GSA.

d. Help agencies to determine if their proposed CPE is compatible with the consolidated service.

10. Mandatory service. FIRMR 201-24.102 requires agencies to use available consolidated local telecommunications service at designated locations. Agencies should work with the GSA Zone office to obtain the needed service. Since it is not practical to list individual buildings covered by the program given the technology, contracts and tariff structures that are in place, the designated locations are listed by state and city in Attachment A. Although consolidated service is designed to meet the needs of all agencies at a location, an agency may have a requirement that cannot be met by GSA's system. In addition, the program does not provide service to every building in every city location listed. In such cases, agencies may request an exception to the use of all or a portion of the consolidated service.

11. Exceptions. Agencies that have unique requirements may request an exception to the use of consolidated service. GSA will work with these agencies to either modify the system to meet the requirement or grant a specific delegation of procurement authority (DPA) to allow the agency to obtain separate service. This exception process is as follows:

- a. An agency submits a request to the GSA zone office asking that the existing system or service be expanded to serve new buildings in the city or modified to meet the agency requirement.
- b. If GSA determines that an expansion or modification can be made to meet the agency requirement, GSA will implement the expansion or modification and bill the agency the full cost for the expansion or modification.
- c. If expanded or modified service cannot be provided by GSA, then a request for an exception to the use for that designated location (i.e., that listed city) must be requested in accordance with FIRMR 201-24.102. Requests for exceptions to the use are directed to the General Services Administration, Management and Reviews Division (KMA), 18th and F Streets, NW, Washington, DC 20405. GSA will grant the agency a DPA in conjunction with an exception to the use if the appropriate information is included. For further information, see FIRMR 201-20.305 and FIRMR Bulletin C-5, or call (202) 501-1566 or FTS 241-1566.
- d. If as a result of an exception to the use or for any other reason, an agency currently served at a mandatory location leaves that location, GSA will require that agency to pay a termination charge. Attachment C explains how this charge is developed.

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12. Customer premise equipment (CPE). Each agency is responsible for that portion of CPE, i.e., inside wire, telephones, modems, and any other equipment used by the agency, that is not part of the GSA-provided, mandatory-for-use portion of the system. Agencies shall consider features and services that are offered by the consolidation before installing equipment that duplicates these system features. Agency CPE that serves as a switching interchange requires an "exception to the use" and may require a specific DPA.

13. Ordering. Agencies are to use Standard Form 145 (SF 145), Telephone Service Request, for ordering telephone service from GSA-operated or GSA-managed telephone systems. The completed form is to be forwarded to the address designated by the GSA Zone Office. GSA Zone Offices will provide guidance and assistance to agencies on the preparation and submission of the SF 145.

14. Billing. At GSA consolidated service locations, GSA will bill a line charge, a common distributable charge, and all other appropriate charges that are individually identifiable to the using agency.

15. Cancellation. FIRMR Bulletins 17 and 69 are canceled.

Thomas J. Buckholtz
Commissioner
Information Resources
Management Service

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Attachment A

LOCATIONS OF CONSOLIDATED LOCAL TELECOMMUNICATIONS SERVICE

The locations listed are current as of the publication of this bulletin. The listing will be revised periodically as new locations are identified for consolidated service or existing locations are deleted from the list. The Zone office should be contacted for information and for requesting services. A location identified in this listing includes the adjoining communities normally considered part of that city's metropolitan area.

Pacific Zone Office - San Francisco, CA (FTS) 484-8000

- AK Anchorage
- AK Fairbanks
- AK Juneau

Central Zone Office - Atlanta, GA (FTS) 841-3048

- AL Birmingham
- AL Mobile
- AL Montgomery

Western Zone Office - Fort Worth, TX (FTS) 334-4084

- AR Little Rock

Pacific Zone Office - San Francisco, CA (FTS) 484-8000

- AZ Flagstaff
- AZ Phoenix
- AZ Tucson

Pacific Zone Office - San Francisco, CA (FTS) 484-8000

- CA Bakersfield
- CA Berkeley
- CA Fresno
- CA Hawthorne
- CA Hollywood
- CA Inglewood
- CA Laguna Niguel
- CA Los Angeles
- CA North Sacramento
- CA Oakland
- CA Pasadena
- CA Redding
- CA Riverside
- CA Sacramento
- CA San Bernardino
- CA San Bruno

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Attachment A

Pacific Zone Office - San Francisco, CA (FTS) 484-8000

- CA San Diego
- CA San Francisco
- CA San Jose
- CA San Pedro
- CA San Ysidro
- CA Santa Ana
- CA Stockton
- CA Van Nuys
- CA West Los Angeles

Western Zone Office - Fort Worth, TX (FTS) 334-4084

- CO Denver
- CO Lakewood

Eastern Zone Office - Philadelphia, PA (FTS) 597-4901

- CT Bridgeport
- CT Hartford
- CT New Haven
- CT Stratford

NCR Zone Office - Washington, DC Area (FTS) 458-8000

- DC Washington Area - See Attachment D.

Eastern Zone Office - Philadelphia, PA (FTS) 597-4901

- DE Wilmington

Central Zone Office - Atlanta, GA (FTS) 841-3048

- FL Ft Lauderdale
- FL Jacksonville
- FL Miami
- FL Orlando
- FL St Petersburg
- FL Tallahassee
- FL Tampa

- GA Athens
- GA Atlanta
- GA Columbus
- GA East Point
- GA Macon
- GA Savannah

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Pacific Zone Office - San Francisco, CA (FTS) 484-8000
GU Agana (Guam)

HI Honolulu

Western Zone Office - Fort Worth, TX (FTS) 334-4084
IA Des Moines

Pacific Zone Office - San Francisco, CA (FTS) 484-8000
ID Boise

Central Zone Office - Atlanta, GA (FTS) 841-3048

IL Champaign
IL Chicago
IL East St Louis
IL Rockford
IL Peoria
IL Springfield

IN Axminster
IN Evansville
IN Gary
IN Hammond
IN Indianapolis
IN Jeffersonville
IN South Bend

Western Zone Office - Fort Worth, TX (FTS) 334-4084

KS Prairie Village
KS Topeka
KS Wichita

Central Zone Office - Atlanta, GA (FTS) 841-3048

KY Lexington
KY Louisville

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Western Zone Office - Fort Worth, TX (FTS) 334-4084

- LA Alexandria
- LA Baton Rouge
- LA Lafayette
- LA Lake Charles
- LA New Orleans
- LA Shreveport

Eastern Zone Office - Philadelphia, PA (FTS) 597-4901

- MA Boston
- MA Springfield
- MA Waltham
- MA Worcester

- MD Baltimore
- MD National Capital Zone Area - See Attachment D

- ME Augusta
- ME Bangor
- ME Portland

Central Zone Office - Atlanta, GA (FTS) 8413048

- MI Ann Arbor
- MI Battle Creek
- MI Detroit
- MI East Lansing
- MI Flint
- MI Grand Rapids
- MI Lansing
- MI Saginaw

- MN Duluth
- MN Falcon Heights
- MN Ft Snelling
- MN Minneapolis
- MN St Paul

Western Zone Office - Fort Worth, TX (FTS) 334-4084

- MO Kansas City
- MO St Louis

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Central Zone Office - Atlanta, GA (FTS) 841-3048
MS Jackson

Western Zone Office - Fort Worth, TX (FTS) 334-4084
MT Billings
MT Helena
MT Missoula

Central Zone Office - Atlanta, GA (FTS) 841-3048
NC Asheville
NC Charlotte
NC Greensboro
NC Raleigh
NC Research Triangle Park
NC Wilmington
NC Winston-Salem

Western Zone Office - Fort Worth, TX (FTS) 334-4084
ND Bismarck
ND Fargo

NE Lincoln
NE Omaha

Eastern Zone Office - Philadelphia, PA (FTS) 597-4901
NH Concord
NH Manchester
NH Nashua
NH Portsmouth

NJ Camden
NJ Newark
NJ Trenton

Western Zone Office - Fort Worth, TX (FTS) 334-4084
NM Albuquerque
NM Santa Fe

Pacific Zone Office - San Francisco, CA (FTS) 484-8000
NV Las Vegas
NV Reno

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Eastern Zone Office - Philadelphia, PA (FTS) 597-4901

- NY Albany
- NY Binghamton
- NY Brooklyn
- NY Buffalo
- NY Jamaica
- NY New York
- NY Rochester
- NY Syracuse
- NY White Plains

Central Zone Office - Atlanta, GA (FTS) 841-3048

- OH Akron
- OH Canton
- OH Cincinnati
- OH Cleveland
- OH Columbus
- OH Dayton
- OH Toledo

Western Zone Office - Fort Worth, TX (FTS) 334-4084

- OK Muskogee
- OK Oklahoma City
- OK Stillwater
- OK Tulsa

Pacific Zone Office - San Francisco (FTS) 484-8000

- OR Corvallis
- OR Eugene
- OR Medford
- OR Portland
- OR Salem

Eastern Zone Office - Philadelphia, PA (FTS) 597-4901

- PA Harrisburg
- PA Johnstown
- PA Philadelphia
- PA Pittsburgh
- PA Reading
- PA WilkesBarre

PR Hato Rey (San Juan)

RI Providence

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Central Zone Office - Atlanta, GA (FTS) 841-3048
SC Charleston
SC Columbia

Western Zone Office: Fort Worth, TX (FTS) 334-4084
SD Aberdeen
SD Sioux Falls

Central Zone Office - Atlanta, GA (FTS) 841-3084
TN Chattanooga
TN Knoxville
TN Memphis
TN Nashville

Western Zone Office - Fort Worth, TX (FTS) 334-4048
TX Amarillo
TX Austin
TX Beaumont
TX Brownsville
TX College Station
TX Corpus Christi
TX Dallas
TX El Paso
TX Ft Worth
TX Galveston
TX Houston
TX Harlingen
TX Laredo
TX Lubbock
TX Lufkin
TX San Antonio
TX Temple
TX Waco

UT Ogden
UT Salt Lake City

Eastern Zone Office - Philadelphia, PA (FTS) 597-4901
VA Norfolk
VA Richmond
VA Roanoke
VA National Capital Zone Area - See Attachment D

VT Burlington
VT Rutland

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Pacific Zone Office - San Francisco, CA (FTS) 484-8000

- WA Auburn
- WA Olympia
- WA Seattle
- WA Spokane
- WA Tacoma
- WA Vancouver
- WA Walla Walla
- WA Yakima

Central Zone Office - Atlanta, GA (FTS) 841-3048

- WI Madison
- WI Milwaukee

Eastern Zone Office - Philadelphia, PA (FTS) 597-4901

- WV Charleston
- WV Huntington
- WV Morgantown
- WV Parkersburg

Western Zone Office - Fort Worth, TX (FTS) 334-4084

- WY Casper
- WY Cheyenne

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Attachment B

CRITERIA FOR DESIGNATING LOCAL SERVICE LOCATIONS
OPERATED BY GSA

1. Description. GSA provides consolidated local telecommunications service through on-site switches or through services such as centrex. Through the use of cost-modeling techniques, GSA has determined that it can add value by consolidating telecommunications requirements at designated locations. Where an agency has requirements beyond those of the general Federal community, GSA will work with that agency to ensure that its requirements are met.
2. Priorities. The priorities observed in providing service are to ensure--
 - a. Continuity of service to agencies;
 - b. The quality of service necessary for agencies to meet their telecommunications requirements; and
 - c. That services are provided at an economical cost.
3. Service locations. GSA provides mandatory consolidated service in all five GSA Zones. Mandatory service locations are designated by GSA, based on the following criteria:
 - a. A Federal Government requirement of 100 or more telecommunications lines at a location, complex, or geographic area.
 - b. No agency has more than 90 percent of the lines at a designated location or geographic area.

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TERMINATION CHARGES

1. Applicability of termination charges. These charges apply to any agency that leaves a mandatory service location or reduces its requirement, during the life of a contract, to less than half its requirement at the time the contract was signed.
2. Content of termination charges. There are three types of termination liability charges: common distributable (CD) charges, main station charges, and agency identifiable charges. Departing agencies are required to pay all three, as applicable.
3. Calculating common distributable (CD) termination charges. Since staffing cannot be efficiently reduced after every departure, reducing the number of lines at a given location causes the overhead expenses at that location to be divided among fewer lines. To allow remaining agencies time to budget for the increase, the departing agency will pay GSA 12 months' CD rates using the CD rate in effect on the date of departure.
4. Calculating main station termination charges. The GSA Zone Office will calculate the actual cost resulting from the departure from GSA provided service as follows:
 - a. Rate Stabilization Agreement (RSA). Only those agencies whose departures bring the number of lines on a system below the minimum guarantee will be assessed RSA termination charges. For agencies whose departures do bring the system below its minimum guarantee, termination charges are calculated as follows:

(Main station rate per line)
times
(Number of lines below minimum)
times
(Months remaining on contract as of cutover)
equals
(Agency's remaining dollar responsibility).

Some rate stabilization agreements charge only a specified percentage of the rate for each line below the minimum guarantee. Where these percentage factors exist, they will be incorporated into the calculation so that the assessed charge represents only the actual cost incurred.

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b. Competitively awarded contract. The actual cost method, or an appropriate similar method, will be used to determine costs that are paid by the remaining agencies.

c. Capital expenses.

(1) Switching equipment capital expenses. These expenses will be determined as follows:

(Initial installation cost)
plus
(Capital switching equipment lease)
plus
(Add-ons (additional purchases against contract))
minus
(Amount depreciated (recovered))
equals
(Unrecovered capital costs)
divided by
(Lines in service)
equals
(Cost per line).

(2) Customer premise equipment capital expenses. These expenses will be determined as follows:

(Initial installation cost)
plus
(Capital customer premise equipment lease)
plus
(Add-ons (additional purchases against contract))
minus
(Amount depreciated (recovered))
equals
(Agency's unrecovered capital costs).

5. Agency identifiable equipment and services. Departing agencies will be responsible for the remainder of all amounts due on contracts entered into on their behalf by GSA. Calculation of charges to cover these amounts will be based on contract terms and conditions.

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6. Phased transitions. A phased transition is when an agency departs from a GSA consolidated system in stages, reducing the number of lines it has on the system at each stage. Phased transitions will be treated as multiple departures. At each transition phase, the number of lines transferred will be used as the basis for calculating termination liability.

7. Minimizing termination charges. If an agency could time its departure from a mandatory local service location to coincide with the end of a rate stabilization agreement, system payoff date, or contract payoff date, then no termination charges for leased equipment or capital expenditures would be assessed. Should GSA decide to close the system entirely at that time, CD termination charges would be waived as well.

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INFORMATION AND ASSISTANCE

Information and assistance on issues about local service matters, including termination charges, should be addressed to the GSA Telecommunications Zone Office serving your area.

EASTERN ZONE (Regions 1, 2 and 3)

Coverage - CT, DE, MA, MD, ME, NH, NJ, NY, PA, PR, RI, VA, VI, VT and WV. Also Puerto Rico and Virgin Islands.

General Services Administration (3KM)
9th & Market Sts.
Philadelphia, PA 19107

Telephone: (215) 597-4901 or FTS 597-4901

CENTRAL ZONE (Regions 4 and 5)

Coverage - AL, FL, GA, IL, IN, KY, MI, MN, MS, NC, OH, SC, TN and WI

General Services Administration (4KM)
75 Spring St., S.W.
Atlanta, GA 30303

Telephone: (404) 331-3048 or FTS 841-3048

WESTERN ZONE (Regions 6, 7 and 8)

Coverage - AR, CO, IA, KS, LA, MO, MT, NE, ND, NM, OK, SD, TX, UT and WY

General Services Administration (7KM)
Fort Worth, TX 76102

Telephone: (817) 334-4084 or FTS 334-4084

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PACIFIC ZONE (Regions 9 and 10)

Coverage - AK, AS, AZ, CA, GU, HI, ID, NV, OR, and WA. Also American Samoa and Guam.

General Services Administration (9KM)
525 Market St.
San Francisco, CA 95105

Telephone: (415) 744-8000 or FTS 484-8000

CAPITAL ZONE (National Capital Region)

Coverage - Washington, DC Metropolitan Area (includes the District of Columbia and the counties of Prince George and Montgomery in Maryland and the counties of Arlington, Fairfax, Loudoun, Prince William, and the cities of Alexandria and Falls Church in Virginia).

General Services Administration (WKM)
7th & D Sts., S.W.
Washington, DC 20407

Telephone: (202) 708-4300 or FTS 458-8000

GSA CENTRAL OFFICE

General Services Administration
Systems Operations Branch (KVOR)
18th and F Sts., N.W.
Washington, DC 20405

Telephone: (202) 501-0123 or FTS 241-0123

