

BOOT (ROUND 1) APPLICATION TEMPLATE – NETWORK SUPPORT REQUIREMENTS

You are required to fill out this form. The asterisk denotes a required field for this form.

*APPLICANT NAME (DBA): _____

*PROJECT NAME: _____

*DATE (MM/DD/YYYY): _____

1) Describe your Network Operations Center (NOC) if one exists (Narrative 2250-character limit);

- a) Location of NOC
- b) Hours of operation of NOC
- c) Typical staffing per shift
- d) Describe network availability monitoring tools utilized
- e) Describe network performance monitoring tools utilized
- f) Describe trouble management reporting tools
- g) Describe network provisioning tools
- h) If NOC services are outsourced specify contracting firm and monthly cost.

2) Describe your customer trouble reporting procedures (Narrative 900-character limit);

- a) Are customer support services provided by your firm or outsourced
- b) Location of customer agents (at home, call center in US or call center offshore)
- c) Describe customer support services available (call agent, web only, both, average hold time)

3) Describe your technical operations including staffing (Narrative 2250-character limit);

- a) How many technical staff operate within 50 miles of the proposed service area?
- b) How many technical staff operate within the region (250 miles) of the proposed service area?
- c) How many technical staff operate nationwide?
- d) Percentage of technical staff that work as installers?
- e) Percentage of technical staff that work as network technicians?
- f) Percentage of technical staff that work as network engineers?
- g) Percentage of technical staff that work as network architects?
- h) List special certifications that your technical staff hold including quantity of each
- i) Are technical staff above full-time employees or contractors?