GSA-provided All Agency Inventory (AAI) Frequently Asked Questions (FAQs)

1. How does AAI and AAI with Billing information assist agencies with transition?

Lessons learned from previous transitions identified that agencies do not always have the most current inventory nor know where to obtain inventory information. To assist agencies, GSA's Transition Coordination Center (TCC) inventory team created the All Agency Inventory (AAI), to:

- Assist with the Fair Opportunity (FO) process requirements development
- Support network planning
- Assist with evaluation criteria
- Facilitate data population in creating like-for-like service orders
- Assist with new EIS services budgeting
- Assist with Independent Government Cost Estimates (IGCEs)

There are several benefits to the agencies; AAI:

- Improves transition timelines
- Expedites the FO process
- Displays data in a usable format or malleable to an agency's needs
- Relieves agencies from having to gather inventory data on their own
- Augments agency information by normalizing inventory data
- Provides over 85% of required transition service order information
- Addresses issues with contractors' inventory prior to transition execution
- Minimizes transition planning costs

2. When does the TCC inventory team distribute AAI Reports?

GSA's TCC refreshes AAI data on a monthly basis after the monthly Transition Inventory (TI) refresh. Over 40 reports were pushed on a monthly basis through December 2019. Beginning January 2020, the TCC is "pushing" approximately half of the specialized AAI reports and delivering on a quarterly basis. Reports are stored on the T:/ drive by agency transition entity at: T:/!!QT3C/TelecomServices/QT3CDB/Transition/AgencyAssistance/AAI_Inventory/Monthly_Reports and is placed on E-MORRIS upon agency request.

3. What is the difference between TI and AAI?

The primary difference between TI and AAI is:

- TI is a collection of agency data compiled at the Service Instance Record (SIR) level. An SIR reflects a summarized roll-up of a current base service comprised of Networx, WITS 3, and GSA Regional local service (RLS) contract data for both active and disconnected services.
- AAI extends current TI SIRs to a more detailed level. The data is based on active services only and does not include disconnects. AAI data includes Contract Line Item Numbers (CLINs), Service Enabling Device (SED) CLINs, features, bandwidth, and other data elements not included in TI.

The table below identifies how TI and AAI offer value to agencies.

No.	Description of Value to the Agency	TI	AAI
1	Improves agency transition timelines by relieving agencies from having to gather inventory data on their own.	X	X
2	Assists agencies with transition activities; Provides inventory information to assist agencies with requirements development, FO solicitations, evaluation criteria, acquisition strategy, and more.	X	X
3	Assists agencies with summary information for transition planning. Provides inventory information for pre-planning activities that are necessary in the Agency Transition Plan (ATP).	X	X
4	Provides robust, detailed, usable data to assist agencies with the development of their Statement(s) of Work (SOWs). Customized reports provide specific information needed for SOW requirements.		X
5	Provides robust, detailed, usable data to assist in the development of Independent Government Cost Estimates (IGCEs) and budgets. Customized reports provide specific as-is information needed for IGCE and budget development.		X
6	Facilitates data population for transition service order creation in like-for-like transition. Provides over 85% of required transition service order information.		X
7	Provides consistent and integrated data for use of the SOW Assist Tool. Provides inventory driven information for the J.2 embedded object.		X
8	Used to track transition progress metrics; Measures transition progress for services transitioned and proportional weighted value (PWV) services transitioned. Indirectly assists with business volume transition progress.	X	
9	Allows for issues discovered with contractor's inventory to be addressed now, instead of during transition. (E.g. Issues such as disconnected services still being billed and/or showing as active, incorrect assignment of Agency Hierarchy Code (AHC) of service, components missing, etc.)	X	X

No.	Description-Attributes of Data	TI	AAI
1	Comprised of Networx, WITS 3 and GSA RLS data	X	X
2	Data is updated monthly	X	X
3	Data is delivered to E-MORRIS monthly	X	
4	Primary sources of data include; inventory, billing and ordering from contractors/vendors	X	X
5	Normalized and standardized data such as: agency names, addresses, services, bandwidth, contractor names	X	X
6	Addresses are based on Network Site Code (NSC) and iCONECTIV database when available	X	X
7	Utilizes NHC Pricer information (CLINs, NSCs, Core Based Statistical Areas (CBSAs))		X
8	Data validated by GSA and confirmed by the agency	X	
9	Data is provided at SIR level	X	
10	Summarized roll-up of a current base service	X	
11	Detailed level of data		X
12	Includes CLINs, features, bandwidth, termination information		X
13	Includes equipment information		X
14	Includes current billing data at an AAI record level for current month, and contains		X

No.	Description-Attributes of Data	TI	AAI
	summarized grouped data for a rolling 12-month period		
15	Archive of individual data records	X	
16	Data based on both active AND disconnect records	X	
17	Data based on active records only; Does not include disconnects		X
18	Refreshed data is pushed quarterly [formerly monthly through December 2019] to the T:/ drive by transition entity for all agencies; Available to authorized agency users on E-MORRIS as zipped files/reports, and available for download upon request		X
19	Special requests for data grouping, different combinations of transition entities, or delivery method must be requested via an AAI Request form and sent by e-mail to EISTCC.INVENTORY@GSA.GOV; Special request data is provided directly to the authorized requestor (AMs, TSM, TOA an TCC Staff) via the T:/ drive, Email, Google drive, SAFE, or file transfers via E-MORRIS		X
20	Data available on demand via the E-MORRIS application	X	
21	Mapping of current services to EIS services		X
22	Mapping of locations to CBSAs		X
23	Mapping of current CLINs to EIS CLINs		X
24	Includes mapping of EIS contractors awarded CBSAs, CLINs, and services		X
25	Includes pre-defined reports delivered as a 'package' representing a summary, grouping, or set of data comprised of specific fields and/or combinations of fields.		X
26	Errors, exceptions, and missing inventory addressed at root cause and/or source level in conjunction with contractors/vendors and/or agencies	X	X
27	Contains 53 specific fields of data	X	
28	Contains 91 specific fields of Inventory data and 105 specific fields of Inventory with Billing data		X

Lastly, the following tables illustrate the composition of a service record in TI and the component level depiction in AAI.

TI:

Ex	Agency	Address	City	St	Service	Circuit/TN	Contractor	Contract	Source	UBI
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	Verizon	Networx	V	LEESVAMN-987564-NBVPN

AAI:

Ex	Agency	Address	City	St	Service	Circuit/TN	CLIN	Chg Type	Chg Unit	CLIN Description
	TI	TI	TI	TI	TI	TI	Source-NIM, Bill	CLIN Map	CLIN Map	CLIN Map
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	144002	MRC	Per circuit	TSP Rest One Local Acc Crd
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	760311	MRC	Per circuit	T-1 Access Charge
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	916332	MMRC	Per device	Cisco CISCO2921-SEC
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	213845	MRC	Per port	CONUS Enhanced DS1
1	XXX	122 Rte 7	Leesburg	VA	NBIP-VPNS	NBI-420195	289010	MRC	Per line	CONUS Managed Bus Line

4. Why are disconnected records kept in TI, but not AAI?

TI is the complete inventory of all current and past SIRs since January 2016, which includes active and disconnected SIRs. TI is used for high level planning and tracking transition progress.

AAI includes only the active records to assist with the development of FO solicitation requirements and strategic planning. It is also used for transition execution. Once records are disconnected, they are no longer useful in AAI, and therefore not retained.

5. How does a user get additional information about AAI?

Supporting documentation is available for both TI and AAI at: https://www.gsa.gov/eistransition, or by contacting the TCC inventory team directly. Documents include:
- AAI User Guide
- AAIREAD User Guide
- TI User Guide

GSA also provides the following AAI training courses. These courses are scheduled periodically, and/or are available upon request.
- AAI Module I (Overview)
- AAI Module II (Using Reports)
- AAI Report Engine Ad Hoc Database (AAIREAD)

For additional inventory information, users are encouraged to contact their Agency Manager (AM) as their first point of contact. To identify agency AMs, go to: https://gsa.gov/nspsupport .

Additionally, users can contact the TCC inventory team via the National Customer Service Center (NCSC) Help Desk at ITCSC@gsa.gov or 855-482-4348 (ITaid4U). Lastly, users can contact the TCC inventory team directly at EISTCC.INVENTORY@GSA.GOV.

6. Why does AAI contain so many reports?

There are numerous AAI reports available due to the abundant amount of data captured and reported (over 100 fields). Canned reports provide multiple options and allow users to view data from various aspects to answer business questions. There is NO expectation that a user will utilize all of the available canned reports. The TCC inventory team created reports based on agency requirements but encourages users to review all report options to find those that best suit their needs. ALL data is contained in Report 8 (AAI without billing) and Report 37 (AAI with billing) if a user wants to create their own report.

7. How does a user create their own report or query, and extract data not already contained in one of the canned AAI reports?

The TCC inventory team created AAIREAD to provide users with an avenue to create their own reports. AAIREAD is updated and pushed quarterly to the T:/ drive along with the AAI reports by transition entity for all agencies.

AAIREAD is a reporting mechanism based on Report 8 (AAI without billing) and Report 37 (AAI with Billing). It may be used to:
- Create and save custom reports from the database
- Assist in manipulating very large AAI file(s)
- Allow selection of fields, groups, criteria, and exporting of the report/data
- Assist users in the development of SOW requirements during the FO process
- Assist users in preparing transition order information

AAIREAD uses data manipulation made through a GUI which allows for immediate customization of AAI data. Some of the benefits include:
- Provides standardized and normalized data for logical definable groupings (e.g. locations, services)
- Proves the ability to reuse reports month to month with new datasets

8. How does a user get additional inventory data not contained in AAI or TI?

AAI is comprised of data for services available to GSA. Technical specifications, network utilization, and agency specific information unavailable in sources GSA receives must be obtained by the agency. The agency should contact the contractor directly or consult other resources such as contractor portals, EIS Pricer, Networx Pricer, Service@Once, iCONECTIV, and regional support teams to obtain more information.

9. If an inventory data issue and/or error is identified, how does a user get it resolved?

All data issues/errors discovered must be reported to the TCC inventory team. The TCC inventory team will analyze and investigate all reported items and either correct the issue/error or direct the user to work with the contractor or inventory source (GSA RLS Team, WITS 3 team) for remediation. To report data issues/errors, users should complete the Error Template in its entirety. Error forms for GSA team members are located at:
T:/!!QT3C – Telecom Services/QT3CDB - Transition/TCC/Inventory/AAI_Training_062917/AAI_Error_Reporting_Template
Agency users should request the form from the GSA Agency Manager (AM). Once the form is completed, forward it to the TCC inventory team at EISTCC.INVENTORY@GSA.GOV.

The TCC inventory team will contact the sender with questions or clarification, if needed.

10. Will the TCC inventory team reach out to the contractor if there is an issue and/or error with an agency's inventory data?

The agency should contact the TCC inventory team (EISTCC.INVENTORY@GSA.GOV) when they believe there is a discrepancy with their inventory data. In most cases, an agency will be directed to contact the contractor directly to make changes to their services (e.g., disconnects) or corrections (DARs, addresses, etc.) to the inventory source data. The TCC inventory team does NOT have the authority to make changes to agency data. Contractually, most updates or changes made must be initiated by a designated agency representative (DAR).

11. Is AAI completely comprehensive of an agency's inventory?

AAI is as accurate and complete as the information provided by the contractors and/or various data sources. The TCC inventory team does NOT make judgements on the accuracy or applicability of the data provided by the contractors. The TCC inventory team provides all components and values that are received and leaves the confirmation to the users of the inventory. Agencies utilizing the service with knowledge of the inventory status, components, and applicability should alert the TCC inventory team of any discrepancies for remediation.

12. Why don't all records contain NSCs?

NSCs are required for services acquired under the Networx contract, but not for those acquired under WITS 3 or GSA RLS contracts. Even so, there are cases where NSCs are missing from the Networx source data used to create the TI and AAI reports. In these cases, and for WITS 3 and GSA RLS, the TCC inventory team will populate the NSC field if a valid code can be obtained based on the address or other WITS 3 and GSA RLS data (e.g., BAC) provided.

13. Why are some terminating locations missing in AAI?

Terminating locations are included in AAI if the information has been provided by the contractors and/or other data sources. Often the terminating location is not provided by the contractor. In those cases, the agency may have other data (or access to data) that can assist in providing termination information. If a user cannot locate the termination information, they should contact the contractor directly.

14. Is the awarded contractor information (services, CBSAs, CLINs) kept current?

Yes. When the original EIS contract awards were made (July 2017), AAI was populated with all awarded service, CBSA, and CLIN information (received via the EIS Pricer). As modifications are awarded, the information is captured in the EIS Pricer. In turn, AAI receives a monthly feed containing newly awarded information thereby keeping AAI current.

15.   What is the purpose of the Primary and Secondary GSA Tracking Ids and how do they help?

The TI GSA Tracking Id is unique for each SIR Identifier and is never repeated across records. However, the GSA Tracking Id in TI is called the *Primary GSA Tracking Id* in AAI and *is* repeated on records. The Primary GSA Tracking Id is used as the main identifier to group records together which comprises all records for the service in AAI. By grouping on this identifier, a user will note all components, CLINs, and attributes associated with the service. Other key identifiers such as the unique billing identifier (UBI), circuit Id, and telephone number are NOT always consistent across all components.

The *Secondary GSA Tracking Id* is only used to group regional records in special circumstances. The Secondary GSA Tracking Id is unique for each regional SIR Identifier and allows for multiple Primary GSA Tracking Ids to be grouped together. This occurs when both a billing telephone number (BTN) and primary rate interface (PRI) are placed on the same service record. Both the BTN and PRI will receive their own unique Primary GSA Tracking Id but will possess the same Secondary GSA Tracking Id to link them together.

16.   How does a user identify records that are part of the Full Service Program?

TI and AAI both contain GSA RLS and Networx Long Distance (LD) records (where applicable) that are part of the Full Service (FS) Program:

- All GSA RLS records are FS
- Networx records that have an LD component associated with GSA RLS records are FS
- Not all GSA RLS records have an associated Networx LD record
- In TI, the same telephone number shows twice; once for GSA RLS and once for Networx LD

To isolate FS inventory in TI and AAI, set the values for the appropriate fields to:

- Contract Field=Regional and/or Networx
- Full Service=Y denotes part of the full service program

AAI Report 24 (FS Inventory) identifies services and attributes that are associated with the GSA RLS program for both the local and long distance sides. The report includes all GSA RLS and the corresponding Networx LD records where applicable. Reference the AAI User Guide for additional information.

17.   How does a user determine the DIDs associated with a specific PRI?

AAI Report 9 (Service Type TI Detail Records) contains direct inward dialing (DID) numbers and PRI Circuit IDs. Users should filter on Current Service Descriptions, DID, and PRI. While this does not guarantee a direct correlation in all cases, it will assist users with making the association between the DIDs and PRIs.

18.   Do all DIDs that belong to an agency show up in AAI?

No. Both the GSA RLS and WITS 3 programs load all DIDs. These DID numbers will appear in AAI. However, for non-WITS 3 and non-regional LD numbers in Networx, contractors provide inventory records for individual DIDs when the Primary Interexchange Carrier (PIC) has been transferred to the new carrier and loaded into their provisioning systems. ***Note that in many cases, DIDs are part of a dial plan but are not individually PIC'd.*** In these cases, the numbers are NOT provided to GSA, and therefore do NOT appear in TI or AAI. Sometimes, the individual numbers may show up in usage billing files if billing is made to the individual station level. In this situation, the numbers would only be visible in Report 37 (*AAI with Billing*) for the month the usage appears.

19.   What does the EIS CLIN mapping information provide?

AAI provides a user with the EIS CLIN that maps to, or closest to, the current contractual CLIN in a like-for-like transition scenario. This represents the permissible individual pricing element.

The current contract to EIS CLIN mapping is a manual effort and does NOT always provide a direct map (e.g. current equipment CLINs do not map to the EIS catalog(s) for Service Related Equipment (SRE)). For GSA RLS local records, the category, sub-category, and CLIN description were used to produce the mapping between GSA RLS services and EIS.

EIS CLIN mappings should be used judiciously and NOT in lieu of information received in responses to SOWs. Also note that the current contract information provided does not always provide all necessary CLINs to configure the service (see questions 20 and 21 below).

20.   Are all the CLINs appearing in AAI appropriate and needed for the transition from a current service to an EIS service?

Not necessarily. The inventory represents ALL CLINs that are found in monthly inventory, billing, and ordering files from the contractors. The AAI composition is built strictly with the CLINs found in the sources. Note that current contract CLINs may not be needed when configuring the service requirements; and as-is inventory alone does NOT always provide the configuration needed under EIS.

Field 37, CLIN Source, notes the data source where the CLIN is identified. Values include contractor inventory (I), billing data (B), order/inventory data for Networx (O). The table below shows a service scenario; where the CLINs are found, and how they are represented in AAI.

As stated in question 19, the provided CLINs may NOT provide all CLINs necessary in a like-for-like environment in EIS.

TI Record to Source	Inventory	Order	Billing	All Inventory	CLIN Source
TI Record 1	144002	144002	144002	144002	Populate with Source(s) (ex. I, O, B)
TI Record 1	760311	760311	760311	760311	Populate with Source(s) (ex. I, O, B)
TI Record 1	213896		213896	213896	Populate with Source(s) (ex. I, B)
TI Record 1	213845		213845	213845	Populate with Source(s) (ex. I, B)
TI Record 1		916332		916332	Populate with Source(s) (ex. O)
TI Record 1		289010		289010	Populate with Source(s) (ex. O)
TI Record 1			212699	212699	Populate with Source(s) (ex. B)
TI Record 1			212899	212899	Populate with Source(s) (ex. B)

21. For a particular service, does AAI capture all the EIS CLINs needed assuming a like-for-like transition?

Usually no. As stated in the response to question 20, AAI is strictly based on data received from the contractor's inventory (I), billing (B), and ordering (O) files on a monthly basis. For example, usage CLINs may show up one month in billing, but not again for several months. Because the CLINs are gathered each month, the usage CLINs via billing will only show up the month they appear in the billing file. If a contractor omits previously billed non-recurring charges (NRCs), auto sold CLINs, and/or other pertinent CLINs to the service, that data would NOT be included in AAI even though the information is needed for EIS service considerations.

AAI should be used to create the baseline of requirements based on current CLIN provided configurations of the service. However, users must be mindful that it is NOT always a complete list and requires additional analysis and augmentation to create the full set of requirements needed for EIS SOWs.

22. Why are there so many "UNMAPPED" CLINs listed under the EIS CLIN field?

In most cases, EIS CLINs appear as unmapped because there is no comparable EIS CLIN to the current contractual CLIN. In other cases, there is not enough information to determine the appropriate CLIN. Each Unmapped CLIN includes a description providing information as to why it is unmapped. Users should pay particular attention to UNMAPPED 009, 010, and 016 as there was not enough information available to determine EIS equivalents for these CLINs.

EIS_CLIN	UNMAPPED_DESCRIPTION
UNMAPPED001	Equipment - Catalog Priced
UNMAPPED002	Mileage - Contractor Derived
UNMAPPED003	NA - Taxes
UNMAPPED004	NA - Surcharge
UNMAPPED005	NA - Usage
UNMAPPED006	NA - Included in Service CLIN
UNMAPPED007	Need New EIS CLIN

EIS_CLIN	UNMAPPED_DESCRIPTION
UNMAPPED008	NA - Directory Listing
UNMAPPED009	Additional Research Required - Billing
UNMAPPED010	Additional Research Required - ICB
UNMAPPED011	NA - PIC Related
UNMAPPED012	NA – Labor
UNMAPPED013	NA - Number Portability
UNMAPPED014	NA - Software/License
UNMAPPED015	(Reserved for future use)
UNMAPPED016	Additional Research Required - Insufficient Information
UNMAPPED017	NRC - Install - Insufficient Information
UNMAPPED018	NA - Non Service
UNMAPPED019	NA - NRC - Expedite
UNMAPPED020	NA - NRC - Move
UNMAPPED021	NA - NRC - Change
UNMAPPED022	MNS – Contractor Defined Attributes
UNMAPPED023	NA - NRC - Order
UNMAPPED024	NA - Long Distance Call Record

23. What can a user do if they feel a current contract CLIN is not mapped correctly to EIS CLINs?

Report it to EISTCC.INVENTORY@GSA.GOV. Provide the current CLIN, proposed EIS CLIN(s), and rationale for the change in mapping. Someone will contact you to discuss the possible change.

24. Why can't a user see the CLINs associated with Usage?

The government has millions of telephone lines. Most of those lines place numerous calls each month and each call could use as many as 19 Usage CLINs. The TCC inventory team is unable to process this much data monthly.

The data made available in AAI aggregates the usage with a domestic or international designation. Additionally, the TCC inventory team sums the calls, minutes of use, and usage charges for each number or circuit where the calls are charged. This information is provided in Report 31 (Usage Detail). The report includes the current service description and the location of the line placing the calls.

25. Do all GSA RLS and WITS 3 records also contain a Networx long distance record?

No. Not all GSA RLS and WITS 3 records contain a long distance component (e.g. Private Line, equipment, T-1, etc.), and not all local services (that have a long distance component) use Networx as the long distance contract. Some agencies chose to order their own long distance

service via Networx where they had GSA RLS or WITS 3 local service. In TOPS, the local record is set to NetId=N, which means GSA does not place the long distance order. When an agency has chosen to place their own order for a GSA RLS or WITS 3 local service in Networx, TI and AAI only capture the data via the contractor's inventory/billing/order files. If an agency has not successfully placed an order with a Networx contractor, the long distance portion of the local service will NOT appear in TI or AAI.

In most cases, regional staff set up both the local and long distance in TOPS (regional) where the local service contains a long distance component (Centrex, Business Line, BRI, etc.). For WITS 3, a daily feed for the long distance component is sent to TOPS. In both cases, TOPS sends daily feeds to the appropriate Networx long distance contractor for the long distance. In these cases, TI and AAI will contain both a local and long distance records as the information is obtained from TOPS.

Report 22 (Net Id=N Records) provides a list of GSA RLS and WITS 3 local records where the agency is responsible for setting up the long distance and the PIC with the Networx contractor. The TI record flag will denote if it is loaded with a Networx contractor or not. As stated above, GSA does NOT place the long distance order for these records. The report provides both the local and long distance (when present) records. If the number only appears once, then there is NO long distance set up with a contractor.

26.   What is the difference between Spend Reports 34 -36 and 37- 43?

AAI Spend Reports 34 through 36 provide a rolling 12 months of billing data. The report(s) provides a dropdown list that allows the user to display either billing charges (usage volume, usage charges, monthly recurring charges (MRCs), NRCs, tax surcharge, Universal Service Fund (USF), fee adjustment credit, total charges) for an individual month, all months, the monthly average, or 12-month total at a summary level. These reports roll up the data at the Agency, Contract, Contractor, Service, AHC, or Service level.

AAI Spend Reports 37 through 43 provide billing charges for the current or most recent billing period. These reports provide greater detail; billing is applied to the CLIN level, where available.

27.   Why do so many billing records not match directly to AAI records?

While billing is used as a primary source to create AAI records, there are many cases where a billing record will not match AAI directly. In some cases, billing records are applied at a corporate or account level and cannot be ascribed directly to an inventory record. In other cases, usage charges are provided, but not at CLIN level for attribution; or usage is only provided at an identifier level with domestic or international differentiators. Even still, taxes, USF charges, and surcharges may not apply at a service level or sometimes an account level; consequently, they would not match directly to an AAI CLIN inventory record.

AAI contains a field dedicated to noting the match, or lack thereof, for billing records. The "Billing Code" field is always populated with a value/code noting how billing records relate to specific AAI records, SIRs, or with no match at all. For those records where the TCC inventory team can

match an AAI record to a billing record, the "Billing Code" field reflects the value AAIREC. Appendix J of the AAI User Guide provides a full list of billing codes and descriptions that can be used to determine the reason a billing record may not tie directly to AAI.

28. How is usage volume measured?

Most usage volume is measured in minutes. However, users should review the CLIN Charge Unit field associated with CLINs that have a Charge Type=Usage, as usage volume can also include increases in bandwidth, replays, surveys, and other measurable units.

29. Which report helps a user understand an agency's network?

There is no direct way to identify inventory as part of a network. Contractor data available to the TCC inventory team does not provide a specific identifier showing services belonging to a network. An agency may have grouped on inventory specific to a network, using identifiers (AHC, Agency Service Request Number (ASRN), or some other key field).

However, it may be possible to back into a network. To do this, start with Report 9 (Service Type Detail Records), which captures current TI inventory by service and location for each SIR. If the user knows all locations for the network, the user can query the data at those locations for that specific service. In other AAI reports (e.g. Report 8), additional information is available at a detailed level, including current service mapping to the equivalent EIS service description.

Additional reports containing mapping and summary information that can be used to capture SOW requirements, include:

- o Summary of SIRs by current service description
- o Summary of SIRs by EIS service description
- o Summary of SIRs by sub agency
- o Summary of SIRs by service location by service description

30. Which reports provide information needed to prepare an SOW or FO solicitation?

The Solicitation Assist Tool requires location level inventory data for each EIS service included in the SOW. A user will also need a list of EIS CLINs and quantities at each Network Site Code (NSC) location. This is provided in Report 20 (J.2 Attachment to SOW). In addition, the SOW Assist Tool requires all features requested for that service. The services and the features are identified in Report 4 (CLIN Information Mapped to EIS CLINs). Use the EIS CLIN description to identify the relevant features.

Alternatively, some agencies have used Report 13 (Service Detail Requirements), which was available before Report 20 was developed. Each EIS service and all EIS CLINs are identified at each NSC. A separate worksheet is provided for each service type, and each SIR is identified

by the unique Primary GSA Tracking ID. Also, included with each SIR is the associated EIS CLINs.

31. Which reports identify contractors who can bid on FO solicitations?

Report 18 (CBSA Mapping by Awarded Contractors) identifies currently awarded contractors by CBSA and by service. Both Report 8 (AAI) and Report 37 (AAI with Billing) display which contractors have been awarded an EIS service, EIS CBSA, and EIS CLIN for a specific AAI record.

Note: ALL EIS contractors can bid on an SOW. If a contractor does not currently have awards for services/CLINs/CBSAs needed to fulfill SOW requirements, the contractor must modify the contract to provide the services/CLINs/CBSAs that are awarded in a Task Order.

Additionally, the EIS Contractor Awardee Crosswalk field provides a list of EIS contractors that have been awarded the specific EIS CBSA, EIS service, and EIS CLIN applicable to the AAI record. If the service is NOT CBSA based (0), then the crosswalk is based only on service awardees. If the service is one-sided (1) CBSA based, the contractor must be an awardee for the service and at the originating CBSA. If the service is two-sided (2) CBSA based, the contractor must be an awardee for the service and at the originating CBSA and terminating CBSA.

32. Which report provides service specific information needed to place an order for services under the EIS contract?

After funding approval and contractor selection, a contractor needs service specific information. This information is found in Report 8 (AAI). All service components are determined by grouping on the Primary GSA Tracking Id. Awarded contractors will require varying degrees of, and in some cases different information. Additionally, services being installed with a new contractor or transitioning to EIS under the incumbent contractor will require different levels of information.

33. How can a user identify which locations are served by a PBX?

To identify which locations are served by a Private Branch Exchange (PBX), use Report 9 (Service Type TI Detail Records), and go to the Service Description field to identify the information by grouping on the following current services:

- o DIRECT INWARD DIALING
- o PRIMARY RATE INTERFACE
- o PRIVATE BRANCH EXCHANGE LINE
- o PRIVATE BRANCH EXCHANGE SYSTEM
- o CIRCUIT SWITCHED DATA SERVICE

Additionally, as stated in the response to question 16, use Report 24 (Full Service Inventory) to determine where an agency has service behind a GSA PBX.

34. How can a user assess Toll Free Service?

Using Report 9 (Service Type TI Detail Records), go to the Service Description field, and filter on Toll-Free. Sort the data by State, City, Address, Circuit ID, and Phone Number.

Report 31 (Usage Duration Detail) can also be sorted by State, City, Address, Current Service, Group Level, and Phone Number to assess toll free service.

- o Select Group Level=Duration and Usage; Numbers without usage for the year are probably not being used.

35. How are addresses populated and standardized in AAI?

Most contractors provide address, NSC, and Networx Inventory Code (NIC) information via their inventory files, which are used for Networx records. Additionally, the TCC inventory team obtains address information from TOPS (for regional services), Service@Once, and the Level 3 portal data for WITS.

Once an NSC is determined, an address is standardized via the iCONECTIV database to ensure consistency. A match is made between the obtained NSC and the corresponding address found in iCONECTIV. For roughly 3% of records, an NSC CANNOT be obtained. In those cases, the address is formatted with standardization rules to assist with grouping of data. See the table below for specific rules by program.

Contract	Address Information Located
Networx	- Not all contractor snapshots (inventory files) provide an address. - All contractor snapshots provide a NIC; the NSC is then derived from the NIC. - The address is obtained from the iCONECTIV database by using the NSC. - If the snapshot NIC is missing or incorrect, NIM and/or billing files are used to determine the NSC where available. - If the NSC still cannot be determined, the TCC Inventory Team utilizes the Unique Billing Identifier, or UBI (Verizon) to obtain the city and state. - If the NSC cannot be determined for voice records, the NPANXX is used to determine the city and state. - For long distance records with a corresponding GSA or WITS local record, but with a NetId=N, the TOPS system and worksite provides the address that is then standardized.
GSA RLS and Corresponding Networx Long Distance	- NSCs are not required for regional records (see question 12). - Addresses are assigned to a system and worksite by the Regional Order Entry Team. - The TCC inventory team uses the worksite address and submits it in the NHC Pricer Address Lookup tool - When there is a direct match in the tool, the correct NSC and corresponding iCONECTIV address is provided and used. - When the algorithm does not provide a direct match, the TCC inventory team uses portions of the address to manually locate an NSC from the iCONECTIV DB tables. - When an NSC cannot be determined in iCONECTIV, a standardized address is created and used based on normalization rules. - When there is a corresponding long distance (Networx) record to the GSA RLS record,

	address population stays consistent with the GSA RLS record.
WITS and Corresponding Networx Long Distance	• NSCs are not required for WITS records (see question 12). • Addresses are assigned by the WITS contractors to a Location Group (LG). • The TCC inventory team uses the location group address and submits it in the NHC Pricer Address Lookup tool. • When there is a direct match in the tool, the correct NSC and corresponding iCONECTIV address is provided and used. • When the algorithm does not provide a direct match, the TCC inventory team uses portions of the address to manually locate an NSC in the iCONECTIV DB tables. • When an NSC cannot be determined in iCONECTIV, a standardized address is created and used based on normalization rules. • When there is a corresponding long distance (Networx) record to the WITS local record, address population stays consistent with the WITS local record.

36. What is the Billing Code field and what do the populated values represent?

The billing code field provides additional information a user must consider when utilizing AAI data to prepare IGCEs and budgets. Simply grouping or summing billing fields (Usage, MRC, NRC, Taxes/Surcharges, USF, Adjustments, and Total) is not advisable. Users should exclude specific billing codes and/or accounts when compiling IGCE and budget data.

Every record in AAI contains one or more billing codes. Seventeen (17) different billing codes are used in various combinations to provide specific information relating billing to inventory for the record(s). As an example, records that have an accompanying AAI record are marked with the AAIREC billing code. However, the NOBILL billing code is used to denote that an inventory record does not have an accompanying billing record. BO006 denotes when a record has back billing associated with it. A user should exclude these records when compiling IGCE data. See Appendix J of the AAI User Guide for additional information regarding billing codes.

37. How is the billing period represented in AAI for the different programs?

The table below provides an example of how billing dates are represented in AAI for a particular month.

Program	AAI Sent	AAI Inventory Data	IGCE Data Month	Billing Invoice Period	Billing Invoice Date
WITS	Oct 5, 2018	Sep 2018	July 2018	07/01/18-07/31/18	08/23/2018
Regional	Oct 5, 2018	Sep 2018	July 2018	07/24/18-08/23/18	08/23/2018
Networx	Oct 5, 2018	Sep 2018	July 2018	07/01/18-07/31/18	08/10/2018

38. What happens to TI when a current voice service is transformed to a VoIP service under Networx?

If an agency transforms from Networx Voice Service (VS) to Networx Voice over Internet Protocol (VoIP) Service, the telephone numbers (TNs) associated with the inventory and billing will change attributes in both TI and AAI. Verizon and AT&T do NOT show the individual TNs associated with VoIP service in the inventory. However, individual TNs for VS do appear in inventory (see question 18 for exceptions). Consequently, individual TNs that show in TI with VS will become disconnected records when they transform to VoIP service. Only the VoIP access (SIP Trunk) and primary off net usage CLINs, unassigned to individual TNs, appear in inventory.

CenturyLink continues to show VoIP TNs individually in inventory. For CenturyLink an agency will see a disconnected TI record for the VS and then subsequently an active record for the same TN as VoIP Service.

While most usage for VoIP service is not billed per call as part of the MRCs, individual calls may incur usage and bill to the station level (TN) for off net calls. When this occurs, the usage billing will appear on Report 31 as its own record. The TI service will appear as VoIP, but the billing service will show as it is reported from the contractor billing files.

39. How has the availability of AAI reporting changed as of January 2020?

AAI report delivery transitioned from monthly to quarterly beginning in January 2020 and the number of canned reports delivered has been reduced from 45 to 21. The reduction of canned reports was made after consultation with agencies and GSA. Moving forward, the following AAI reports will be delivered on a quarterly basis: Reports 1 – 3; 5 – 6; 8 – 9; 11 – 12; 20 – 21; 24; 26; 28; 30 – 31; 34 – 35; 37; 42; and 45. Contact the TCC inventory team if additional AAI reports are required. TI data continues to be available monthly in E-MORRIS and includes disconnect information updated on a weekly basis.