**Attachment 9– Optional RPA Managed Services Description**

USAC’s High Cost Division (HC) Verifications team performs verification reviews of all evidence submitted by carriers as proof of deployment and performance obligations to ensure carriers are building out broadband networks and providing the quality of experience to the subscribers as intended (“Verification” or “Verification Reviews”). Contractor is required to provide an end-to-end solution to complete Verification Reviews. Any segment of the Verification Review not completed by RPA will require manual intervention to successfully complete the Verification Review within the required SLAs. For any parts of the Verification Review that cannot be automated through RPA, Contractor shall provide professional services staff to manually review evidence submitted by carriers to ensure that carriers are building out broadband networks and providing the quality of experience to the subscribers as intended. (**See Attachment 13 – RPA Verification Description**). All services that are described herein and performed manually are referred to as “Managed Services”.

Verification Reviews

Each Verification undergoes three levels of review: (1) testing, (2) initial review, and (3) final review.

*Testing Review.* The tester performs outreach and analysis. The tester performs the following tasks:

* **Testing** - Analyze location Speed, Deployment, Multi-Unit Location Records (MLR) (either individually or as a team) to ensure entities are in compliance with federal rules and regulations, identify issues and areas of concern, and conclude on compliance
* **Geocoding Analysis** - Assess carrier locations eligibility of structures and distance between coordinate and address. Makes eligibility and distance determination. Eligibility determinations may require outreach to carriers to seek clarifying information or documents.
* **Communications.**  - Review and send outgoing and incoming communications, including announcement letters, questionnaires, and closure letters. Communicates conclusion to the carrier, explain the reviewer’s conclusion, and documented the work.
* **Tracking** -Track and update the progression of the Verification Review.

*Initial Review.* The initial review, known as a “Green Review”. The Green reviewer performs a detailed quality assurance review of the tester. This work shall be performed by the Contractor. The green reviewer preferably is an individual experienced with performing quality control or audit procedures.

Contractor’s testing and initial reviews will undergo a quality review to ensure the correct conclusion is derived. USAC’s Verification Team will select a sample of Contractor’s completed testing and initial reviews to conduct quality assurance.

*Final Review.* A USAC experienced or senior staff member reviews the initial reviewer’s work for exceptions or failed locations. The senior staff member may review passed locations too. This is the “Blue Review” or the final review. The Blue Reviewer will conduct similar steps as the initial review to ensure the correct conclusion was reached.

Verification reviewers shall use the same HC workflow system, templates, and other software packages that the HC uses to complete reviews.

Reviewers Qualifications

Contractor Managed Services staff must have a Bachelor’s degree and should have telecommunications experience or familiarity with broadband network services. The staff should be familiar with Microsoft Office Suite and have exemplary oral and written communication skills.