



**U.S. DEPARTMENT OF TRANSPORTATION**  
**FEDERAL AVIATION ADMINISTRATION**  
Mike Monroney Aeronautical Center Policy

**ORDER**  
**AC 1770.5J**

Effective Date:  
03/21/17

**SUBJ: Communications Services**

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**1. Purpose of This Policy.**

**a.** This order restates policy and procedures, delegates authority, and assigns responsibilities for the acquisition, utilization and control of telephones, and information services, data transmission facility equipment associated with the telecommunications system, cellular service, and telephone calling cards at the Aeronautical Center.

**b.** The policy for the acquisition and utilization of communications facilities and equipment for the Mike Monroney Aeronautical Center (Aeronautical Center) has been revised. The Telecommunications Unit (AMK-222A) has oversight responsibility of the telephone system instruments; telecommunications closets; the physical cabling (inside/outside cable plants) of the communications infrastructure; fiber optics; voice, and data transmission facility equipment associated with telephones and infrastructure cabling; and responsibility for wireless communication infrastructure.

**2. Audience.** This order is distributed to division/staff manager level (or equivalent) and above at the Aeronautical Center and straight-lined organizations. It is of interest to all personnel using communications facilities at the Aeronautical Center.

**3. Where to Find This Document.** You can find this order in the FAA Directives Management System website: [https://employees.faa.gov/tools\\_resources/orders\\_notices](https://employees.faa.gov/tools_resources/orders_notices).

**4. What This Order Cancels.** Order AC 1770.5H, dated July 1, 1995.

**5. Definitions of Services Available.** The following telecommunications services are available:

**a. Direct-inward-dial (DID) telephone service** can be provided on all telephone sets at the Aeronautical Center. It is the responsibility of each manager or supervisor to determine the telecommunications requirements for their organizations.

**b. Direct dial long distance service** is provided for calls to a majority of the cities in the contiguous United States, Alaska, Hawaii, Guam, Puerto Rico, and the Caribbean. Procedures are: Dial "9", then "1", then the area code, and the 7-digit telephone number.

**c. Direct dial service** is also available within the State of Oklahoma. Procedures are: Dial "9", then "1", then the area code, and the 7-digit telephone number.

**d. Courtesy telephones** are available to personnel and students, throughout the Center for personal and business calls.

**e. Government Emergency Telephone Service (GETS) cards** are provided to authorized Center personnel and can be accessed by any land line phone, anywhere.

**6. Hours of Operation.** Telecommunications personnel are available between the hours of 6:00 a.m. and 6:00 p.m., Monday through Friday. Direct inward dialing facilities to Center telephones are in service continuously.

## **7. Forms to Use.**

**a.** Obtain the following forms on-line from [https://employees.faa.gov/tools\\_resources/forms/](https://employees.faa.gov/tools_resources/forms/)

(1) [AC Form 3370.5A, Clearance Certification for Property, Records and Indebtedness](#)

(2) [AC Form 3370-2, Contractor Employee Clearance Record](#)

(3) [AC Form 3900-24 Mike Monroney Aeronautical Center Permit Required Confined Space Entry Permit](#)

**b.** Contact the Telecommunications Unit (AMK-222A) for the following forms and electronic access procedures:

(1) AC 1370.9A MMAC Analog Line Policy and AC Form 1370-32 Analog Line Waiver Request Template

(2) AC Form 1830-2, Telecommunications Work Request. Access to this electronic form is currently available from AMK-222A.

(3) AC Form 1830-3, Emergency/Priority 1 Telecommunications Work Request. Access to this electronic form is currently available from AMK-222A.

## **8. Long Distance Calls**

**a. Policy.** In accordance with the latest edition of [Order 1830.6 series, Telecommunications Asset Management](#), it is the policy of the FAA to obtain and use telecommunications services and equipment at a minimum cost consistent with meeting requirements of agency activities. All government telephone service will be used for official business to satisfy the agency's mission.

**b. Delegation of Authority.** Authority to approve placement of long distance toll calls may be delegated no lower than division manager or tenant equivalent.

**c. Selection of Long Distance Facility:**

(1) Calls are placed by dialing 9 + 1 + area code + number. If sending a FAX, use the same

procedure as above.

(2) All international calls placed from the Center and when traveling off Center must be placed with a government calling card issued by AMK-222A.

(a) International calls may be placed by dialing "9" + the number indicated on the back of the government calling card. A tone will sound. Input the calling card number on the front of the calling card with all 14 digits. A confirmation tone will be heard; then, dial "011" + "the country code" + "the international number". If problems occur with the dialing procedures, dial the customer service number on the back of the calling card.

(b) Collect calls to the Center are not authorized. These calls are considered unofficial toll calls.

(c) Calling card calls made from a distant location (domestic or international) to the Center must be made using the dialing procedure provided with the government furnished calling card.

(d) In instances where international calls need to be made on an emergency basis and no calling card is available permission may be gained from the employee's manager to have international dialing privileges added temporarily to a specific MMAC phone.

## 9. Telephone Calling Cards

**a. Policy:** Telephone calling cards will be issued to all personnel designated by their division manager or tenant equivalent (and/or higher) who is responsible for organizational control and use. The employee/contractor must return the card to AMK-222A when no longer required. This card is to be used for official calls only.

**b. Responsibilities:** Division managers or tenant equivalent (and/or higher) will:

(1) Forward a telecommunications work request (TWR) to AMK-222A through the requesting organization's Telephone Coordinator for a telephone calling card. The division manager or tenant equivalent (and/or above) responsible for the calling card must authorize the TWR. The Telephone Coordinator will be notified by AMK-222A when the calling card is available. The Telephone Coordinator (or designated person) must pick up the calling card in person from AMK-222A.

(2) Maintain a list of personnel who have been given a telephone calling card. (This is necessary to satisfy a requirement of the Federal Property Management Regulation (FPMR)).

(3) Ensure that all calling cards are returned to AMK-222A through the Center Clearance process upon reassignment/separation of personnel within their organization and/or the Center. (These cards cannot be reissued to other employees or contractors.)

(4) Ensure that any federal employee leaving the Center due to retirement, reassignment, or resignation completes and circulates [AC Form 3370.5A, Clearance Certification for Property, Records, and Indebtedness](#), regardless of whether the employee has a calling card. Contract personnel

should use [AC Form 3370-2, Contractor Employee Clearance Record](#). A manager or supervisor cannot sign-off on this form for AMK-222A. Employees/contractors must complete the official checkout process for themselves.

(5) Ensure that calling cards are not loaned to any other personnel for any reason.

(6) Report compromised telephone calling cards promptly to AMK-222A to limit the liability of the Center. The telephone calling card number assigned to that person will be canceled immediately and a new one assigned, if necessary.

### **c. Calling Card Authorized Usage**

(1) Calls may be made from a residence with the government provided calling card while performing official government business.

(2) While in travel status, a maximum of one (1) call per day may be made to the traveler's residence, not to exceed five (5) minutes per call.

## **10. Installation, Repair, and Relocation of Telecommunications:**

**a. Policy:** Installation or relocation of telecommunications equipment must be justified by economical utilization of telephone equipment. Telephone moves must allow for proper space utilization and safety of telephone and furniture arrangement. The Office of Facility Management (AMP), working with the requesting organization and AMK-222A, will design and arrange work areas.

### **b. Delegations of Authority:**

(1) The Telecommunications Division (AMK-222A) has the delegated authority to approve items that are exceptions to regulations stated or referenced in this chapter except for recording and monitoring equipment. Requests for approval of telecommunications services as an exception should be submitted on a telecommunications work request (TWR) using AC Form 1830-2 and/or AC Form 1830-3.

(2) Division Managers or Designated Approving Authority and tenant equivalents (and/or higher), as requisitioning officers, are authorized to approve telecommunications work requests.

(3) The Telecommunications Unit (AMK-222A) Manager serves as the designated representative of the contracting officer and is delegated authority to evaluate and approve installation or use of any telephone equipment in accordance with regulations stated or referenced in this order.

## **11. Responsibilities Concerning New Telecommunications Requirements**

**a.** Division Managers and tenant equivalents (and/or higher) are responsible for management of all aspects of telecommunications services provided to their organization and for monitoring usage, abuse, and expenditure of funds. Close attention should be given to telecommunications/telephone

funds during the budget process and as they are expended.

**b.** AMK-222A will assist Center organizations when gathering new telecommunications requirements to ensure, at a minimum, the requirements meet industry standards for a service/support organization. AMK-222A does not identify or budget for organizational telecommunications requirements.

**c.** Organizations with existing service are responsible for the cost of relocating services from one site to another.

**d.** Funding for all new telecommunications requirements (programs and/or projects) must be provided by the requesting organization. The AMK-222A telecommunications operations budget authority is provided by Operational Support (ARO), the national program office. This annual budget supports telecommunications requirements already in the Aeronautical Center's base that are identified as a recurring monthly cost.

**e.** The Telecommunications Unit (AMK-222A) is responsible for reviewing existing telecommunications services provided to all Center organizations. AMK-222A will utilize inventory data to determine excess equipment within organizations. Excess telephone numbers or equipment will be identified to the appropriate telephone coordinator in writing for review and reply. Non-concurrence replies must be supported by adequate data to justify retention of telephone service.

**f.** The Telecommunications Unit (AMK-222A) is responsible for security of all Mike Monroney Aeronautical Center (MMAC) telecommunications closets and access to those closets. Refer to Rules of Behavior, Telecommunications Closet Access, and Mike Monroney Aeronautical Center.

**g.** The Telecommunications Unit (AMK-222A) is responsible for MMAC telecommunications manholes. Entrance to these manholes will be coordinated with AMK-222A. Entrance to telecommunications manholes also requires a confined space permit, which must be obtained from AMP in advance of entrance to the manholes.

**h.** The Telecommunications Unit (AMK-222A) is responsible for MMAC wireless LAN infrastructure. Any wireless LAN communication equipment installation shall be coordinated with and approved by AMK-222A prior to installation.

**i.** The National Wireless Program (AMK-222B) is responsible for MMAC wireless devices/services to include cell phones, air cards, iPads, etc.

**j.** The Telecommunications Unit (AMK-222A) is responsible for the providing, expanding, maintenance of the Cellular Phone signal equipment for Cellular signals on the MMAC campus. This includes the Distributed Antenna System and building/floor/room antenna equipment located in buildings upgraded for this service. *Any Cellular signal equipment other than what is provided by the Telecommunications Unit (AMK-222A) will be removed from service and it is illegal equipment and can cause problems with equipment that the Telecommunications Unit (AMK-222A) provides.*

## 12. Management of Organizational Telecommunications Services

a. Repair service is available by dialing extension 405-954-3311. Emergency repair service (after normal duty hours) is available at 405-954-3000 for critical locations. If limited service is available, give consideration to deferring repair until the next duty day. Personnel should consult with their Branch Level management prior to requesting emergency repair service.

b. Each program director or equivalent will appoint a Telephone Coordinator to act as a contact for all telecommunication activities. AMK-222A will only accept a telephone work request that has been coordinated through the organization's Telephone Coordinator.

c. Intra-Center service only (restricted from dialing 9 levels) will be provided for personnel requiring telephone service in the performance of official duties. Access to off-Center service will be provided to personnel whose official duties justify this capability.

d. Telephone Numbers/Instruments.

(1) Telephone instruments will be requested only for personnel whose duties require official calls.

(2) New telephone instruments required for a new project will be identified with the project name and a justification on a telecommunications work request. Instrument funding for new projects must be provided by the requesting organization(s).

(3) Telephone instruments should be shared by as many employees/contractors as feasible in large open office spaces where only occasional calls are made or received. An example is warehouse areas.

(4) One telephone instrument is the standard for an office occupied by one employee/contractor unless special operational needs justify an additional instrument.

e. The standard telephone instrument at the Center is Avaya's Voice over Internet Protocol (VOIP) instruments offered via the FAA Administrative Voice Enterprise Services (FAVES) Program. Contact AMK-222A for assistance with the FAVES program. AMK-222A will install an instrument, providing the requirements are outlined in a telecommunications work request.

f. Analog lines may be requested for dial-up modem connections, conference room phones and facsimile machines. Funding from the organization's Line of Business (LOB) may be needed for any Analog devices.

(1) Any analog line service other than a fax or conference room phone, with in-bound access must have a completed waiver, AC Form 1370-32.

(2) Analog instruments may be requested for conference rooms in area locations that exceed the distance limitation of VOIP service.

g. Telecommunications Devices for the Hearing Impaired (TDD) and Volume Control Devices. If an employee/contractor needs a TDD terminal to communicate with the hearing impaired, or a Volume Control Device - submit a telecommunications work request through your organization's Telephone Coordinator. Funding from the employee's Line of Business (LOB) may be required to provide devices.

h. Restricted Features and Equipment, such as bell, chimes, and visual indicators, will be added to correct safety related problems. Equipment must be funded by the organization requesting the service.

i. Visual and Aural Signaling Devices. External lights, loud ringing bells, or gongs will be provided only where:

(1) The noise level of a room or area prohibits use of regular telephone bells or buzzers.

(2) Locations where personnel must have telephone service and are often absent from the telephone location in the performance of duties.

(3) The employee/contractor is hearing impaired.

j. Movement of telecommunications equipment must be requested and accomplished prior to the rearrangement of furniture. *Personnel shall not move any telephone equipment, either vacant or assigned.*

k. Personnel should not rearrange furniture in such a manner as to create a safety hazard due to inappropriate location of telecommunications equipment.

l. Automated Attendant services will be provided with proper justification, approval by the requesting division manager or designated approving authority or tenant equivalent (and/or higher).

m. The Center wide fiber/copper backbone is in place. Additional fiber or copper installations by an organization will not be planned or installed without coordinating with AMK-222A.

n. Telework communication options are available provided there is a signed Telework Agreement and manager authorization. Contact AMK-222A to discuss options.

### **13. Telecommunications Services for Contractors**

#### **a. Division managers and tenant equivalents (and/or higher) will:**

(1) During the preliminary stage of contract formulation, determine if it is necessary for the contractor to have access to the Center telephone system, or have a government calling card to perform the tasks in the contract, and whether telecommunications services will be provided at Government expense.

(2) Submit a telecommunications request for telecommunications services at government expense for the contractor.

(3) Be responsible for toll calls and calling card calls made from the contractor's telephones, fax machines, and modems.

(4) Ensure that all telecommunications devices (e.g., calling cards, voice-messaging services) are terminated by reporting to AMK-222A when the contract is terminated.

**b. The Telecommunications Unit (AMK-222A) will:** Issue a Telecommunications Services Request for contractor telecommunications services when properly documented by the requesting official.

**14. Requesting Telecommunications Equipment and Services.** The following procedures are provided for ordering telecommunications equipment and to request telephone moves. Correct information and proper justification must be included in all work requests submitted to AMK-222A.

**a.** Contact your organization's Telephone Coordinator to discuss your telecommunications requirements and for assistance in the proper completion of a telecommunications work request, if needed.

**b.** For all planned relocations, installations, and renovations, the Telephone Coordinator must contact a Telecommunications Analyst in AMK-222A to discuss and determine requirements concerning telephone locations and equipment. He/she must also work in liaison with AMK-222A and AMP, as appropriate. The Telecommunications Analyst will assist in drafting a work request for telephone service and furnish any special instructions or information, as necessary. The type of telecommunications services involved in a move directly affects the interval between the time AMK-222A receives the telecommunications work request and when the work is accomplished. Requests containing large amounts of work or requests for accelerated time schedules should be accompanied by a fund certification for temporary hire of technicians or overtime.

**c.** Funding from the Line of Business may be needed for work requested. AMK-222A will notify the requesting organization?

## **15. Telecommunications Work Requests**

### **a. Non-Priority Service Requests**

(1) AC Form 1830-2, Telecommunications Work Request, is used to request routine or customer-scheduled service and is available electronically. All routine and customer-scheduled work requests require approval by a division manager or designated approving official.

(2) Customers will receive an estimated completion date within five (5) working days from receipt for routine service work request by AMK-222A.

(3) Criteria Customer-Scheduled service includes the following:



(a) Work requests will be completed 15 business days from the date of receipt by AMK-222A.

(b) The requestor must identify the sequence of events; (e.g., AMP work, furniture installation, planned move, etc.

(c) Identify the AMP work order number if available.

**b. Priority Service Requests.** AC Form 1830-3, Emergency/Priority 1 Telecommunications Work Request, is used to request 'emergency - same day' or 'next day' service and is available electronically. The work order must be approved by a program director. If more than one Emergency, Same Day request or more than one Priority 1 request is received, they will be worked in the order received unless there is justification why a specific work request should take precedence. In the event that multiple Emergency or Priority 1's are received, the justifications will be reviewed and the order for completion determined or resolved by AMK-222A and the service requestor.

(1) Emergency - Same Day service (0600 - 1800). Criteria for this service include:

(a) Is it NAS related?

(b) Is it FAA related?

(c) Identify cause(s) and effect(s).

(d) Is there work stoppage? (yes or no)

(e) Is it security related?

(2) Priority 1 - Next Day service (24 hours turn-around). Criteria for this service include:

(a) Is it NAS related?

(b) Is it FAA related?

(c) Identify cause(s) and effect(s).

(d) Is there work stoppage? (yes or no)

(e) Is it security related?

(f) Identify project.

**16. Special Service Requirements:** All non-recurring and first year recurring costs must be provided by the requesting organization at the time the work request is submitted (e.g., requests for 1-800 toll-free numbers, special circuits, voice or data, T1's, Fractional T1's, etc.). Subsequent funding

will be provided to AMK-222A by August 31 of each year to continue these services for the next fiscal year. When contacted, AMK-222A will provide the proper funding transfer procedures.

**17. Data Transmission Support Services:** All requests for data communications support for both on Center and off Center services should be submitted to AMK-222A for review. Each request must include a justification of the service required and which application, system, F&E Project, etc., that it will support.

**a. Backbone:** The Center Backbone Utility comprised of both copper and fiber optic cabling is currently supporting voice, data, video, Local Area Network (LAN). Requests for accessing this backbone utility must be directed to AMK-222A. AMK-222A, working in conjunction with AMP organizations and other organizations at the Center, will plan for all current and future expansion of this network.

**b. LAN Connections.** All connections to the local area network will be accomplished by submission of a telecommunications work request to AMK-222A.

**c. Dedicated Services.** AMK-222A must be contacted to determine the service required. The requiring organization will determine the speed of the circuit, type of circuit, and equipment required.

**d. Dial-Up Services.** The Telecommunications Unit (AMK-222A) should be contacted to determine the service required. .

**e. Wide Area Networks.** The Telecommunications Unit (AMK-222A) must be contacted to determine the service required.

**f. Video and/or Audio.** AMK-222A does not supply video services at the Aeronautical Center. AMK-222A can provide assistance with video requirements, if necessary. AMK-222A must be contacted when these services require support of the fiber or copper cabling system at the Center.

**g. Security Systems.** AMK-222A must be contacted when telecommunications services and support are required; i.e., support of fiber or copper cabling at the Center.

**18. Cellular Phones:** The Telecommunications Unit (AMK-222A) does not supply cellular phones. The National Wireless Program (AMK-222B), in accordance with the most recent edition of Order 1830.6 is responsible for mobile communications services. All cellular services will be funded by the requesting organization. AMK-222B may be contacted for assistance with procuring these types of services and must be included on procurement requests for cellular service.

**19. Misuse and Abuse of Telecommunications Equipment and Services Policy:**

**a.** It is the responsibility of AMK-222A to review the usage of all telecommunications equipment and services.

**b.** Any indication of suspected misuse or abuse after certification will be referred to the Investigations and Internal Security Branch (AMC-710), by AMK-222A for further review and/or investigation.

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