U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

**ORDER
JO 1370.118A**

Air Traffic Organization

Effective date:
03/19/2025

SUBJ: Air Traffic Organization Wireless Policy

The ATO Wireless Device program is administered by the ATO Wireless, Property, and Travel Team in Management Services, AJG. ATO wireless devices are funded centrally via the ATO Corporate account. Designated Mobility Service Coordinators (MSCs) are authorized to procure devices.

KATRINA W HALL
Digitally signed by KATRINA W HALL
Date: 2025.03.19 13:07:24 -04'00'

Timothy L. Arel
Chief Operating Officer
Air Traffic Organization

Table of Contents

Table of Contents

Chapter 1. General Information

1.   Purpose. This Air Traffic Organization (ATO) Wireless Policy defines the roles and responsibilities of the ATO, the National Wireless Program Office (NWPO) and the Office of Information Technology (AIT) for the procurement, usage, and disposition of wireless devices and services. It establishes a standardized structure for delivery of these devices/services and acceptable use and disposition practices for ATO wireless users. The intent of this policy is to optimize the number of devices based on organization and mission, without compromising the operational needs of the agency.

2.   Audience. All ATO personnel.

3.   Where to Find This Order. You can find this order on the MyFAA employee website. Select "Orders & Notices" in the "Tools & Resources" drop down menu or use this link: https:// employees.faa.gov/tools_resources/orders_notices/.

4.   Cancellation This order cancels JO 1370.118 dated September 15, 2015.

5.   Authority of the ATO. The ATO follows the FAA Order 1830.9, Cellular/Satellite Device Acquisition and Management. The ATO may go beyond the requirements of the Order 1830.9 to develop policy to address business or operational needs, but still comply with the requirements of Order 1830.9A.

Chapter 2. Roles and Responsibilities

1. Wireless Device Approval Authority

   a. First-level manager approval is required for all wireless device requests submitted via the *ATO Wireless Fulfillment Tool*.

   b. ATO MSCs have final approval on all requests.

   c. Functional needs requirements as outlined in the *Recommended User Eligibility Criteria Requirements Chart* (see Table 2-1) determine wireless device requests/approvals.

2. Mobility Service Coordinators

   a. The ATO MSCs are the only authorized points-of-contact for all wireless device business processes and the submission of Service Unit (SU) wireless requests through the National Wireless Program Office (NWPO) and the Office of Information Technology (AIT). The MSCs will submit requests upon receiving approval from the first level manager or higher.

   b. MSCs are responsible for:

      (1) Communication of all wireless updates and program information to the wireless user.

      (2) Management, implementation, and overall coordination of the ATO Wireless Program.

      (3) Delivery of mobility device solutions and support.

      (4) Administration of the ATO Wireless Policy and its procedures.

3. Wireless User Responsibilities ATO employees, contractors, and other individuals authorized to use ATO wireless devices and services must:

   a. Adhere to the responsibilities in FAA Order 1830.9A.
Order 1830.9A - Cellular/Satellite Device Acquisition and Management (faa.gov)

   b. Ensure their FAA MyProfile and eCenter Employee Directory Profiles are always current. MyProfile/Directory Search FAQs | My FAA

   c. Not use devices for non-incidental use calls and data forwarding to non-GFE devices. This is strictly prohibited.

   d. Not perform wireless device software upgrades/updates/automatic updates without notification/authorization from AIT and/or MSC via email distribution.

   e. Read and acknowledge **the Statement of Responsibility/Memorandum Receipt** upon receiving a device or devices from the NWPO. This statement will be retroactive for current and future wireless device users. A copy of the receipt should be provided to the MSC and the SU

property custodian/delegate. The statement is held on file by the user's MSC and the SU property custodian and/or delegate. The statement reads:

I have received item(s) from the ATO National Wireless Program Office and accept personal responsibility for the property. As an employee or contractor of the government to whom public property has been entrusted, I clearly understand that:

(1) *I am responsible for the proper custody, care, and safeguarding of the property.*

(2) *I am authorized to use the property for limited personal use and official purposes only.*

(3) *I must understand and comply with FAA Order 1830.9A, Cellular/Satellite Device Acquisition and Management, and the ATO Wireless Policy.*

(4) *I must follow proper procedure when returning property to and notifying the MSC when no longer required for the purpose intended, upon demand, transfer, or separation from the government, per FAA Order 1830.9A.*

(5) *I must submit a username change form if any contact information changes, e.g., marriage, or divorce.*

(6) *I am responsible for making good the loss, destruction of, or damage to the property and may be held financially liable unless I can show to the satisfaction of the Survey Officer by "Report of Survey, ATO form 4630-8," setting forth the circumstances of the case and that the loss, damage, or destruction of the property was not occasioned by any fault, abuse, or neglect of mine.*

4. National Wireless Program Office (NWPO) Responsibilities The NWPO is responsible for:

   a. Contract and Funding Management: The NWPO is the only entity that may enter contracts with wireless service providers on behalf of the ATO. No other person or organization may enter any contract or renew current contracts for wireless devices, services, or peripherals on behalf of the ATO, regardless of the procurement method used. See FAA Order 1830.9 for further information.

   b. Invoice and dispute management

   c. Procurement and provisioning

   d. Device setup, imaging, and barcoding

   e. Prepackaging, distribution, and shipping

   f. Inventory management

   g. Usage and optimization management

   h. End-of-life recycling/disposal

   i. Service Desk

5. Office of Information Technology (AIT) Team The Infrastructure and Operations Service (AIF) in the AIT organization is responsible for:

    a. All Mobility Device Management (MDM) and AIT network support.

    b. Ensuring mobility devices approved by NWPO, AIT and the MSC are the only devices allowed to connect to the FAA mission support network. All FAA government furnished equipment (GFE) Wireless Devices in the MDM infrastructure are for FAA Wireless connectivity. The ATO does not permit or support the use of unauthorized third-party wireless devices and services. Implementation of policies and standards regarding the mobility network support are further noted in supplemental documents and guidance provided by MSC.

Chapter 3. User Eligibility and Operational Details

1. Recommended User Eligibility Criteria Requirements Chart As stated in Chapter 1., section 1.1.c, individual job functional needs outlined in Table 2-1, Recommended User Eligibility Criteria Requirements Chart, determine approval of all wireless device requests.

Table 2-1. Recommended User Eligibility Criteria Requirements Chart

DEVICE TYPE	FUNCTIONAL NEEDS REQUIREMENTS	COMMENT
Smartphone	Expectation that employee is readily accessible anytime of the day and needs continual internet access, email, remote access, significant communication, upward reporting, and decision-making.	Employee must meet *one* of the requirements.
	Employee is an Executive or directly reports to an Executive (e.g., Chief Operating Officer, COO; Deputy Chief Operating Officer, DCOO; Vice President, VP; Deputy Vice President, DVP; or Director) and provides high-level executive administrative support/counsel and frequently travels for and with the Executive in support of these functions.	
	Employee is on call or a frequent traveler in support of a primary function such as Security, Environmental and Occupational Safety and Health (EOSH), Safety, Air Traffic Quality Assurance Evaluations, Emergency Planner, Flight Inspection (Air Crew), and Continuity of Operations Plan (COOP) or Engineering and Maintenance Services.	
	Employee travels 40 percent or more away from duty location (nonlocal) and requires network access, camera, map, Global Positioning System (GPS), etc. to perform assigned projects/functions.	
	Employee duty location is outside the U.S. and requires network access, camera, map, GPS, etc. to perform assigned functions.	
Loan Pool (MIFI)	ATC Facility Training. Employee frequently travels to locations where Wi-Fi or network connectivity is not available or reliable. Employee does not have any other device (e.g., Mobile Hotspot, cell service) or means (e.g., hotel Wi-Fi, TDY location, etc.) with which to connect to the network.	Employee must meet *one* of the requirements. Note: Not for long term use.
Loan Pool (e.g., Smartphone, iPad)	Employee is *traveling internationally* and requires a loaner cell phone to maintain voice communication for business purposes.	Employee must meet requirements. Note: Not for long term use.

DEVICE TYPE	FUNCTIONAL NEEDS REQUIREMENTS	COMMENT
Tablet	Employee responsibilities include making critical day-to-day business decisions for their organization requiring immediate attention, continual internet access, email, remote access, significant communication, upward reporting, and decision-making. Employee is a frequent traveler engaged in high-level work-related travel and collaborative meetings. Electronic communications are the preferred way to convey data which avoids hard copy production, collation, and transfer of documents. Employee is an Executive or directly reports to an Executive (e.g., COO, DCOO, VP, DVP or Director), provides high-level executive administrative support/counsel and frequently travels in support of these functions. Employee is on call or frequent traveler in support of a primary function such as Security, EOSH, Safety, ATC Auditor, Emergency Planner, Flight Inspection (Air Crew), and COOP.	Employee must meet *all* the requirements. Note**:** Employee meeting the eligibility for a smartphone and a tablet can only have cellular service on *one* device. Remote work status is not eligible. Telework Status of more than 40 hours per pay period are not eligible.

2. Multiple Device Eligibility If you have an exception to the rule and are approved for cellular service on multiple devices, you will have to reapply quarterly to continue multiple services.

3. Standard and Non-standard Issued Devices

    a. Standard Device - Eligible employees will receive a standard issued device. It will be the lowest cost option to the government, paid through the corporate account.

    b. Non-standard Device - Eligible employees requesting a non-standard issued device of higher cost. The cost of the equipment for the non-standard issued device must be funded by the SU via an Allowance Identification Document (AID) transfer for OPS or Line of Accounting (LOA) for Activity 5 funding before procurement.

4. Data Overages & Misuse Overages on government issued devices will be investigated and may require SU or user repayment.

5. Transfer, Upgrade, & Replacement

    a. Device users are prohibited from transferring any government issued device without management approval. All device transfers must be completed by the user's MSC.

    b. Upgrades will be determined by ATO Wireless Program Manager based on cost, operational needs, and AIT /NWPO guidance.

c. If a device is broken and rendered unusable, a standard-issue device with the same functionality as the original will be provided.

6. Inventory All wireless users are required to acknowledge the Memorandum Receipt at time of request. A copy of the receipt **must** be provided to the SU custodian and/or delegate to ensure proper recording of all devices in the Automated Inventory Tracking System (AITS) in accordance with JO 4600.27D, *Personal Property Assets Lifecycle Management.*

7. Gaming Applications Prohibited Downloading game applications is prohibited regardless of cost. Any downloaded material that can potentially compromise information security will immediately be removed from the AIT server.

8. International Service Global plans have been added to your government-furnished equipment for Verizon, T-Mobile, and AT&T/FN for international travel.

a. You are required to contact ASH to obtain the ITSP clearance. ITSP Destination Dashboard (faa.gov)

b. If you require a loaner device, please go to Wireless Request Tool - Power Apps to submit a request for a loaner. *International loaner approvals must be obtained no less than two weeks before travel, in adherence with security requirements per FAA Order 1600.61C.*

c. GOVERNMENT-FURNISHED EQUIPMENT (GFE) IS PROHIBITED ON UNOFFICIAL TRAVEL

d. FAA Order 1370.121B, FAA Information Security, and Privacy: *User Responsibilities and Obligations* supplemental implementing the directive, Appendix 5, *International Travel with Government Furnished Equipment (ITWGFE)*, **prohibits** any FAA GFE on unofficial or personal international travel of any kind. Additionally, Appendix 2, *Rules of Behavior*, **prohibits** the use of personal equipment or other non-GFE to log or access any FAA systems, including email, webmail, websites, and any FAA systems requiring a login.

9. Emergency Devices. Emergency devices are used in case of a natural disaster or a need to continue operations during an agency crisis as defined in FAA Order 1900.1, *FAA Emergency Operations Plan.*

a. All personnel responsible for emergency devices will adhere to the guidelines published in FAA Order 1900.1G regarding the maintenance and care of emergency devices.

b. All emergency devices must be checked every thirty days for functionality.

(1) A call must be placed with the government-furnished equipment (GFE) device for at least one minute.

(2) No emergency GFE devices should be reported on the non-usage report.

   c.   In the event of a furlough, only approved accepted personnel may continue to use their wireless devices. All other personnel will not be authorized to use their devices during a furlough.

10. Wi-Fi Calling Users that use the Wi-Fi calling option must place a call on the device for at least one minute**.** This action will ensure that your device will not appear on the non-usage report.

11. Returns If a wireless user leaves an SU or takes a position that no longer requires a wireless device, the user must return the device to the appropriate SU property custodian and/or delegate, to ensure the device(s) are properly reconciled in AITS. If the SU determines the device is no longer needed, it will be returned to the NWPO for proper disposal. All wireless devices must be disposed of in accordance with FAA Order 4600.27D. Termination or transfer of services associated with returned devices will be accomplished as quickly as possible by the user or user's supervisor by coordinating with the designated MSC. All users are responsible for wiping data from issued devices prior to returning.

12. Lost, Stolen or Damaged NWPO Devices If a wireless user's device is lost or stolen, the user must notify the immediate supervisor, the designated MSC, and the NWPO Help Desk, along with the SU property custodian and/or delegate. A *Report of Survey* must be completed in accordance with FAA Order 4600.27D, *Personal Property Assets Lifecycle Management.*

   a.   This notification must be completed. Once the NWPO is notified, they will contact the carrier who can flag the device as lost, stolen, or out of service.

   b.   If the device is stolen or lost, and it is possible to do so, the wireless user must file a police report and an *FAA Facility Incident Report* immediately in accordance with FAA Order 1600.69C. Failure to do so may deem the user responsible for the full price of the device.

   c.   In the event of damage to a user's device, the user must notify the designated MSC for assistance to repair or replace the device.

13. Noncompliance Procedure Penalties for user noncompliance with this policy guidance will be in accordance with FAA Order 1830.9A.

Chapter 4. Administrative Information

1. Distribution. This order is distributed to managers and staff of ATO.

2. Authority to Change This Order. The issuance, revision, or cancellation of the material 0in this order is the responsibility of AJG-0.

3. Definitions. See Appendix A, *Acronyms and Definitions.*

4. Related Publications. See Appendix B, *Further Reading and Resources.*

5. Suggestions for Improvements. Please forward all comments on deficiencies, clarifications, or improvements regarding the contents of this order to the Directives Management Officer at 9-AWA-AJG-HQ-Directives@faa.gov using FAA Form 1320-19, *Directive Feedback Information*.

6. Records Management. Refer to FAA Order 0000.1, *FAA Standard Subject Classification System*; FAA Order 1350.14, *Records Management*; or your office Records Management Officer (RMO)/Directives Management Officer (DMO) for guidance regarding retention or disposition of records.

Appendix A. Acronyms and Definitions

AIT	Office of Information Technology: AIT delivers IT products and services to the FAA.
AITS	Automated Inventory Tracking System: The system in which all government personal property is tracked.
ATC	Air Traffic Controller: An Air Traffic Controller is a position within the ATO.
ATO	Air Traffic Organization: The ATO consists of air traffic controllers, technicians, engineers, and support personnel who ensure the safety and timeliness of aircraft in the National Airspace System.
COO	Chief Operating Officer
COOP	Continuity of Operations Plan: COOP is required by Presidential Directive to ensure the FAA can continue essential work functions during emergency circumstances.
DOT	Department of Transportation
DVP	Deputy Vice President
EOSH	Environmental and Occupational Safety and Health.
FAA	Federal Aviation Administration
FAA Order 1370.121 and revisions	FAA Information Security and Privacy Policy establishes the FAA's Information Security and Privacy Programs.
FAA Order 1600.61 and revisions	International Travel Security Briefing & Contract Reporting Requirement for FAA Employees & Contractors: The guidance establishing security requirements for FAA employees and prior to departure on international travel for official and unofficial business.
FAA Order 1600.69 and revisions	FAA Facility Security Management Program: The guidance for security risk.
FAA Order 1830.9 and revisions	Cellular/Satellite Device Acquisition and Management: The original governing order for all cellular/satellite devices within the FAA.
FAA Order 1900.1 and revisions	The FAA Emergency Operations Plan: The guidance that the FAA follows in the event of an emergency.
FAA Order 4600.27 and revisions	Personal Property Management: The order that outlines how property should be discarded.
LOB	Lines of Business

MES   Mobility Enterprise Service: The server in which all wireless devices with data service can access the FAA network and email.

MIFI   A portable broadband device that allows multiple end users and mobile device to share a 4G or 5G mobile broadband Internet connection.

MSC   Mobility Services Coordinators: The MSC is the designated point-of-contact for all wireless service requests within the ATO.

NWPO   National Wireless Program Office: The NWPO is the only FAA organization authorized to contract cellular services or communications for the FAA.

RMG   Resource Management Group

SU   Service Unit

TDY   Temporary Duty Travel

VP   Vice President

WI-FI   Wireless Fidelity or wireless internet

Appendix B. Further Reading and Resources

FAA Order 1830.9A, Cellular/Satellite Device Acquisition and
Management**:** FAA Order 1830.9A

What's Happening with Wireless:
FAA Mobile Devices (iPhone, iPad)

Mobility Service Coordinators:
ESC: Mobility Services Coordinators (MSC) List v4.37

ATO Wireless, Property and Travel info:
ATO Wireless, Property and Travel Team (AJG-R27) (sharepoint.com)

ATO Wireless Fulfillment Tool: **Power Apps**
ATO Wireless Fulfillment Tool

AIT Intune Page:
Microsoft Intune Mobile Device Set-Up Instructions | My FAA