



**U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION**

**ORDER  
1830.9B**

National Policy

Effective date:  
02/07/2025

**SUBJECT:** Wireless Service and Mobility Technology Acquisition and Management

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- 1. Purpose of This Order.** This order establishes policy, delegates authority, and assigns responsibility to ensure the effective management and cost efficiency of Wireless Services (cellular and satellite) and associated Mobility Technology (hardware) for Federal Aviation Administration (FAA) employees worldwide. In alignment with the Federal Mobility Working Group's guidelines, Telecom Expense Management Services (TEMS) and Mobility as a Service (MaaS) are recognized as essential capabilities for scaling the deployment and management of wireless services, asset inventory management, reporting functionality, and invoicing. To facilitate this, the FAA's Enterprise Services Center's (ESC) National Wireless Program (NWP) provides a centralized framework for delivering TEMS and MaaS, enabling the FAA to leverage economies of scale and achieve substantial cost reductions.
- 2. Audience.** The requirements in this order apply to all FAA Lines of Business/Staff Offices (LOBs/SOs), officials, employees, contractors, interns, and intra-agency agreement assignees.
- 3. Where Can I Find This Order.** This order is available on the FAA Orders and Notices website at [https://employees.faa.gov/tools\\_resources/orders\\_notices/](https://employees.faa.gov/tools_resources/orders_notices/).
- 4. What This Order Cancels** Upon publication, this order cancels FAA Order 1830.9A, Cellular/Satellite Device Acquisition and Management, dated September 18, 2009.
- 5. Explanation of Policy Changes.** Incorporates the Federal Mobility Working Group guidance, updates related publications, updates format, links, and terminology.
- 6. Background.** The Office of Management and Budget (OMB) reported that the Federal Government spent approximately \$1.2 billion annually on mobile devices and wireless services, with an estimated inventory of about 1.5 million devices. Mobility usage across the government has a wide range of diverse profiles, from general business use to mission-critical to high security. There is an increasing need for the Federal Government's mobile device management processes to be further improved due to increased security risks and broader use of mobile solutions.
- 7. Policies and Guidelines.** The FAA intends to widely distribute this order to all FAA LOBs/SOs, organizations, and facilities. The FAA must also make this order and all applicable supplemental implementing directives available to individuals and entities described in section 2 of this order in a manner consistent with FAA Order 1600.75 (as revised), Protecting Sensitive Unclassified Information (SUI). This order and all supplemental implementing directives must be available in electronic form only.

All wireless service and mobility technology procurement must be centrally managed by the NWP and funded by each LOB within the FAA. Only those wireless services contracted by the NWP are approved for use under these guidelines and are selected based on the requirements of the authorized user and in the best interest of the FAA.

**a. Contract Requirements.**

(1) Only the NWP is authorized to enter into contracts with wireless service providers. No other person or organization is authorized to enter into any contract or renew current contracts for wireless service or mobility technology on behalf of the FAA, regardless of the procurement method used. This includes service for all MTE (smartphones, tablets, computers, internet of things (IOT), machine-to-machine, etc.) requiring a Subscriber Identity Module (SIM) or Embedded Subscriber Identity Module (eSIM).

(2) Mobility technology that will not utilize a wireless service may be purchased through approved vendors on the Strategic Sourcing for the Acquisition of Various Equipment and Supplies (SAVES) Contract. Equipment that only utilizes Wi-Fi capabilities (i.e., not containing or utilizing a SIM or eSIM) will not be supported by NWP.

**b. Requesting New or Replacement Wireless Service or Mobility Technology.** Requests for new or replacement mobility technology must be submitted to NWP by an approving official from the requesting LOB/SO.

**c. Porting and Transferring.** Mobility technology and associated wireless numbers are government-owned. As per the Code of Federal Regulations, 5 CFR 2635.704—Use of Government Property, any request to port/transfer a government number to a personal account or a personal wireless number to a government account must not be permitted.

**d. Unused Wireless Service and Mobility Technology.** Users must be notified of any wireless service or mobility technology that has zero usage in a 30-day billing cycle. Service must be terminated after three consecutive billing cycles of zero usage as per OMB memorandum M-16-20, Improving the Acquisition and Management of Common Information Technology: Mobile Devices and Services. Equipment used infrequently for mission-critical requirements, such as emergency, satellite, contingency, Unmanned Aircraft Systems (UAS), and Continuity of Operations Plan (COOP), are exempt. Each FAA LOB is responsible for identifying and notifying NWP of mission-critical mobility technology. NWP must change the mobility technology operational status in the asset management system to Mission Essential.

**e. Mobility technology Requirements or Restrictions.** All FAA personnel whose duties require handling, processing, storing, safeguarding, or otherwise having access to classified cryptographic material, including secure transmission equipment or classified information, are required to become familiar with and conform to the requirements of FAA Order 1600.8 (as revised), Communications Security (COMSEC), and FAA Order 1600.2 (as revised), Classified National Security Information (CNSI), respectively.

**f. Features and Services.** Any feature or service that incurs cost must be approved by the responsible LOB's Mobile Service Coordinator (MSC).

**g. Lost or Stolen Mobility technology.**

(1) The user must notify management, MSC, and NWP immediately via Email/Phone: 9-Natl-Wireless-Program@faa.gov / 405-954-5408.

(2) For a lost or stolen MOBILITY TECHNOLOGY, complete an FAA Incident Report and submit it to the local Regional Security Office in accordance with FAA Order 1600.69 (as revised), FAA Facility Security Management Program.

(3) The user or LOB is responsible for the replacement cost, which must be determined by the FAA Real Estate & Asset Management Enterprise System (FRAMES) program office. The user's frontline supervisor with 2nd level manager concurrence must determine if the user is liable to the LOB for this expense.

**h. Transfers and Reassignments.** If MOBILITY TECHNOLOGY is transferred or reassigned outside the LOB, the user or management must notify their MSC. The MSC must initiate the transfer request from the website <https://www.esc.gov/Services/NationalWireless/NationalWirelessProgram>. The gaining LOB must provide concurrence of reassignment.

**i. Retirement and Leave Service Procedures.** If leaving the FAA, users must return the MTE to their direct supervisor. The direct supervisor must notify their MSC and the NWP of the retention or transfer of the mobility technology for use by another FAA employee or for cancellation of wireless service and disposition of the physical equipment via Email/Phone/website: 9-Natl-Wireless-Program@faa.gov / <https://www.esc.gov/Services/NationalWireless/NationalWirelessProgram>.

**j. Number Portability.** Porting technology allows users to switch wireless service providers and retain their wireless numbers. To request a port, the user or management must notify their MSC. The MSC must submit a request to the NWP via Email, Phone, or website: 9-Natl-Wireless-Program@faa.gov / 405-954-5408 / <https://www.esc.gov/Services/NationalWireless/NationalWirelessProgram>.

**k. Cancellation of WCS and Disposition of Mobility Technology.** In accordance with the FAA Reutilization and Disposition Process and Procedure Guide, all cellular equipment must be returned to the NWP for disposal. Equipment must be transferred, not excessed, within FRAMES or its successor. For detailed guidance, contact NWP via Email/Phone/website: 9-Natl-Wireless-Program@faa.gov / 405-954-5408 / <https://www.esc.gov/Services/NationalWireless/NationalWirelessProgram>.

(1) Prior to shipping ensure cancellation of wireless service on the mobility technology. Erase all data and perform a manufacturer's reset to its factory default setting. Additional information can be found at <https://www.esc.gov/Services/NationalWireless/DisposalRecycling>.

(2) Ship equipment to NWP Asset Management. The current shipping address can be found on the NWP website.

(3) Do not dispose of FAA property through local recycling programs or donate to local non-profit agencies. All mobility technology must be returned to the NWP for

reutilization/disposition. For additional information,  
<https://www.esc.gov/Services/NationalWireless/DisposalRecycling>

**8. Responsibilities for Mobility Technology.** FAA personnel using Government Furnished Equipment (GFE) must be in compliance with all applicable legal requirements and with any established government security policies and practices. The NWP has established the following roles and responsibilities:

**a. NWP Responsibilities.**

(1) TEMS: Web Portal, Order Management, Inventory Management, Expense Management, Document Management, Program Management, Tier 1/Tier 2 Customer Technical Support, User Training, Data Management, Internal/External Audit Support Capabilities (GAO, GSA, DOT, etc.), Security Investigations, and Management Reporting.

(2) MaaS: The NWP is responsible for wireless service Acquisition, Carrier Network Coverage, In-Building Solutions, mobility technology Acquisition and Provisioning, Logistics, Quality Assurance, Asset Management, Project Dashboard, Technology Refresh, and Decommissioning.

(3) Establishment of an Intra-Agency Agreement with each LOB/SO.

**b. Lines of Business Responsibilities.**

(1) Appoint MSC(s).

(2) Determine wireless service based on mission requirements and for providing general supervision. Additional responsibilities include:

(a) Coordinate with the NWP to establish a business policy as required when a special need for additional restrictions or limitations is identified.

(b) Provide funding, through an Intra-Agency Agreement, to the NWP for wireless service and mobility technology.

(c) Determine any disciplinary action for any violations as per Code of Federal Regulations, 5 CFR 2635.704, Use of Government Property.

(d) Report all security breaches to the NWP and FAA Security Operations Center (SOC) as per FAA Order 1370.121 (as revised), FAA Information Security and Privacy: Policy.

(e) Report stolen or missing assets to NWP immediately. (Reference 7.g. Lost or Stolen Mobility Technology)

(f) Refer to and comply with FAA Order 3370.5 (as revised) for Federal and contract employee clearance process guidance.

(g) Maintain property life cycle within FRAMES.

**c. User Responsibilities.**

(1) Refer and comply with FAA Information Security and Privacy: User Responsibilities and Obligations supplemental implementing directive, which provides implementing requirements for FAA Order 1370.121 (as revised), FAA Information Security and Privacy: Policy. This supplemental implementing directives provides detailed responsibilities and obligations for users of FAA systems, resources, and information. It contains the FAA Rules of Behavior and related implementing requirements for users to protect the confidentiality, integrity, and availability of FAA systems and information.

(2) All users must have proper authorization to be assigned a government-supplied wireless service and mobility technology for mission support use. A manager or delegated representative must approve the issuance of this mobility technology.

(3) Use wireless service and mobility technology to support specific job-related functions. Minimal personal use is anticipated.

(4) Refer and comply with FAA Information Security and Privacy: Protection of Sensitive Unclassified Information (SUI) on Federal and Non-Federal Information Systems and Services by External Entities supplemental implementing directive which provides implementing requirements for FAA Order 1370.121 (as revised), FAA Information Security and Privacy: Policy. This supplemental implementing directive defines the FAA's policy, requirements, roles, and responsibilities regarding the protection of FAA SUI on Federal and non-Federal systems and services by external entities (e.g., entities that are not departments, agencies, or instrumentalities of the U.S. Federal Government).

(5) Do not remove any component (e.g., Memory Chips, SIM) of the mobility technology with the intent to use it in any other equipment.

(6) Use the wireless service and mobility technology in a manner that minimizes cost to the FAA while maximizing value and productivity for mission support purposes.

(7) Do not procure wireless service or mobility technology purchases, including upgrades, as these must be made through the NWP.

(8) Use reasonable care in handling and protecting mobility technology provided or paid for by the Government. Report stolen or mobility technology to the NWP immediately. Complete the required FAA Incident Report and submit it to the local Regional Security Office in accordance with FAA Order 1600.69 (as revised), FAA Facility Security Management Program. Report and state what type of data was contained within the mobility technology that was lost or stolen.

(9) Surrender mobility technology and applicable accessories to the first-line manager upon termination or transfer.

(10) Be familiar with and abide by the appropriate state laws. Laws concerning the use of cellular equipment while driving vary from state to state. Refrain from using cellular or satellite equipment while driving a motor vehicle as per Order DOT 3902.10 (as revised), Text

Messaging While Driving. The FAA is not responsible for citations or damages resulting from accidents caused by the use of cellular or satellite equipment while driving.

(11) Enroll applicable mobility technology (i.e., smartphones and tablets) into the FAA's mobile device management tool used to manage, maintain, and oversee cybersecurity measures.

(12) Inform the Security Operations Center and NWP of any suspected device compromise.

## **9. Notice of Exception or Non-Compliance.**

**a. Penalties for user non-compliance.** Non-compliance with this order must be handled in accordance with existing policy and regulations, applicable union contracts and/or Human Resource Policy Management Employee Relations 4.1, Standards of Conduct, and the accompanying Human Resources Operating Instructions Table of Penalties. These penalties include written reprimands, suspension of system privileges, temporary suspension from duty, and removal from current position or termination of employment.

**b. All reports and invoices.** Reports are provided to each LOB monthly for monitoring and compliance with the acceptable use policy. NWP must report violations to management to determine disciplinary action. Be advised that if potentially illegal activity is detected or a security investigation is conducted, all communication documentation may be provided to appropriate security or law enforcement officials or authorized third parties without the prior consent of, or notice to, the wireless technology user.

## **10. Administrative Information.**

**a. The NWP** can issue changes to the Wireless Service and Mobility Technology Acquisition and Management policy.

**b. Each LOB/SO** may develop additional guidance, policies, and procedures to ensure compliance with this order. All FAA organizations are encouraged to go beyond the requirements of this order to address business or operational needs, but the requirements of this order must not be reduced.



Christopher J. Rocheleau  
Acting Administrator

## Appendix A. Related Publications

- **CIO Council Federal Mobility Group (FMG)**, Telecom Expense Management Services (TEMS) Guide, March 2023
- **CIO Council FMG** [International Travel Guide for Mobile Devices February 23, 2022](#)
- **CIO Council FMG**, Mobility as a Service (MaaS) Guide, October 2020
- **Code of Federal Regulations**, 5 CFR 2635.704 - Use of Government property, [http://edocket.access.gpo.gov/cfr\\_2008/janqtr/pdf/5cfr2635.704.pdf](http://edocket.access.gpo.gov/cfr_2008/janqtr/pdf/5cfr2635.704.pdf)
- **DOT 3902.10**, [Text Messaging While Driving](#), December 30, 2009
- **FAA Order 1370.121B**, [FAA Information Security and Privacy: Policy](#), April 4, 2022
- **FAA Order 1600.2F**, [Classified National Security Information \(CNSI\)](#), November 15, 2016
- **FAA Order 1600.69D**, [FAA Facility Security Management Program](#), September 26, 2023
- **FAA Order 1600.75**, [Protecting Sensitive Unclassified Information \(SUI\)](#), February 1, 2005
- **FAA Order 1600.8G**, [Communications Security \(COMSEC\)](#), August 8, 2013
- **FAA Order 4600.27D**, [Personal Property Asset Lifecycle Management](#), December 29, 2021.
- **FAA Reutilization and Disposition Process and Procedure Guide**, [Reutilization & Disposition Process Guide \(faa.gov\)](#)
- **NIST SP 800-124 Rev 2**, Guidelines for Managing the Security of Mobile Devices in the Enterprise, May 17, 2023
- **NIST SP 800-88**, Guidelines for Media Sanitization, [SP 800-88 Rev. 1, Guidelines for Media Sanitization | CSRC \(nist.gov\)](#)
- **OMB Memorandum M-16-20**, Improving the Acquisition and Management of Common Information Technology: Mobile Devices and Services

**Appendix B. Acronym List**

<b>Acronym</b>	<b>Term</b>
CNSI	Classified National Security Information
COMSEC	Communications Security
COOP	Continuity of Operations Plan
eSIM	Embedded Subscriber Identity Module
ESC	Enterprise Services Center
FAA	Federal Aviation Administration
FRAMES	FAA Real Estate & Asset Management Enterprise System
GFE	Government Furnished Equipment
LOB	Line of Business
MaaS	Mobility as a Service
MSC	Mobile Service Coordinator
NWP	National Wireless Program
OMB	Office of Management and Budget
SAVES	Strategic Sourcing for the Acquisition of Various Equipment and Supplies
SIM	Subscriber Identity Module
SO	Staff Office
SOC	Security Operations Center
TEMS	Telecom Expense Management Services
UAS	Unmanned Aircraft Systems

## Appendix C. Administrative Information

**1. Distribution.** This order can be found on the FAA Directives Management System (DMS) website: [https://employees.faa.gov/tools\\_resources/orders\\_notices](https://employees.faa.gov/tools_resources/orders_notices)

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

**3. Suggestions for Improvements.** Please forward all comments on deficiencies, clarifications, or improvements regarding the contents of this order to [9-Natl-Wireless-Program@faa.gov](mailto:9-Natl-Wireless-Program@faa.gov). Your suggestions are welcome. FAA Form 1320-19, Directive Feedback Information, is located in Appendix D of this order for your convenience.

**4. 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) for guidance regarding retention or disposition of records.

**Appendix D. Directive Feedback Information**

## Directive Feedback Information

Please submit any written comments or recommendations for improving this directive or suggest new items or subjects to be added to it. Also, if you find an error, please tell us about it.

Subject: Order 1830.9B, Wireless Service and Mobility Technology Acquisition and Management

To: AMK-270 at [9-Natl-Wireless-Program@faa.gov](mailto:9-Natl-Wireless-Program@faa.gov)

*(Please mark all appropriate line items)*

☐ An error (procedural or typographical) has been noted in paragraph \_\_\_\_\_ on page \_\_\_\_\_.

☐ Recommend paragraph \_\_\_\_\_ on page \_\_\_\_\_ be changed as follows:  
*(attach separate sheet if necessary)*

☐ In a future change to this order, please include coverage on the following subject:  
*(briefly describe what you want to be added.)*

☐ Other comments:

☐ I would like to discuss the above. Please contact me.

Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Routing Symbol: \_\_\_\_\_