

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

SOUTHERN REGION

SO 4441. 10

1/25/89

MAINTENANCE AND PROVISIONING PROCEDURES FOR FAA ADMINISTRATIVE
SUBJ: TELEPHONE SYSTEMS

1. PURPOSE. The purpose of this order is to provide guidance for administrative telephone maintenance and provisioning requirements for FAA facilities.
2. DISTRIBUTION. This directive is distributed to all Southern Region offices and facilities, supervisor level.
3. CANCELLATION. Order SO 4440.1D, Acquisition of Administrative Telephone Service, dated December 19, 1980, is cancelled.
4. BACKGROUND. The FAA uses a variety of administrative telephone dial services, some are leased through the telephone companies, some are owned by the FAA. Administrative telephone services include dial tone and telephone equipment for those services from a telephone central office or from a PBX/Key system exclusive of those used for air traffic control such as Advanced 800 Service or for dial backup to dedicated point-to-point circuits. This order provides guidelines and procedures for obtaining new service and for providing maintenance for existing dial services.
5. PROCEDURES.
 - a. Provisioning.
 - (1) Each facility requiring additional telephone services shall determine system requirements to the extent possible and forward those requirements through their respective regional office division to the Telecommunications Section, ASO-423, with exceptions as noted in (2) and (3) below. Those services previously budgeted for and funded will be processed. Those not budgeted for will be processed as funds exist.
 - (2) At field facilities utilizing a central PBX/key system managed by the local Airway Facilities office, all provisioning requirements are to be submitted through the local Airway Facilities office for action.
 - (3) All administrative telephone services for the local Air Traffic Office are to be submitted through the local Airway Facilities office whether the services are leased or owned. These services include additions, deletions, and budgeting for future years.
 - (4) Administrative telephone services for the Regional Office are to be submitted to the Telecommunications Section, ASO-423, through the respective division coordinator.

Distribution: A-X-5; FOF-0 (Supervisors)

Initiated By: ASO-423

(5) Telephone services are to be requested by procurement request for all field facilities and by memo for all regional office requirements.

(a) The appropriation code for telephone service changes is XXX.0/8053/520/2549.

(b) The appropriation code for new dial tone services is XXX.0/8053/520/2362.

(c) The appropriation code for telephone parts and supplies is XXX.0/8053/520/2650.

(d) The appropriation code for new telephone equipment is XXX.0/8053/520/3124.

b. Maintenance.

(1) Telephone systems ordered under the Procurement of Telephone Service (POTS) contracts have maintenance contracts following the first year warranty. Copies of these maintenance contracts with instructions for reporting service problems and for escalating excessive outages are provided to the reporting facilities under separate cover. The maintenance contracts are budgeted for and initiated by the Telecommunications Section, ASO-423, independent of any other office action.

(2) Telephone systems at Integrated Communications Switching System (ICSS) facilities have been provided by procurement of a separate PBX (Telrad). Maintenance at these facilities has been provided through a national contract. In some cases, the contract is for B2 level maintenance and in other cases, D level. This level is dependent on the Airway Facilities personnel having the training and documentation sufficient to maintain the equipment. In rare circumstances, facilities have been authorized a second maintenance contract for problem isolation.

(3) Procured telephone systems for other facilities may or may not have contracted maintenance. For those with a maintenance contract, the office responsible for restoration is to follow the procedures in the contract. For those without a maintenance contract, following attempts at trouble isolation by the responsible office as capability allows, the office responsible for restoration is authorized to contact a local telecommunications maintenance entity for repair. Upon receipt of the invoice from the vendor, payment shall be made through normal purchase authority procedures as described in Order SO 4402.3. Facilities are authorized to spend up to \$250 on telephone repair services (excluding equipment procurement) without prior approval of the Telecommunications Section, ASO-423. A copy of the invoice and a copy of the payment document must be sent to the Telecommunications Section. For repair services anticipated to be in excess of \$250 or for any repair requiring purchase of equipment, prior funds approval must be authorized by the Telecommunications Section, ASO-423. Repair costs are to be funded under appropriation code XXX.0/8053/520/2549 for repair services and under XXX.0/8053/520/3124 for equipment replacement. In the event emergency restoration is required and as authorized by Order SO 4402.3, prior approval is not required. However, a copy of the invoice, payment authorization, and written justification for emergency spending must be forwarded to the Telecommunications Section as soon as possible.

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(4) Leased telephone service problems are to be reported to the responsible telephone company for repair. At air traffic control facilities, the local Airway Facilities office is responsible for the restoration of all leased telephone service outages at that facility whether the service is for Airway Facilities or for Air Traffic use.

(5) Regional Office telephone service problems are to be reported directly to the Telecommunications Section, ASO-423, at extension 7759.

for Donald C. Clark
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