

ORDER

AC 1770.5H

COMMUNICATION SERVICES



June 15, 1995

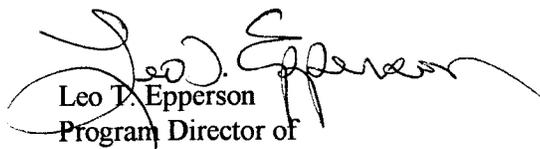
**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

Distribution: A-Y-5; A-Y(GC/AM/TT/AE/CS-2: AMI-300 (5)
A-W(VN)-4; AAD-30(A); ATZ-400(4); AFS-400(4);
AFS-600(4); AFS-700(2); CG: JRA-60K

Initiated By: AMI-300

FOREWORD

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



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CHAPTER 1. GENERAL

1. PURPOSE. This order revises and restates Aeronautical Center policy and procedures for the acquisition, utilization, and control of telephone, local area networks (LAN), fiber optics, and data transmission facility equipment associated with telephones and local area networks. The Telecommunications Management and Operations Team (AMI-300B) of the Technology Support Division (AMI-300) of the Office of Information Services (AMI) provides telephone and data transmission associated with the telephone system and infrastructure.
2. DISTRIBUTION. This order is distributed to office and division level at the Aeronautical Center, Office of the Assistant Chief Counsel (AMC-7), Civil Aviation Security Division (AMC-700), Office of Aviation System Standards (AVN), Transportation Safety Institute (DTI), Civil Aeromedical Institute (AAM-3), National Airway Systems Engineering Division (AOS-200), U.S. Coast Guard Institute (USCG), Office of Inspector General (JRA-60K), Regulatory Support Division (AFS-600), and the Air Traffic Performance Verification Division (ATZ-400). It is of interest to all personnel using communication facilities at the Mike Monroney Aeronautical Center (hereafter referred to as "the Center" or Aeronautical Center).
3. CANCELLATION. Order AC 1770.5G (June 2, 1987) is canceled.
4. EXPLANATION OF CHANGES.
 - a. Delegation of authority within the organizations is defined for allowing long distance calls and certifying toll call invoices.
 - b. Dialing procedures for all FTS domestic, long distance commercial, and international calls are defined.
 - c. Incoming collect calls made to the Center are addressed as unofficial calls.
 - d. Unofficial toll call reporting procedures are redefined.
 - e. Additional instructions for issue, control, and use of telephone credit/calling cards.
 - f. Procedures to identify personnel who have left the Aeronautical Center is defined for removal of excess telecommunications equipment.
 - g. The responsibilities of the organizational telecommunications coordinators are defined.
 - h. Telecommunications Devices for the Deaf (TDD) are defined with the applications for justification.
 - i. Instructions have been provided for ordering voice messaging and automated attendant services for Center telephones.
 - j. Requirements and procedures for submitting a Telecommunications Work Request (formally referred to as a Telephone Work Order, AC Form 1770-48) are outlined.
 - k. All data/transmission support services are defined with utilization parameters listed for each.

- l. Proper procedures for completing and circulating an employee locator card.
- m. Ordering procedures for cellular phones and digital pager services are defined.
- n. Policies and procedures for misuse and abuse of telecommunications equipment and services are defined.

5. SERVICES AVAILABLE. The following telecommunication services are available:

- a. Direct-inward-dial (DID) telephone service can be provided on all telephone sets at the Center. It is the responsibility of each supervisor or manager to determine the telecommunications requirements for their staff. The Telecommunications Management and Operations Team must be provided with this information when submitting a Telecommunications Work Request form. Proper justification should be included.
- b. Direct dial Federal Telecommunications System (FTS) long distance service for calls to a majority of the cities in the contiguous United States, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands can be provided. Procedures are: dial "8", the area code, and the 7-digit telephone number.
- c. Direct dial FTS service is also available within the state of Oklahoma. Procedures are: dial "8", the area code, and the 7-digit telephone number.
- d. Coin-operated and credit card telephones are available throughout the Center for use by employees for personal calls.
- e. Emergency Voice Communication Service (EVCS) telephone service is provided to selected Center personnel.
- f. The Remote Access Feature of the EVCS telephone system can be provided to managers selected by the Director of the Aeronautical Center (AMC-1).

6. HOURS OF OPERATION.

- a. Switchboard Service. The Center switchboard is attended between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday; however, direct inward dialing facilities to Center telephones are in service continuously.

7. FORMS AND REPORTS.

- a. Forms.

(1) The following forms may be obtained from the FAA Logistics Center (AML) through normal supply channels:

(a) Form 1770-40, Employee and Emergency Locator Notice, (RIS: AC 1770-6), NSN: 0052-00-574-0001, unit of issue: SH.

(b) AC Form 6900-2, Work Order Request, NSN: 0052-00-570-4001, unit of issue: SH.

(c) AC Form 2730-3, Clearance Certification for Property, Records and Indebtedness, NSN: 0052-00-584-1006, unit of issue: SH.

(2) The following forms may be obtained from AMI-300B:

(a) AC Form 1770-51, Annual Certification for Telephone Equipment, unit of issue: SH.

(b) AC Form 1770-52, Request for Telephone Service as an Exception to FIRMR Standards, unit of issue: SH.

(c) AC Form 1770-56, Collection Information for Unauthorized Commercial Toll Calls, (RIS: AC 1770-5), unit of issue: SH.

(d) Telecommunications Work Request (pending a government form number). This form is currently available from AMI-300B as a hard copy as well as a Microsoft Word template.

b. Reports.

(1) RIS: LG 1770-3, Survey and Certification of Administrative Telephone Station Equipment, OPI: Materiel Management Division (ALG-200).

(2) RIS: AC 1770-5, Collection Information for Unofficial Toll Calls, OPI: Telecommunications Management and Operations Team (AMI-300B).

(3) RIS: AC 1770-6, Employee Locator/Emergency Information, OPI: Telecommunications Management and Operations Team (AMI-300B).

7 thru 12. Reserved.

CHAPTER 2. LONG DISTANCE CALLS

13. POLICY. In accordance with DOT Order 1830.6, Telecommunications Asset Management, it is the policy of the FAA to obtain and use telecommunication services and equipment at a minimum cost consistent with meeting requirements of agency activities. All Government telephone services shall be used for official agency business only and when their use is the least expensive form of communication that will satisfy the agency requirements.

14. DELEGATION OF AUTHORITY.

a. Long Distance Calls. Delegation of authority to approve placing commercial long distance toll calls and information calls may be delegated to no lower than division manager or tenant equivalent.

b. Certification of Commercial Toll Call Costs. Delegation of authority to certify commercial toll calls may be delegated to no lower than division manager or tenant equivalent.

15. SELECTION OF LONG DISTANCE FACILITY.

a. FTS. The FTS must be used to place all domestic long distance calls. This applies to calls placed from the Center and from the Oklahoma City local dialing area. The FTS network provides services to all points in the contiguous United States, including area code 405 within Oklahoma, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Reference the Aeronautical Center telephone directory for dialing procedures.

b. International Calling. International calls (including Canada) placed from the Center and when traveling off Center, must be placed by utilizing a government credit/calling card issued by AMI-300B.

(1) International calls (excluding Canada) should be placed by dialing "9" plus "01," the telephone number, (which includes country code and city code, if applicable) and the credit/calling card authorization code from any telephone allowed to place international calls on the Center. To speak to an international AT&T operator, dial "9" plus "01" and the telephone number and wait for an AT&T operator's assistance. Calls to Canada should be made by dialing "9" plus "0", the telephone number, and the credit/calling card authorization code.

(2) Collect calls to the Center are not authorized. These calls are considered unofficial toll calls and are addressed in subparagraph 16a(2).

(3) Credit/calling card calls made from a distant location (domestic or international) to the Center shall be made using the dialing procedure provided with the government furnished credit/calling card.

16. PROCESSING TELEPHONE COMMERCIAL TOLL CALL INVOICES.

a. Division managers and tenant equivalent shall process telephone toll call invoices and return them to AMI-300B. Invoices should be returned no later than the close of business on the date indicated on the memorandum attached with the invoices. Toll call invoices shall be processed as follows:

(1) Official Toll Calls. Division managers and tenant equivalent shall sign the certification statement on the back of all toll call invoices and return to AMI-300B in accordance with subparagraph 16a(2). All toll calls not certified as official toll calls shall be processed as unofficial toll calls.

(2) Unofficial Toll Calls.

(a) Do not sign the certification statement on the back of the toll call invoice.

(b) Complete AC Form 1770-56 and attach a reproduced copy of the toll invoice, direct the responsible party to hand-carry the form to the Cashier and Scheduling Branch (AMZ-320) and pay for the call. Monitor to ensure the cashier's receipt of payment is returned timely.

(c) Direct that Optional Form 1114A be returned to the originating office for review.

(d) Annotate the toll call invoice with a synopsis of action taken to cause payment for the unofficial toll call, attach a copy of AC Form 1770-56, and Optional Form 1114A, and return it to AMI-300B along with the toll call invoices for official toll calls.

(e) If the responsible person cannot be found or is not available to pay the cashier for the unofficial toll call, the organization to whom the telephone is assigned is responsible for all unofficial telephone charges. The AC Form 1770-56 must be completed and forwarded to the General Accounting Division (AMZ-300) for collection action.

(f) All calls must be documented as either official or unofficial calls. It will be the responsibility of the division manager or tenant equivalent to make this determination. The procedures outlined above must be followed exactly.

b. AMI-300B shall:

(1) Monitor the toll call process.

(2) Assist certifying officials by obtaining additional information to the extent it is available.

(3) Process toll call invoices immediately upon receipt, forward them to the certifying official, and return the certified telephone toll invoices to the General Services Branch (AMZ-120).

(4) Conduct analyses and prepare reports as required.

(5) Report unauthorized use and abuse of services to the appropriate manager if there is additional or continuing concern.

(6) Report suspected misuse or abuse to the Investigations and Internal Security Branch (AMC-710) for further review and/or investigation.

c. AMZ-300 shall:

(1) Collect the costs of unofficial commercial toll calls billed to the Center and provide a cashier's receipt. (Federal tax shall be added to the cost of these calls.)

(2) Take action to collect payment from personnel/organization identified on AC Form 1770-56 who did not pay the cashier for their calls.

d. Employees, contractors, and visitors making unauthorized calls shall:

(1) Pay for their unofficial toll calls at the cashier's office no more than three (3) working days after the date of notification by the appropriate manager or tenant head.

(2) Return the cashier's receipt of payment for review by the person who directed payment to be made to the cashier.

17 thru 22. Reserved.

CHAPTER 3. TELEPHONE CREDIT/CALLING CARDS

23. POLICY. Telephone credit/calling cards will be issued to all personnel designated by their division manager or tenant equivalent who is responsible for organizational control and use. It is the manager's responsibility to determine if an employee has a requirement for a government credit/calling card while traveling. These credit/calling cards shall be returned to AMI-300B when no longer required. **THIS CARD IS TO BE UTILIZED FOR OFFICIAL CALLS ONLY.**

24. RESPONSIBILITIES. Division managers or tenant equivalent shall:

a. Forward a Telecommunications Work Request to AMI-300B through the requesting organization's telecommunications coordinator for an employee telephone credit/calling card. The signature of division manager or tenant equivalent responsible for the credit/calling card must be on the request. This Work Request can also be sent to the telecommunications coordinator through CC:Mail who will also send it to AMI-300B through CC:Mail. The telecommunications coordinator (or designated person) must come to AMI-300B and pick up the credit/calling card and return the original request to AMI-300B with the receiving employee's signature.

b. Maintain a list of personnel (provided by AMI-300B) who have been provided a telephone credit/calling card number. (This is necessary to satisfy a requirement of the Federal Property Management Regulation (FPMR)). This list will also identify which cards will have international dialing capabilities.

c. The Telecommunications Management and Operations Team will forward a list to each organizational telecommunications coordinator of all credit/calling cards in that organization for certification. This list must be revalidated each October. Each page of the list must be certified in the stamped area provided by AMI-300B. Any credit/calling cards not revalidated must be returned to AMI-300B.

d. Upon reassignment of personnel within their organization and/or Center, ensure that all credit/calling cards are returned to AMI-300B through the organizational telecommunication coordinator. (These cards cannot be reissued to another employee.)

e. Ensure that any employee leaving the Center due to retirement, reassignment or resignation completes AC Form 2730-3 regardless of whether the employee has a credit/calling card. A manager or supervisor cannot sign this form for AMI-300B.

f. Ensure that credit/calling cards are not loaned to any other personnel for any reason.

g. Report compromised, lost or stolen telephone credit/calling card number to AMI-300B. The compromised credit/calling card number will be canceled immediately and a new card assigned if necessary.

25. CREDIT/CALLING CARD AUTHORIZED USAGE.

a. Calls may be made with the government provided credit/calling card from a residence while performing government business. Certification of such calls will be in accordance with subparagraph 16a(2).

b. While in travel status, a maximum of one (1) telephone call per day may be made to the traveler's residence, not to exceed five (5) minutes per call, using a government provided credit/calling card. The caller will use the FTS2000 Off-Net or Direct Off-Net dialing instructions. Employees possessing a government credit/calling card will not be reimbursed on their voucher for authorized call to their residence or family. Employees not possessing a government credit/calling card must follow existing DOT travel regulations when making telephone calls when on travel status. Certification of such calls will be in accordance with subparagraph 16a(2). The certifying manager shall compute the dollar amount due if the traveler exceeds five minutes to correctly complete AC Form 1770-56.

26 thru 30. Reserved.

CHAPTER 4. TELEPHONE LOCATOR AND INFORMATION SERVICE

31. RESPONSIBILITIES.

a. Division managers or tenant equivalent shall provide organizational information for the classified section of the Aeronautical Center telephone directory. Organization fax machine numbers should also be provided.

b. Personnel Management Division (AMH-200) shall:

(1) Provide an AC Form 1770-40 to all new employees. Time-limited appointments (i.e., without compensation (WOC), student aid, temporary, etc.) will be identified by marking the special type appointment above the name during the processing session.

(2) Provide AMI-300B a list of personnel who are no longer employed at the Center due to retirement, reassignments, or resignations. This list shall be provided on a monthly basis.

c. Supervisors shall ensure that a **typed** AC Form 1770-40 is completed and forwarded to AMI-300B for all new or transferred employees or for any changes to employee locator information. The form shall be completed as follows:

(1) Additions. All new employees shall submit a **typed** AC Form 1770-40, marking the **NEW EMPLOYEE BLOCK** on the form.

(2) Changes. A new AC Form 1770-40 is required for any change in an employee's locator information. When name changes occur, show former name on the space provided and mark the appropriate block.

(3) Employee social security numbers **shall not** be provided on the AC Form 1770-40.

d. The Office of Acquisition (AMQ) shall provide a list of all contractors at the Center to AMI-300B. In addition, a separate list of contractors shall be provided to AMI-300B which gives an alphabetical listing of their employees and commercial telephone numbers where each contractor can be reached. Replacement lists shall be provided as necessary to keep the list current.

e. AMI-300B shall:

(1) Maintain the employee locator and emergency information file and the contractor employee locator lists.

(2) Provide telephone locator and emergency information service to the Center employees and official work-related information to the general public.

(3) Maintain the employee/contractor-related information for use in the alphabetical section of the Aeronautical Center telephone directory. All contractors will be denoted by asterisks.

(4) Remove AC Form 1770-40 from the employee locator index file when it becomes obsolete and deliver to the Aeronautical Center Operations Center (AMP-106).

f. The Aeronautical Center Operations Center shall destroy all obsolete AC Form 1770-40s and other employee lists utilized in their switchboard area that contain privacy information

32 thru 36. Reserved.

CHAPTER 5. INSTALLATION, REPAIR, AND RELOCATION OF TELECOMMUNICATIONS EQUIPMENT

37. POLICY. Installation or relocation of telecommunication 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 AMI-300B, will design and arrange working areas.

38. DELEGATION OF AUTHORITY.

a. The Telecommunications Management and Operations Team 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 to be provided as an exception to FIRMR standard shall be submitted on AC Form 1770-52.

b. Division managers and tenant equivalents are authorized to sign the Telecommunications Work Request, as requisitioning officers. This authority may not be redelegated by division managers and tenant equivalent. The Work Request will then be sent to the organization's telecommunications coordinator and then forwarded to AMI-300B. This Work Request can also be sent by the division manager or tenant equivalent to the telecommunications coordinator via CC:Mail who will then forward the document to AMI-300B via CC:Mail. All headers on CC:Mail must be attached to verify the manager's approval.

c. The Telecommunications Management and Operations Team manager shall serve 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.

39. RESPONSIBILITIES.

a. Division managers and tenant equivalent are responsible for management of all aspects of telecommunications service provided to their organization and for monitoring usage, abuse, and expenditure of funds. Close attention should be given to telephone funds during the budgeting process, and subsequently as they are expanded.

b. The Telecommunications Management and Operations Team is responsible for reviewing existing telecommunications services provided to all Center organizations. They will utilize annual surveys to determine excess equipment within organizations. Any excess telephone numbers or equipment will be forwarded by memorandum to the appropriate division manager or tenant equivalent for review and reply. Nonconcurrency replies shall be supported by adequate data to retain telephone service.

40. MANAGEMENT OF ORGANIZATIONAL TELECOMMUNICATIONS SERVICE.

a. Telephone repair. Repair service is available by dialing extension 43311. Emergency repair service (after normal duty hours) is available for critical locations. If there is limited service available,

consideration should be given to deferring repair until the next duty day. Employees should consult with management prior to requesting this emergency repair service.

b. Telecommunications Coordinators. Each organization shall appoint a telecommunications coordinator to act as a contact for all telephone activities. The Telecommunications Management and Operations Team will not accept a telephone work request from an individual employee. The work request must be coordinated through the organization's telecommunications coordinator with approval of the certifying official also.

c. Restriction of Telephone Service. Intra-Center service only (restricted from dialing 8 or 9 levels) will be provided for employees requiring telephone service in the performance of official duties. Access to off-Center service shall be provided to employees whose official duties justify this capability.

d. Telephone Numbers/Instruments.

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

(2) New telephone numbers/instruments for a new project will be identified with the project name and justification on the Telecommunications Work Request, including a statement why this requirement cannot be provided from existing organizational telephone capability.

(3) In a large open office space where routine functions are performed, and only occasional calls are made or received, each instrument shall be shared by as many employees as feasible. An example would be in the warehouse areas.

(4) When an employee transfers or leaves an organization at the Center, and the position is not to be filled within 60 days, the telephone number and office symbol of the employee must be provided to AMI-300B by the organizational telecommunications coordinator on a Telecommunications Work Request so the vacated telecommunication service can be recovered.

(5) One instrument shall be the standard for an office occupied by one employee unless special operational needs justify an additional instrument.

e. Digital Telephone Instruments.

(1) The standard telephone service at the Center is a digital instrument and AMI-300B will install the instrument capable of providing the requirements outlined in the Telecommunications Work Request user's request. Dual or multi-answering positions shall be avoided.

f. Analog Service.

(1) Analog lines may be requested for dial-up modem connection and organizational facsimile machines. The requesting organization must provide justification and an estimated weekly usage of each analog line.

(2) Analog instruments may be requested for conference rooms, low use "shop" areas, or in area locations which exceed the distance limitation of digital service.

g. Multiple Appearance Directory Numbers (MADN). Multiple appearance directory numbers shall be assigned when an organization determines they need a published office number to appear on multiple phones in their organization.

h. Volume Control Devices. Proper volume control devices will be provided or retained with medical certification stating that an employee has a hearing loss that would interfere with the use of the telephone for official calls.

i. TDD - Telecommunication Devices for the Deaf. The Personnel Management Division (AMH-200) will provide the proper information justifying a TDD for a newly hired employee. If an employee needs a TDD terminal to communicate with a deaf employee, they must submit a Telecommunications Work Request through their organization's telecommunications coordinator.

j. Restricted Features and Equipment. Restricted features and equipment, including but not limited to speed call lists, speaker phones, automatic ringing lines (hot lines), bell chimes, and visual indicators shall not be added without considering the results of a cost-benefit study or to correct safety related problems. The cost-benefit study, if required, shall be provided by the organization requesting the service and shall include present available telephone service, mission, and goals, with cost being the main consideration in the final selection for compliance with Federal Information Resources Management Regulations (FIRMR).

(1) Requests for exceptions to standard telecommunications service shall be made on AC Form 1770-52 with a completed cost-benefit study attached. The required elements of the cost-benefit study are outlined in subparagraph 38a.

(2) A copy of all approvals for exceptions to standard telecommunications service shall be maintained by the organization's telecommunications coordinator.

(3) All exceptions to standard telecommunications services and equipment must be rejustified in October of each year for retention by recertifying the existing AC Form 1770-53 on file with AMI-300B. The request for retention shall be based upon mission, goals, and operational need.

k. Automatic Ringing Private Lines (Hot Lines). Automatic ringing private lines (hot lines) may be installed where immediate and uninterrupted service is essential on an emergency basis. This service must be approved as an exception to the order by AMI-300B.

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

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

(2) Locations where the employee must have telephone service and be absent from the telephone location in the performance of duties.

(3) The employee is hearing impaired.

m. Group Speed Call Lists. Speed call lists for groups of telephones may be provided when calls placed to specific telephone numbers are dialed on a repetitive basis.

n. Use of Recording and Monitoring Equipment. Requests for approval of the recorders shall be submitted to the Manager, Civil Aviation Security Division (AMC-700), in accordance with AC SUP 1 to DOT Order 1600.24C. The recorder and tone warning equipment shall be purchased, installed, and maintained by the using organization. It shall provide a warning feature (beeper) to alert callers that the conversation is being recorded. The recorder connector shall function in accordance with applicable Federal Communication Commission (FCC) approved tariffs pertaining to the particular connection. The procurement or use of "induction coil" sound amplifying for the purpose of recording telephone conversations is prohibited.

o. Excess Telecommunications Equipment/Features. Telephones and ancillary equipment not being efficiently utilized will be reported to AMI-300B through a Telecommunications Work Request. Upon notification, AMI-300B shall determine the economical feasibility of removing excess equipment and installing it at a later date, if necessary.

p. Safety Hazards. Movement of telecommunications equipment shall be requested and accomplished prior to the rearrangement of furniture. Employees shall not rearrange furniture in such a manner as to create a safety hazard due to inappropriate location of telecommunication equipment. Unauthorized moving of furniture, which creates safety hazard incidents to the telecommunications equipment, shall be reported by AMI-300B to the Occupational Safety Division (AMP-100).

q. Voice Messaging and Automated Attendant. Voice Messaging and Automated Attendant services will be provided with proper justification and approval by the requesting division manager or tenant equivalent. Attendance to a voice mail training session provided by AMI-300B is mandatory. These voice mail services are limited and must be efficiently managed. Monthly utilization reports will be reviewed by AMI-300B. User organizations will be notified of inefficient use of the resource. A new justification may be required.

r. Center Backbone/LAN Utility. The Center wide fiber/copper backbone is in place. No additional fiber or copper installations will be planned or installed without approval of AMI-300B and the Information Resource Manager (IRM), AMI-1.

41. CONTRACTOR PROCEDURES.

a. Division managers and tenant equivalent shall:

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

(2) Submit a memorandum to Office of Acquisition (AMQ) for approval of telecommunications service at Government expense for the contractor in accordance with Federal Acquisition Regulations (FAR), Part 1. The memorandum shall include the contract number, inclusive dates of the contract, and the type and quantity of telecommunications service being requested.

(3) Provide a copy of the AMQ approval and a request for telecommunications service for the contractor to AMI-1.

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

(5) Include the contractor's telecommunications requirements in the normal budget submissions for organizational telephone service.

(6) Be responsible to ensure that all telecommunications devices, (example - credit/calling cards, voice messaging services), are terminated by reporting to AMI-300B when the contract is terminated.

b. The Office of Acquisition (AMQ) shall:

(1) Provide approval/disapproval, in accordance with FAR, Part 1, in response to requests from division managers and tenant equivalent for Government-provided telephone service for contractors. The approval shall include the type and quantity of service authorized and a statement if the contractor is being given access to the FTS network for official business.

(2) Notify AMI-300B at least 30 days prior to the expiration date of all contracts approved in accordance with subparagraph 19(1) to ensure that billing is discontinued and service is removed on a timely basis.

c. The Telecommunications Management and Operations Team (AMI-300B) shall:

(1) Issue a Telecommunications Service Request for contractor telecommunications service when properly documented by the requesting official and funds are available.

(2) Identify the cost of contractor telecommunications service with the requesting organization in all applicable reports.

42. REQUEST FOR TELECOMMUNICATIONS SERVICE. Submit an approved copy of a Telecommunications Work Request with original signatures to AMI-300B for all requests to install, move, or disconnect telecommunications equipment and services. These requests will be received by AMI-300B by either FAA mail, facsimile, or CC:Mail and must contain a justification for the service requested. If CC:Mail is used, the division manager or tenant equivalent will send the Work Request to the telecommunications coordinator who will send it to AMI-300B. All headers on CC:Mail must be attached to AMI-300B to verify the manager's approval. Justifications will also contain access requirements and employee duties supporting off-Center access by telephone number. The following procedures are suggested to order telecommunications equipment and request telephone moves:

a. Discuss telecommunications requirements with a telecommunications specialist in AMI-300B, who will assist in the completion of the Telecommunications Work Request if needed.

b. For all planned relocations, installations and renovations, each organization shall have their telecommunications coordinator work in liaison with AMI-300B and AMP, as appropriate. The coordinator shall contact AMI-300B and request assistance from a telecommunications specialist to determine requirements concerning telephone locations and equipment. The telecommunications specialist will assist in drafting the order for telephone service and furnish any special instructions or information as necessary. The type of telecommunications services involved in the move directly affects the interval between the time AMI-300B receives the Telecommunications Work Request and when the

work is accomplished. Requests containing a large amount of work or request of accelerated time schedules should be accompanied by a fund certification for temporary hire of technicians.

c. Request shall be submitted to AMI-300B in writing for commercial telephone service (including pay telephone stations) for Center use. Justification must detail need and reasons that present telephone service is not adequate.

43. NON-FUNDED REQUIREMENTS. All non-recurring and first year recurring costs must be provided by the requesting organization at the time of the request. Prior funding will be provided to AMI-300B by August 31 of each year to continue these services for the next fiscal year. When contacted, AMI-300B will provide the proper funding transfer procedures.

44. DATA/TRANSMISSION SUPPORT SERVICES. All requests for data communications support for both on Center and off Center service should be submitted to AMI-300B for review. Each request shall include a justification of the service required and which application/system/F&E Project/etc. that it will support.

a. Backbone (utility). The Center Backbone Utility comprised of both copper and fiber optic cabling is currently supporting voice, data, video, LAN, and Wide Area (ADTN) services. Requests for accessing this backbone utility must be directed to AMI-300B. The Telecommunications Management and Operations Team (AMI-300B), working in conjunction with AMP, the NAS Program Management Team (AMP-1A), and other organizations at the Center, will plan for all current and future expansion of this network. Additional requirements that require copper, coax, fiber optic cable, etc. should be submitted to AMI-300B and the IRM for review and approval. Requests for Internet Protocol addresses must be submitted on a Telecommunications Work Request through the organization's telecommunications coordinator to AMI-300B.

b. LAN Connections. The design choice of the Center's local area network is twisted pair connecting to the Center-wide backbone. All connections to the local area network will be accomplished by a Telecommunications Work Request to AMI-300B. Organizations connecting new local area networks will be engineered through the AMI-300B LAN administrator. Any exceptions to this procedure must be approved by AMI-300B.

c. Dedicated Services. The Telecommunications Management and Operations Team shall be contacted in order to determine the service required. Requesting organizations must provide information on daily usage, and the volume for the circuits. The Telecommunications Management and Operations Team will determine the speed of the circuit, type of circuit and equipment required, based on available funds.

d. Dial-up Services. The Telecommunications Management and Operations Team should be contacted in order to determine the service required. Information on the daily usage and connect time will be required and AMI-300B will provide either a dedicated line, modem dial-up line, or MADO/equinox connection via modem pool based on available funds.

e. Wide Area Networks. The Telecommunications Management and Operations Team shall be contacted in order to determine the service required. They will provide all necessary forms that must be completed depending upon the level of service required. These forms must accompany a justification for the services requested.

f. Video. These services are limited in availability at the present time at the Center. Additional information will be published on availability, how to request these services, etc. when the new ADTN 2000 contract is awarded and the types of video equipment scheduled for the Center are finalized.

g. Audio. The Telecommunications Management and Operations Team shall be contacted when these services require support of the fiber or copper cabling system at the Center.

h. Security Systems. The Telecommunications Management and Operations Team shall be contacted when these services require support of the fiber or copper cabling system at the Center.

45. CELLULAR PHONES AND DIGITAL PAGERS. The Telecommunications Management and Operations Team in accordance with DOT Order 1830.6, will not fund any mobile communications services. All cellular and digital pager services will be funded by the requesting organization. Employees may contact AMI-300B for assistance with procuring these types of services and must be included on the Procurement Request for cellular service for coordination purposes.

46 thru 50. Reserved.

CHAPTER 6. SURVEY OF TELECOMMUNICATIONS EQUIPMENT

51. POLICY. Telecommunications equipment must be surveyed annually in accordance with DOT Order 4650.21. The telecommunications coordinator from each organization shall participate in the annual survey, monitor installation, and ensure compliance with the equipment standards. The Telecommunications Management and Operations Team (AMI-300B) will provide guidance and prepare the annual report required by the Office of Acquisition (AMQ), RIS: LG 1770-3, the Survey and Certification of Administrative Telephone Station Equipment.

52. RESPONSIBILITIES.

a. Division managers and tenant equivalent shall:

(1) Brief the telecommunications coordinator as to expected results of the annual telephone equipment survey and identify specific areas that require special attention as a result of change of mission or direction, loss of personnel, or contracting of a function.

(2) Provide concurrence or nonconcurrence by memorandum to recommendations for removal of equipment identified during the survey that appears to be infrequently utilized or excess to organizational needs. The action should be completed prior to submission of the certification in the next paragraph.

(3) Certify annually on AC Form 1770-51 that telephone equipment utilized within the organization is within the standards outlined in this order, including authorization for any deviation to the standards. These certifications will be the basis for the Associate Administrator for the Aeronautical Center's (AMC-1) determination that the Aeronautical Center is in compliance with the standards.

(4) Submit a justification to AMI-300B each October for approval of retention of equipment in excess of standards on AC Form 1700-52 as an exception to standards.

b. The Telecommunications Management and Operations Team (AMI-300B) shall:

(1) Schedule the annual telephone equipment survey and advise telecommunications coordinators from each organization of scheduled dates for the organizational surveys.

(2) Provide guidance for the annual survey and the continuing program for Aeronautical Center compliance with equipment standards.

(3) Assist with the annual survey.

(4) Provide a written recommendation to division managers and tenant equivalent through AMI-300B for removal of equipment that appears to be infrequently utilized or excess to organizational needs. The organizational reply will be reviewed and recommendations made to AMI-300B for removal or retention of subject equipment.

(5) Prepare the Aeronautical Center letter of certification (RIS: LG 1770-3, Survey and Certification of Administrative Telephone Station Equipment) to AMQ-1, to arrive no later than May 15 of each year.

(6) Retain the file of the annual survey and supporting documents. The Telecommunications Management and Operations Team will provide the telecommunication coordinator a computerized listing of the equipment surveyed in their respective organizations.

c. Organizational Telecommunications Coordinator shall:

(1) Conduct an annual physical inventory of telephone equipment within the organizational unit, projecting organizational goals and policy to subunits.

(2) Coordinate with organizational subunits to ensure that telephone equipment is in compliance with the standards contained in this order. Utilize the AMI-300B telecommunications specialist to the degree possible; however, telephone equipment requirements remain a responsibility of each organization.

(3) Submit a completed AC Form 1770-52 each October for approval to retain equipment in excess of the standard in accordance with subparagraph 24a(4). The approved request to retain the equipment shall be in the requesting organization prior to the beginning of the annual survey.

(4) Prepare an organizational letter of response to AMI-300B memorandum recommending removal of excess telephone services prior to submitting an organizational letter of certification.

(5) Prepare an organizational letter of certification in accordance with subparagraph 24a(3).

(6) Maintain a file on equipment as an exception to FIRMR that has been approved by AMI-1.

(7) Identify equipment in advance of the physical survey that is an exception to FIRMR or is not fully utilized by the organization.

53 thru 54. Reserved.

**CHAPTER 7. MISUSE AND ABUSE OF TELECOMMUNICATIONS
EQUIPMENT AND SERVICES**

55. POLICY. It is the responsibility of AMI-300B to review the usage of all telecommunications equipment and services and forward this information to the proper certifying official. All certifying officials will be responsible for reviewing and certifying all related telecommunications equipment and service information, as well as toll call invoices. Any indication of suspected misuse or abuse after certification will be referred to the Investigations and Internal Security Branch (AMC-710) for further review and/or investigation.

55 thru 57. Reserved.