



ADMINISTRATIVE COMMUNICATIONS SYSTEM

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All	Dates	08/29/2005	04/14/2006
1	Superseding Information	Information described above	Information described above
21 & 22	Chapter 3	Updated information to comply with FMR Bulletin 2006-B3: Federal Management Regulation; Guidelines for Alternative Workplace Agreements to indicate that taxes cannot be reimbursed for residential telephone lines and/or related equipment that is used strictly for Flexiplace/Telework purposes. Inserted a note, explanation in parenthesis in the paragraph, and a new bullet with a link to the bulletin described above.	



**ADMINISTRATIVE COMMUNICATIONS SYSTEM
U.S. DEPARTMENT OF EDUCATION**

DEPARTMENTAL DIRECTIVE

Handbook OCIO-13

Page 1 of 58 (04/14/2006)

Distribution:
All Department of Education Employees

Approved by: ___/s/___(08/29/2005)_____
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Handbook for Telecommunications

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OCIO - 13, Handbook for Telecommunications

Acquiring, managing, and using
telecommunications equipment, facilities and
services



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Handbook for Telecommunications

Chapter 1: General Introduction

What is telecommunications?

The official and mandatory definition of telecommunication in the federal government is as follows:

Telecommunication 1. Any transmission, emission, or reception of signs, signals, writing, images and sounds or intelligence of any nature by wire, radio, optical or other electromagnetic systems. 2. Any transmission, emission, or reception of signs, signals, writings, images, sounds, or information of any nature by wire, radio, visual, or other electromagnetic systems. (Source: FED-STD-1037C)

Telecommunication resources may be voice and data networks, telephones (wired and wireless), other wireless services, messaging and directory services, high speed data communications, facsimile devices, personal digital assistants, switches, or any other device, service, or system used in the transmission of electronic communication, including the connectivity to and between devices. The locations of telecommunications resources are equally diverse, ranging from equipment in single buildings to nationwide or global networks, from a single telephone handset at a desk to communications satellites in orbit.

- Telecommunications that are either all or part of a system must be considered an information technology (IT) system for all planning, acquisition, policy, security, and functional purposes.

Within this policy, no distinction is made between voice-centric and data-centric telecommunications, or between wired and wireless services, unless specifically noted.

What is this policy?

This handbook establishes the general policies, procedures, and requirements for managing and using telecommunications resources, including facilities, equipment, and services, of the U.S. Department of Education (ED). To that end, telecommunications management must include processes, policies and procedures that ensure:

- telecommunications programs and functions achieve their intended results;
- telecommunications resources are used consistent with the Agency mission;



- telecommunications programs and functions resources are protected from waste, fraud, and mismanagement;
- laws and regulations are followed; and
- reliable and timely information is obtained.

In an effort to realize cost efficiencies and ensure accountability and control of the agency's telecommunications services, it is the ED's policy to negotiate, acquire, and manage the delivery of telecommunications services centrally in the Office of Management/Office of the Chief Information Officer (OM/OCIO)

This handbook discusses authorized use of telecommunications resources, including facilities, equipment and services, paid for, or reimbursed by the Federal Government.

Details on the specific aspects of ED policy on the acquisition, management, and use of telecommunications resources are covered herein.

Why is a policy on telecommunications required?

This policy is required because proper management and use of telecommunications resources form one of the most essential elements in the operations of the agency. The Department of Education relies on telecommunications systems and services to support the mission and goals set out by the Secretary of Education, so it is vital that these resources be effectively managed.

The ability of telecommunications to increase productivity has grown tremendously. Management of telecommunications resources, therefore, should actively ensure that telecommunications benefits (speed, usefulness, and service availability) are emphasized even while steps are taken to manage risks and reduce costs. Prior to the Government Performance and Results Act and the Clinger-Cohen Act, telecommunications policy was derived from the Federal Information Resources Management Regulations (FIRMR), the Federal Property Management Regulations (FPMR), and the Federal Acquisition Regulations (FAR).

This handbook is being issued under the general authority of the Secretary to operate and administer the ED's programs, including Section 414 of the Department of Education Organization Act (20 U.S.C. 3474); Section 410 of the General Education Provisions Act (20 U.S.C. 1221e-3) and under the authority vested in the Chief Information Officer by law, 44 U.S.C. 3506, 40 U.S.C. 11315(b) and (c), and Executive Order 13011. Most telecommunications policy is built on the provisions of the following statutes, directives, and guidance.

- E-Government Act of 2002 (44 U.S.C. Ch 36) ([link](#))
- Federal Information Security Management Act of 2002 (FISMA), [Title III of the E-Government Act of 2002] (44 U.S.C. Ch 36) ([link](#))
- Office of Management and Budget (OMB) Circular A-130, (Revised) Transmittal Memorandum #4, Management of Federal Information Resources ([link](#))
- Office of Management and Budget (OMB) Circular A-123, "Management Accountability and Control" ([link](#))



- OMB Memorandum M-05-16, Regulation on Maintaining Telecommunication Services During a Crisis or Emergency in Federally-owned Buildings ([link](#))
- Federal Acquisition Regulations (FAR) ([link](#))
- Federal Management Regulations (FMR) ([link](#))
- Government Paperwork Elimination Act (GPEA) of 1999 ([link](#))
- Clinger-Cohen Act of 1996 (40 U.S.C. 11315) ([link](#))
- Telecommunications Act of 1996 ([link](#))
- Paperwork Reduction Act (PRA) of 1995 (44 U.S.C. 3501 et seq.) ([link](#))
- Government Performance and Results Act (GPRA) of 1993 ([link](#))
- Privacy Act of 1974 (5 U.S.C. 552a) ([link](#))
- Standards of Ethical Conduct for Employees of the Executive Branch (5 CFR 2635.704) ([link](#))
- General Services Administration (GSA) Federal Standard 1037C, "Telecommunications: Glossary of Terms," dated August 7, 1996 ([link](#))

These laws, regulations, directives, and guidance are the foundation for the development of policy on and management of Federal information technology, including telecommunications.

Until 2001, the Government-wide policy on telecommunications management was found in the Federal Property Management Regulations (FPMR). These policies are being revised and will be placed in the new Federal Management Regulations (FMR) Subchapter F.

Additional guidance can be obtained from the following resources:

- OMB, "Guidance on the Privacy Act Implications of 'Call Detail' Programs to Manage Employees' Use of the Government's Telecommunications System" (52 FR 12990, 4/20/87) ([link](#))
- National Institute of Standards and Technology (NIST) Special Publication 800-24, PBX Vulnerability Analysis: Finding Holes in Your PBX Before Someone Else Does ([link](#))
- NIST Special Publication 800-46, Security for Telecommuting and Broadband Communications ([link](#))
- NIST Special Publication 800-48, Wireless Network Security: 802.11, Bluetooth and Handheld Devices ([link](#))
- Department of Commerce (DOC) Office of the Chief Information Officer (OCIO), Telecommunications Management Policy ([link](#))



- Presidential Memorandum, “Plain Language in Government Writing,” dated 1 June 1998 ([link](#))

The **Administrative Communications System (ACS)** informs employees of ED’s policies, procedures, requirements, and other important information of general applicability through the use of directives and handbooks. The ACS only governs documents that affect more than one Principal Office. The ACS does not deal with program regulations, rulemaking documents, budget-related communications without policies and procedures, information that only affects one Principal Office, negotiated labor agreements, and instructions to be used government-wide.

The following ED Departmental Handbooks and Directives of the [Administrative Communication System \(ACS\)](#) cover related aspects of telecommunications management and use and apply to all employees and staff in each principal office:

- ACS Directive OCIO 1-101, Privacy Act of 1974 (Basic Requirements) and the Collection of Personal Information
- ACS Directive OCIO 1-102, Freedom of Information Act (FOIA) Policies and Procedures: Release or Denial Of Department of Education Records Responsive to FOIA Requests
- ACS Directive OCIO 1-104, Personal Use of Government Equipment
- ACS Directive OCIO 3-105, Procuring Electronic and Information Technology (EIT) In Conformance with Section 508 of the Rehabilitation Act of 1973, as amended
- ACS Directive OCIO 3-106, Information Technology Facility Physical Security Policy
- ACS Directive OM 3-104, Clearance of Personnel for Separation or Transfer
- ACS Directive OM 4-104, Moves within Headquarters Facilities
- ACS Handbook OM-01, Handbook for Classified National Security Information
- ACS Directive OCFO 2-107, Acquisition Planning
- ACS Handbook OCFO-05, Handbook for Travel Policy
- ACS Directive, OUS: 1-101, Interagency Agreement

The following Personnel Manual Instruction (PMI) documents cover related aspects of telecommunications management and use and apply to ED employees only:

- PMI 368-1, Flexiplace Program ([link](#))
- PMI 735-1, Courtesy Policy ([link](#))
- PMI 751-1, Discipline and Adverse Actions ([link](#))



To whom and where does this policy apply?

This handbook applies to all Department principal offices and organizations, including the Federal Student Aid (FSA) headquarters, regional and field sites and, when properly authorized, contractor-based facilities operated to support Department programs and services.

All ED employees are covered by this policy. Refer to the following section for the definition of employee.

What definitions apply to this policy?

In this handbook, “I”, “me”, or “you” (in its singular sense) refers to agency staff (e.g., any employee, intern, or contractor); and the context makes it clear which usage is intended in each case. “We”, “us”, or “you” (in its plural sense) refers to the agency (as a whole) or your Principal Office. In this policy:

“Must” identifies steps that ED is required to take; and

“Should” identifies steps that ED recommends.

Employees

All ED employees are covered by this policy.

Contractors are authorized limited personal use of Government telecommunications equipment, unless it is specifically not permitted by contract or other memoranda of agreement.

Agency officials may apply this policy to contract personnel, interns, and other non-government employees. Refer to ED Departmental Directive, OCIO 1-104: Personal Use of Government Equipment, for additional information.

- If you are a representative of a White House initiative, interagency group, independent committee, or advisory council, you may use ED-provided Government telecommunications equipment in accordance with this policy.
- If you are an officially designated representative of the American Federation of Government Employees, Council of Education Locals No. 252 or one of its constituent Locals, you may use supplied Government equipment for union business, to the extent specified in the collective bargaining agreement.

Unless otherwise stated, all references to “employee” in this document refer to the people and scenarios mentioned above.

Federal Relay Service (FRS)

Federal Relay was established under Public Law 100-542, the Telecommunications Accessibility Act of 1988. Federal Relay is a Federal Government service, which utilizes



the FTS2001 network in order to allow Federal employees who are deaf, hard-of-hearing, deaf/blind and or have speech disabilities equal communication access. Federal Relay broadens employment and advancement opportunities for individuals with disabilities.

See <http://www.fts.gsa.gov/frs/> for details.

Telecommunications Automated Tracking System (TATS)

The *Telecommunications Automated Tracking System (TATS)* is a web-based application, located at <http://connected2/tats/>, that allows authorized officials to submit and approve requests for telecommunications equipment and services via its Customer Service Request Module (CSRM).

Upon approval, a telecommunications specialist submits the approved order to the vendor for fulfillment with the appropriate 28-digit Agency Hierarchy Code (AHC) assigned for the resource based on principal office. A sample listing of Agency Hierarchy Codes is provided in Attachment B.

When the equipment/service is received, the telecommunications specialist enters the equipment/service into inventory via the TATS Telecommunications Ordering, Reporting and Inventory System (TORIS) module.

In addition to its business process and asset management capabilities, TATS is a vital tool to assist Telecom Services with reconciliation of billing and accountability for telecommunications resources.

Telecommunications Device for the Deaf/Text Telephone (TDD/TTY)

A *Telecommunications Device for the Deaf / teletypewriter (TDD/TTY)* is a machine that uses typed input and output, usually with a visual text display, to enable individuals with hearing or speech impairments to communicate over a telecommunications network.

OCIO Assistive Technology Group offers a variety of TDD/TTY solutions.



Handbook for Telecommunications

Chapter 2: Roles and Responsibilities

What are my responsibilities?

The Office of the Chief Information Officer will:

- 1) Develop an ED-wide telecommunications program life cycle management process to include:
 - a) Establishing and maintaining an ED telecommunications architecture to serve the framework for ED-wide telecommunications investment planning, acquisition, and deployment to ensure:
 - cost effective telecommunications system solutions based on a common telecommunications architecture; and
 - establishing mission-based performance measures for these telecommunications systems, aligned with Departmental performance plans.
 - b) Establishing policy and procedures for the management of telecommunications resources, including providing leadership for the FTS2001 to FTS Network transition process;
 - c) Reviewing agency strategic and tactical telecommunications plans, policies and procedures, and updating these documents in accordance with new requirements;
 - d) Monitoring and reviewing telecommunications activities to ensure:
 - continuous and effective communications with the agencies, a sound understanding of agency needs, and a proper balance between cost and customer satisfaction requirements;
 - compliance with regulatory requirements and standards;
 - realization of cost savings and/or cost avoidance ; and
 - gain in maximum benefits from ED's telecommunications investments in supporting ED program delivery.



- 2) Provide advice and assistance to agencies and staff offices regarding telecommunications services and facilities to ensure that the ED 's telecommunications resources are shared and used effectively and prudently;
- 3) Serve as liaison for telecommunications-related activities and interchange among ED, GSA and other central management agencies;
- 4) Evaluate acquisition requests for telecommunications services, facilities, and equipment submitted in accordance with the IT acquisition process;
- 5) Conduct independent assessments of major telecommunications projects to ensure strategies and decisions are sound throughout the various stages of the project. Independent Validation and Verification (IV&V) results will be shared with managers so risks are well understood, and risk management approaches developed, before decision authorities can authorize a program to proceed into the next phase of the acquisition process;
- 6) Provide leadership and direction for ED-wide initiatives and the optimization and consolidation of telecommunications resources;
- 7) Periodically conduct market surveys to ensure that equipment and services are being acquired at the most economical cost available; determine the need for ED-wide mandatory-for-use telecommunications resources; and terminate uneconomical contracts;
- 8) Develop, implement, and manage ED-wide telecommunications systems and networks such as Education Network (EDNet);
- 9) Provide leadership, guidance and oversight in the establishment and maintenance of inventories of telecommunications resources;
- 10) Ensure that telecommunications systems are continuously updated to provide reliable, secure and non-secure voice, data, facsimile and video conferencing capability between the Secretary of Education and other senior Government leaders as appropriate; and
- 11) Assist in determining the appropriate level of availability, performance and restoration that is required, in accordance with the agency's contingencies and COOP plans and programs; coordinate telecommunication priority services which cannot be restored by normal procedures.
- 12) Develop and deliver monthly summary-level usage reports for calling card and wireless services and quarterly financial chargeback reports for wireless services to each Principal Office.

Principal Offices and Staff Offices will:

- 1) Identify authorized individuals to OCIO for submitting and approving requests for expending the agency/principal office's funds for telecommunications.
- 2) Ensure compliance with this Handbook and that Agency/Staff Office directives conform to its requirements;



- 3) Identify agency business and program requirements and work with OCIO to develop standardized cost effective solutions based on a common telecommunications architecture;
- 4) Eliminate redundant, uneconomical or unused services and equipment;
- 5) Maintain inventories of their telecommunications resources to the extent necessary to:
 - a) Ensure adequate and appropriate telecommunications resources to support the agency mission;
 - b) Identify telecommunications resources that are outdated or no longer needed;
 - c) Serve as the basis for the 5-year plan for meeting the agency's information technology needs and to help determine requirements for replacement of telecommunications resources;
 - d) Ensure that the agency is paying for only those resources that it is using and cancels/modifies leases as required;
 - e) Ensure accountability for Government property; and
 - f) Meet ED and GSA requests for periodic or special inventory reports.
- 6) Include telecommunications requirements and initiatives as part of the information technology and telecommunications planning process;
- 7) Use GSA's and ED's government-wide acquisition contracts and programs, when the agency/staff office's requirements can be met cost effectively through those programs; and
- 8) Obtain waivers and approvals from OCIO when the agency/principal office's requirements cannot be met through those programs.

Employees will:

Failure to comply with the following may subject employees to appropriate administrative action (e.g., revocation of services), recovery of costs (see section 14) and/or disciplinary action in accordance with the ED Personnel Manual, Instruction 751-1.

Failure to comply with the following may subject contractors to appropriate administrative action, recovery of costs (see section 14) and/or disciplinary action based on the terms of the individual contract or the Contracting Officer's or COR's discretion.

- 1) Complete end-user security awareness training within the designated timeframe and understands the risks associated with information technology and telecommunication services, wireless devices, and calling cards prior to requesting service or equipment;
- 2) Request telecommunications services through your Principal Office Telecom Coordinator (for add, moves, changes, or disconnects) or the Help Desk (for troubleshooting issues);



- 3) Request wireless services using the Wireless Services Request Form. A copy for download is available in the Wireless Services area on ConnectED; see Attachment A for a sample copy;
- 4) Observe the Standards of Ethical Conduct in the use of telecommunications equipment and services and comply with Departmental policy regarding the personal use of government equipment; contact a supervisor with any questions regarding the authorized use of service and equipment;
- 5) Ensure that telecommunication services provided by the ED are employed in a protective manner with an emphasis at all times toward conserving government resources;
- 6) Provide reasonable care and security of telecommunications equipment, including wireless devices, pagers, and calling cards. Ensure that devices, add-on modules, and accessories are adequately protected when not in use to prevent against theft;
- 7) Report any misplaced or lost telecommunications equipment to the appropriate Principal Office;
- 8) Maintain good password and PIN management practices;
- 9) Employ a common-sense approach when using telecommunications (e.g., limiting sensitive discussions in public areas, being aware of your surroundings);
- 10) Comply with Departmental information technology security policies as they relate to voicemail and wireless services, including the use of wireless devices not issued by the ED;
- 11) Notify your Computer Security Officer any suspected security threat or breach of the Department's automation and information resources or any violation or attempted violation of information technology security policies; and
- 12) Return calling cards and wireless, portable, or mobile devices to the Executive Office upon separation, transfer, or termination.



Handbook for Telecommunications

Chapter 3: Policies and Procedures

How do I acquire telecommunications resources?

Acquisition of telecommunications services and products are centrally administered through the telecommunications area of the OCIO Network Services Team (henceforth called, Telecom Services). You should submit telecommunications requests via your Principal Office's Telecommunications Coordinator (Telecom POC), who will coordinate the request with Telecom Services and the Executive Office for approval.

Acquisition of telecommunications services and products should be conducted in accordance with the provisions of the [ACS Directive OCFO 2-107](#), *Acquisition Planning*, and the Federal Acquisition Regulations (FAR). The IT planning process as noted above must be followed, as well, for larger systems and acquisitions.

Generally, telecommunications resources should be acquired using as efficient an acquisition process as possible, typically Government-Wide Agency Contract (GWAC) contract vehicles. Principal Offices should use or consider using blanket or broad ranging, existing contractual programs, many of which have been competed and from which services may be easily acquired. Numerous acquisition vehicles, contracts, and agreements are available that meet these criteria, including the Washington Interagency Telecommunications System (WITS), Metropolitan Area Acquisitions (MAA), and many offerings from the Federal Technology Service (FTS), along with others. Most have been fully competed by either the General Services Administration (GSA) or by other agencies, which offer their acquisition vehicles to ED.

Telecommunications services must be ordered by a Designated Agency Representative (DAR) for FTS2001, WITS, MAA and other telecommunications-related contract vehicles. Acquisition must be conducted by DAR individuals who have been trained by the vendor and authorized by the Office of the Chief Information Officer (OCIO).

No individual may order, contract for, or in any way obligate the government for telecommunications resources unless specifically authorized to do so.



Principal Offices must request approval from OCIO to:

- 1) Acquire of telecommunications services, equipment, and maintenance services; including:
 - Voice mail systems;
 - International communications requirements;
 - Private Branch Exchange (PBX) and Automated Call Distribution (ACD) equipment and services;
 - Switched Voice Services (SVS) including local telephone services and equipment; domestic and international outbound services (long distance); and calling cards;
 - Computer-based telephony equipment and services including IP telephony, Voice over IP, and unified messaging/communications services;
 - High-speed transmission of voice, video and data communications, including but not limited to: Circuit Switched Services (CSS), Dedicated Transmission Services (DTS), Transparent LAN Services (TLS), Asynchronous Transfer Mode Services (ATM), Frame Relay Services (FRS);
 - Toll Free Services (TFR) including toll-free phone numbers (e.g., 800, 866, 877 and 888);
 - Wireless and Mobile services including wireless phones, satellite phones, 1-way numeric pagers, and 2-way text messaging messages; and
 - Value Added Services (VAS) including managed video teleconferencing (VTC) services, federal relay services, and managed network services.
- 2) Use the services provided under telecommunications-related government-wide acquisition contract (GWAC) vehicles and/or Departmental telecommunications services program, which include, but are not limited to:
 - Federal Technology Services 2001 (FTS2001) and its replacement FTS Networkx contract;
 - GSA Consolidated Line Services, including the Washington Interagency telecommunications System (WITS), Metropolitan Area Acquisition (MAA), and the Aggregated Switch Procurement (ASP) programs;
 - Federal calling cards for domestic, international and conference calling;
 - Washington Area Warning System (WAWAS);
 - Government Emergency Telecommunications System (GETS);
 - Telecommunications Services Priority (TSP); and



- Wireless Priority Services (WPS).
- 3) Request for waivers from using established GWAC contracts for all telecommunications requirements which cannot be satisfied from these sources;
 - 4) Use of secure telephone equipment (STE), (e.g., STU-III Data Port) and other secure facsimile services;
 - 5) Request for monitoring or recording of telephone conversations (for reasons other than law enforcement); OCIO will coordinate the request with the required approval authority;
 - 6) Request and coordinate emergency telecommunications requirements with Telecom Services and Security Services, Office of Management (OM), to provide necessary resources to maintain organizational functions required for operation of the Federal Government during periods of National Security and Emergency Preparedness (NS/EP). ED has explicit responsibilities that must be planned for using the NS/EP program. Facilities that support the ED's NS/EP responsibilities must be assigned a priority restoration level under the Telecommunications Services Priority (TSP) program. The request for a TSP restoration priority assignment must be coordinated with Telecom Services.

How do I request telecommunications services?

The following is a general overview of the process flow for requesting, submitting, approving, ordering, and receiving telecommunications services (including toll-free services, calling cards, circuit orders, and voicemail services).

For **IP telephony phone service** requests, complete the EDNet Account Request Form (ARF) available on Connected ([link](#)) and submit a HEAT ticket to the CIO Help Desk at help.desk@ed.gov.

For **wireless service** requests, refer to “How do I request wireless services?” on page 32.

Otherwise, for **all other telecommunications** requests:

- 1) **EMPLOYEE/SUPERVISOR:** Identifies need for telecommunications equipment and/or services.
- 2) **TELECOM POC:** Submits the appropriate service request using TATS at <http://connected2/tats/>.

If TATS is not available, then forward the form to the EXECUTIVE OFFICE for signature and send the form to OCIO TELECOM SERVICES via fax at (202) 245-6691.

- 3) **EXECUTIVE OFFICE:** Approves or rejects the submitted TATS request.
- 4) **OCIO TELECOM SERVICES:** Review approved request and submits to vendor.
- 5) **VENDOR:** Fulfills submitted order and notifies OCIO TELECOM SERVICES.



- 6) **OCIO TELECOM SERVICES:** Places equipment/service into inventory, notifies TELECOM POC and/or EMPLOYEE for pickup and installation.

What is authorized use of Government telephone systems?

Telephone calls placed over local and long-distance systems (including calling cards and wireless phones) that will be paid for or reimbursed by the Government must be used for authorized purposes only.

Authorized calls include regular Government business calls, emergency calls, and other calls determined to be in the interest of the Government. Examples of emergency calls and calls determined to be in the interest of the Government are as follows:

- 1) An employee calls to notify family or doctor of an on-the-job injury.
- 2) An employee traveling on Government business is delayed and calls to notify family of a schedule change.
- 3) An employee traveling on Government business in the US makes a brief call to his or her residence (but not more than an average of one call per day) on government telecommunications systems. Refer to the Handbook for Travel Policy for additional guidelines related to calls and call reimbursement for calls made outside of government telecommunications systems.
- 4) An employee makes a brief call to speak to spouse or children within the local commuting area (or those responsible for them, e.g., school or day care center) to see how they are or if the employee is required to work overtime without advance notice and advises family of the change in schedule or to make alternate transportation or child care arrangements.
- 5) An employee makes brief calls to locations within the local commuting area that can be reached only during working hours, such as local government agencies, banks, physicians or emergency repairs to his or her residence or automobile.
- 6) Emergency calls and other calls determined to be in the interest of the Government (as listed above) must meet the following criteria:
 - a) It must not adversely affect the performance of official duties of the employee or the employee's organization,
 - b) It is of reasonable frequency and duration, and
 - c) It could not have reasonably been made at another time.

What is a personal call?

Personal calls are those non-business calls that are not included above. Personal calls may be made over the local and commercial long-distance network provided that they meet the criteria above and are:



- Charged to the employee's home phone number or other non-Government number (third number call);
- Made to a commercial toll-free number;
- Charged to the called party if a non-Government number (collect call); or
- Charged to a personal or pre-paid calling card.

What type of calls or conduct is strictly prohibited?

- 1) Classified or higher information must not be discussed on ED telephones unless the units are secure telephones (e.g., STU-III or STE cryptographically protected telephones);
- 2) The following communications over any analog or digital voice systems are prohibited:
 - Using foul or profane language;
 - Impersonating another person;
 - Making nuisance or threatening calls;
 - Interfering with the service of others; or
 - Using the circuits for illegal purposes.
- 3) It is illegal to obtain, attempt to obtain, or assist another in obtaining telecommunications service by:
 - Rearranging, tampering with, or making connections with any facilities of the government;
 - Using false credit services to avoid paying, in whole or in part, established service charges; and
 - Incidents that involve suspected waste, fraud, abuse or mismanagement must be reported to the Office of the Inspector General (OIG).

What are the supervisor's responsibilities for managing the use of telecommunications resources?

Supervisors are responsible for the application of the above guidelines within their jurisdiction. Unauthorized use of Government telecommunications resources is prohibited by 5 CFR 2635.704, and could result in administrative action including the employee being reprimanded, fined, suspended, dismissed and or face legal actions.

What is misuse or abuse of the Federal Government provided telephone service?

Pursuant to the Standards of Ethical Conduct for Employees of the Executive Branch (5 CFR 2635.704) and United States Code (U.S.C.) Title 18, Crimes and Criminal Procedure, the use of Government telephone systems for other than authorized calls is



prohibited and may result in criminal, civil, or administrative action, including suspension or dismissal.

Use of Government telephone systems for other than authorized calls is prohibited.

Employees who place unauthorized use of telecommunications resources will reimburse the Federal Government for the cost of the calls as determined below. This reimbursement does not exempt the employee from possible fines, suspension, or dismissal. Reimbursement will be based on two factors:

- 1) Value of the call, computed on the basis of commercial local or long-distance rates, plus;
- 2) Administrative cost of determining that the call was unauthorized and processing the collection; and
- 3) Appropriate time-keeping adjustments for non-government activities.

Are long distance telephone calls authorized when traveling?

Yes. You should use Government provided services for all official communications. When they are not available, commercial services may be used. Reimbursement may be authorized or approved by your principal office. Refer to *Handbook for Travel Policy* for details.

Hotel provided long distance telecommunications services are frequently the most expensive service option and usage should be minimized.

(Source: Federal Travel Regulation, Chapter 5, section § 301-12.1 – Miscellaneous expenses.)

How are calling cards managed?

Federal calling cards are used to make official long distance calls when other government communications equipment or services are not available.

For personal calls outside the limited personal use clause, employees must use personal calling cards or cell phones to make personal calls charged as long distance. Employees may not make unauthorized long distance calls even with the intent of later reimbursing the U.S. Government.

The federal calling card is identified with the owner's name and the agency name, and is activated using a discreet Personal Identification Number (PIN), which will not be listed on the card itself for security and fraud prevention purposes.



The following also applies to federal calling card usage:

Prepaid calling cards from commercial vendors and locations must not be purchased and will not be reimbursed by your principal office.

- Only Federal calling cards are authorized for official government use.
- Official business calls, emergency calls, and authorized personal long-distance calls may be charged to the Federal calling card when government communication systems or telephones (including wireless phones) are not available.
- Federal calling cards may be used while telecommuting (Flexiplace), either working from home or at a Telework Center. Refer to ED Personnel Manual Instruction 368-1, *Flexiplace Program*, for more details on the use of communication services while telecommuting.
- Federal calling cards may be used during travel. Refer to ED Departmental Handbook OCFO-05, *Handbook for Travel Policy*, for more details on the use of communication services while on travel.
- Sharing of Federal calling cards and its discrete Personal Identification Number (PIN) is strictly prohibited. Safeguard the calling card and PIN at all times.

Principal Offices are warned that OCIO is provided with limited data to verify conference calling card usage against possible waste, fraud and abuse.

- Sharing of Federal conference calling cards and the discrete Chairman's Authorization Code is strongly discouraged. Principal Offices should set strict internal controls for conference calling card usage. Principal Offices should periodically replace the existing conference calling card if you distribute access details (such as, the Chairperson's Code) to employees within your office.
- Requests and approvals for calling cards with international calling capability are limited to those individuals with a specific business requirement to make international long distance calls.
- Employee misuse of telephone calling cards may result in disciplinary actions, in accordance with PMI 751-1, Personnel Manual Instruction, Appendix A, Table of Penalties for disciplinary actions.
- Contractor misuse of telephone calling cards may result in administrative and disciplinary actions and must be reported to the Contractor Office Representative (COR) and/or Contracting Officer.



How are international communications needs met?

International calling capabilities should be limited via technical, management and administrative controls to the fullest extent possible to reduce possible waste, fraud and abuse.

Where possible, limit international calling in common areas (e.g., the receptionists desk, temporary work spaces), and in areas that are frequently unattended (e.g., conference rooms). Principal Offices must approve individual requests for international calling and should periodically review available records for potential misuse.

Telecom Services of the OCIO Network Services Team can arrange for a variety of solutions to meet your international communications needs. The following is only a sampling of the options that may be available:

- authorizing international capabilities from the desktop phone;
- acquiring a Federal calling card with international dialing capabilities;
- setting up an international toll-free number; options may include providing toll free access numbers unique to each country and terminating each number to a toll free domestic number;
- establishing a voice, video and/or data conference with international participants;

\$\$\$ ALERT: International calling on standard wireless phones may be possible (particularly GSM/GRPS phones); however, excess usage and roaming fees may apply. If you frequently travel abroad, you should consider requesting an international dialing plan for official business use.

- adding international calling plan to your employee's wireless phone; and
- leasing or renting a wireless phone designed for use in a specific country.

Employees and principal offices should be aware that establishing services for international communications requires additional lead-time and can vary greatly depending on your requirements. Telecom Services recommends 90 to 180 days advance notice (minimum) to determine, order and fulfill your requirements.

How is the need for answering or voice mails systems met?

Telecom Services in conjunction with the General Services Administration offers a variety of voicemail solutions based on geographic location and agency needs. The following guidelines apply to answering machine and voice mail systems:

- Stand-alone answering machines are prohibited unless a specific exemption has been granted (e.g., Office of Inspector General);
- Voice mail systems must be procured through Telecom Services and GSA's government-wide acquisition contract (GWAC) vehicles, when possible;



- ED principal offices in the Washington, D.C. metropolitan area must request a waiver from OCIO, to include a cost/benefit analysis, for any voice mail systems or services, other than ED's currently deployed systems, before any expenditure of funds will be authorized; and
- The use of available or acquired voice mail resources on a shared basis with other Federal agencies is an alternative to more than one agency acquiring equipment at that location.

How are toll free services and programs managed?

Each principal office determines the need for toll-free (e.g., 800, 866, 877, and 888) services. GSA's FTS2001 contract offers various solutions for toll-free services including basic, enhanced and international toll-free numbering.

FAST FACTS: In 2004, ED toll-free numbers received nearly 20 million calls totaling over 99 million minutes.

Toll-free services (TFR) costs include a one-time service initiation charge and monthly recurring charges based on call volume (total call minutes). Requests for vanity toll-free numbers (e.g., the OIG Hotline is 800-MIS-USED or 800-647-8733) are accepted, but your first choice may not be available. However, you should consider alternative options:

- Do not limit yourself to 7 digits. The main number for ED is 800-USA-LEARN (800-872-5327);
- Consider a small word with consecutive numbers. Example: 8XX-OSEP-123; and
- If customers know your local number well, then see if the 8XX version is available. Example: (202) 401-1234 = (8XX) 401-1234

How is the need for call center services met?

Call centers, help desks, and hotlines are a vital component to meet the agency's needs to operate and maintain a customer-centric, responsive organization.

OCIO deploys a variety of services to assist your organization including toll-free numbers, hunt groups, shared line appearances, music-on-hold, interactive voice response, and robust automated call distribution (ACD) systems.

Unless agency requirements cannot be met, use of currently deployed OCIO services is mandatory. Telecom Services recommends 120 to 180 days advance notice (minimum) to determine requirements, order equipment and services, test scripts, train personnel, and fulfill your requirements.

- Toll-free services



- Voice mail systems must be procured through Telecom Services and GSA's government-wide acquisition contract (GWAC) vehicles, when possible.
- ED principal offices in the Washington, D.C. metropolitan area must request a waiver from OCIO, to include a cost/benefit analysis, for any voice mail systems or services, other than ED's currently deployed systems, before any expenditure of funds will be authorized.

What assistive telecommunications options are available?

In conjunction with the Telecom Services, OCIO Assistive Technology Group, and the OM Work/Life Programs Section 504 Reasonable Accommodations division, ED offers a variety of assistive telephone, technology, and telecommunications options, which may help to assist persons with temporary and permanent disabilities. Examples of assistive telecommunications include but are not limited to:

- Various desktop equipment and applications (e.g., NexTalk, CapTel) and mobile devices compatible with TDD (Telecommunications Device for the Deaf) / TTY (Text Telephones) standards.
- **TTY Modem Pool** – a bank of TTY modems that allow in-bound and out-bound TTY calls to and from our agency's various call centers, call groups, and individuals.

The Federal Relay Service (FRS) was established not only for people who are Deaf, Hard-of-Hearing, Deaf-Blind, and/or people with speech disabilities, but for hearing government employees as well. As a hearing government employee, you may find yourself needing to call peers and coworkers who are Deaf, Hard-of-Hearing, Deaf-Blind, and/or coworkers with speech disabilities on a daily basis. The FRS is available to assist in that purpose. (Source: <http://www.fts.gsa.gov/frs/>)

- **Federal Relay Service** (1-800-877-8339 Voice/TTY/ASCII/Spanish) including a TTY VCO (Voice Carry Over) configuration. See <http://www.fts.gsa.gov/frs/> for details.
- **Wireless devices** including **paggers** with operator-assisted voice-to-text messaging services and handheld **phones** with TTY capability
- **Computer-based phone services** including IP telephony, soft phones, and unified communications with text-to-speech email messaging integration
- **Products for those who are deaf or hard-of-hearing:** amplified telephone, teletypewriter (TTY), light signaler, loud ringer, captioned telephone (CapTel), Federal Relay Conference Captioning (RCC)
- **Products for those with speech impairments:** teletypewriter (TTY)
- **Products for those who are blind or visually impaired:** large number telephone, large number telephone with back talk
- **Products for those who are deaf and blind:** Braille teletypewriter (TTY), TTY with large visual display



- **Products for those with mobility impairments:** hands-free phone, large button phone

For additional details on assistive telecommunications, please see ACS Directive OCIO 3-105, *Procuring Electronic and Information Technology (EIT) In Conformance with Section 508 of the Rehabilitation Act of 1973, as amended* ([link](#)).

Are ED-provided telecommunications resources authorized in private residences?

Yes, under limited circumstances. In general, Government-provided telecommunications services will not be made available in private residences. However, in support of such functions or activities as Telework, it is permissible to provide equipment or services where it is in the best interest in the Government to do so.

What telecommunications services are available for Telework?

Long distance calling must be made via a Federal calling card, a government-provided long distance service provider, or a government-provided cell phone. This requirement applies while telecommuting at a Telework Center or from a private residence.

NOTE: In PMI 368-1, it mentions "*Current GSA regulations (41 CFR, 101.7i) allow for reimbursement of expenses incurred as a result of official duties on SF 1164, including telephone call expenses approved by the Department.*"

It should be noted that GSA regulation (41 CFR 101.7i) no longer exists. Although telephone call expenses could be reimbursed using an SF 1164 form, the agency requires that the most cost-effective method be used, which is using a federal calling card or government-owned cell phone for making long distance calls. Telecom Services of the OCIO Network Services Team and OM's Work/Life Programs Team are working together on an update to the agency's Flexiplace/Telework Program.

Reimbursement of long distance calls made via the employee's (primary) commercial telephone line services is not authorized and line-item billing is prohibited. Principal Offices should contact Telecom Services to learn more about alternative, lower-cost solutions that are readily available, such as cell phones, calling cards, and government-provided phone lines.

In all cases, the appropriate authority as described in PMI 368-1 must grant approval of such programs and provisions. Approval should be granted on need and best interest of the Government. Adequate safeguards must be in place to ensure that such services are placed in compliance with other regulations and laws pertaining to the use of Government-owned property and services, that there is no misuse of these resources, and that the resources are returned to the Government after termination of the requirement or government service.



NOTE: The providers of residential telephone lines, services, and/or related telecommunications equipment/services typically charge Federal and State taxes for the acquisition/use of these items. Federal agencies are exempt from Federal taxes and, depending on State tax law, from State taxes as well. Accordingly, this Department and Principal Offices are not authorized to pay Federal or, in some cases, State taxes for equipment or services used by their teleworkers.

Principal offices may use appropriated funds to install telecommunications lines, equipment, or services and to pay monthly charges (except taxes; see note above) in any private residence of an employee who has been authorized to work at home in accordance with established Office of Personnel Management (OPM) and ED guidelines. OPM and ED guidance on Flexiplace/Telework and other work/life programs ([link](#)) can be found at:

- OPM/GSA-sponsored Telework Website: *Telework.gov* ([link](#))
- ED Personnel Manual Instruction (PMI) 368-1, *Flexiplace Program* ([link](#))
- ED Remote Access Security Policy and Procedures ([link](#))
- NIST Special Publication 800-46, “*Security for Telecommuting and Broadband Communications*” ([link](#))
- FMR Bulletin 2006 Federal Management Regulation; Guidelines for Alternative Workplace Arrangements ([link](#))

The following recommendations are provided to assist in determining the best technology for supporting a productive work environment for telecommuting:

- Employee productivity is greatly increased when using high-speed Internet access via a cable, DSL or V.92 dial-up modem versus slower speed V.90 dial-up modem technology. As highly recommended by the OPM and GSA *Telework.gov*, Principal Offices should only authorize services that are capable of 56 kbps speed. Slower speed (14.4 and 28.8 kbps) dial-up connections are not conducive to conducting business and are not authorized for use.
- If V.92 dial-up, cable or DSL modem technology is available, then the principal office should authorize use of one of these standards, which would eliminate the need for an additional telephone line and its monthly recurring charges.
- If only V.90 dial-up modem technology is available or selected, then the principal office should authorize the installation of a second commercial telephone line (limited to local and regional toll services with calling waiting) or purchase a government-provided cell phone to maintain voice communications throughout the workday.

Telecom Services has several available low-cost contract vehicles to assist Principal Offices in obtaining these services. Please contact Telecom Services for Internet access and telephone service options used for teleworking.

Depending on the sensitivity of communications between the offsite and main offices, telecommunications security may be a consideration. Employees and supervisors are encouraged to read NIST Special Publication 800-46, “Security for Telecommuting and



Broadband Communications” ([link](#)) to learn more about best practices for voice communications and maintaining a secure network connection.

Secure Telephone Equipment (STE) is authorized for installation in an employee’s residence. Usage of STE will be for authorized use only and operated only within the parameters set forth by the Communication Security (COMSEC) Custodian, OM Director of Security Services. There must be adequate safeguards maintaining secure telecommunications at the residence and should be operated with the same care as any other workplace usage of secure telecommunications equipment.

What security precautions can I take?

Telecommunications security is an important but often overlooked aspect of information security. Reasonable and appropriate controls must be taken to ensure the security of department resources and sensitive employee information that could be intercepted or compromised while using telecommunications:

Technical controls

- Voice mail systems may require that users change their password up to every 180 days.
- Wireless devices (phones, handhelds) must employ password protection if configured to access agency information networks, systems or applications;
- Wireless devices must employ device-based anti-virus protection (if commercially available) to access agency information networks, systems or applications
- Handheld devices capable of sending/receiving emails must employ approved encryption techniques per NIST FIPS 140-1/140-2 standards; and
- Calling cards must not have the associated PIN printed on the card.

Administrative controls

- Complete end-user computer security awareness training;
- When faxing sensitive information, contact the recipient prior to sending and ensure they are ready and standing by the receiving fax machine;
- Do not write down or tell someone your password or PIN;
- Use a “common-sense” approach when discussing sensitive information, ensuring the security of mobile/handheld devices, and using telecommunications equipment and services; and
- Review call detail records for unusual calling patterns for possible waste, fraud and abuse.



Management controls

Consistent with the Office of Management and Budget (OMB) Circular No: A-123, "Management Accountability and Control", telecommunications *management controls* are the organization, policies, and procedures to provide reasonable assurance that:

- telecommunications programs and functions achieve their intended results;
- telecommunications resources are used consistent with the Agency mission;
- telecommunications programs and functions resources are protected from waste, fraud, and abuse;
- laws and regulations are followed; and
- reliable and timely information is obtained.



What actions are required for lost/stolen equipment including wireless?

Without proper protection, wireless and mobile telecommunications devices are highly susceptible to becoming lost or stolen, which could result in loss of integrity, loss of confidentiality, and certainly a loss of availability. Lost or stolen telecom and wireless equipment is considered a **Security Incident** that requires **immediate notification** of the Computer Security Officer (CSO) for your principal office.

For BlackBerry handhelds, system administrators may remotely lock and wipe the device.

If a telecom or wireless device becomes lost or stolen, do not delay in notifying the proper authorities:

- If stolen, **immediately notify** the nearest law enforcement official or the Federal Protective Service (FPS);
- **Immediately** report the incident to your supervisor, IT/Telecom Principal Office Coordinator, and Computer Security Officer (CSO);
- IT/Telecom Principal Office Coordinators should immediately request that the service be disconnected for that device.

What are my privacy expectations?

May telecommunications transmissions or conversations be recorded or monitored?

Yes, other than law enforcement, monitoring may be performed in certain circumstances, but with strict limitations.

Monitoring and Right to Privacy. The use of any government equipment, including telecommunications, constitutes consent to monitoring at all times. All Department computer systems, including telecommunications, are intended for the communication, transmission, processing, and storage of official United States Government or other authorized information only. All telecommunications services are subject to monitoring at all times to ensure proper functioning of equipment; to prevent unauthorized use and violations of statutes and security regulations, to deter criminal activity, and for other similar purposes. Use may be monitored, intercepted, recorded, read, copied, captured, and disclosed by appropriate officials. Use (authorized or unauthorized) of these services constitutes consent to monitoring, interception, recording, reading, copying, capturing, or disclosure by appropriate officials.

Who is authorized to record and monitor telephone conversations?

Certain law enforcement officials within the Office of Inspector General (OIG) are authorized to record and monitor telephone conversations with one-party consent under the auspices of the Department of Justice (DOJ).

Telephone Services to the General Public. At times, in the conduct of business such as call center functions, there is a need to record or monitor voice transmissions or



conversations for management purposes. This may be done only under very limited circumstances and only with the approval of the Computer Security Officer (CSO) and the ED CIO. The following circumstances must be present to permit such monitoring to take place:

- Both parties to a conversation must be aware of the recording or monitoring of a conversation or transmission.
- Government-to-citizen centric call centers and customer service lines that wish to record conversations for training and management purposes must include a statement during the introductory welcome statement for the incoming caller
- The caller must be notified that monitoring or recording will be performed. Notification must be made prior to initiation of the conversation itself, and may be accomplished by presenting a notice as:

"This conversation (or call or transaction) may be recorded (or monitored) for training (or supervision or other reason) purposes. Please notify the agent if you wish this conversation not be recorded."

- If a caller does not want the call recorded, provisions must be made to ensure that the recording capability is disabled during the call (if possible) or provide the caller with an alternate phone number that does not have call recording.
- Prior to establishing a system that will record or monitor conversations or transmissions, a request must be made to the Department CIO and the principal office's CSO, stating the need, and approval must be received from the Department CIO and the principal office's CSO.

How do principal offices dispose of telecommunications resources?

Telecommunications physical resources (telephone units, controllers, switches, wireless phones, etc.) must be disposed of in accordance with the ED Handbook for Property Management. The Handbook outlines the procedures that managers and program staffs must follow when disposing of telecommunications equipment.

In addition, you can find information on the full range of federal property regulations in the Federal Property Management Regulations (FPMR) [41 CFR 101] and its successor, the Federal Management Regulations (FMR) [41 CFR 102].



Handbook for Telecommunications

Chapter 4: Wireless Telecommunications

This chapter establishes policies and assigns responsibility for the management and use of wireless communications services including amateur, cellular, paging, broadband PCS, and public safety.

What is wireless telecommunication?

For the purposes of this handbook, *wireless telecommunications* are **focused on wireless wide area network (WWAN) technologies only**, such as Code Division Multiplexing Access (CDMA), Time Division Multiplexing Access (TDMA), mobile satellite, land/mobile radio services, and Global Services for Mobility/General Packet Radio Service (GSM/GPRS), which are deployed at the agency and that are acquired and centrally managed by Telecom Services. Equipment and services that deploy WWAN technology include but are not limited to: cell phones, pagers, WWAN PC cards, and BlackBerry handhelds.

In general, WWAN technology is not considered part of the information technology acquisition process unless interconnected to agency networks, applications and services. For example, cell phones and pagers are not interconnected to EDNet. However, BlackBerry handhelds deploy WWAN technology that is interconnected to the EDNet network. Therefore, BlackBerry handhelds and associated services are considered an information technology acquisition and are subject to additional EDNet IT security guidelines and agency policy provided under separate cover.

Information technology-centric networking technologies that are acquired and managed outside of Telecom Services **are not discussed herein**, such as:

- Wireless Metro Area Network (WMAN) – including fixed and portable WiMAX technology (IEEE 802.16d and 802.16e)
- Wireless Local Area Network (WLAN) – including IEEE 802.11 networking
- Wireless Personal Area Network (WPAN) – including Infrared and Bluetooth

Policies associated with WLAN, WMAN, and WPAN technology will be covered under separate guidance for information technology.



What is the policy on wireless telecommunications?

This policy is required because proper management, security, and use of wireless devices and services are necessary to ensure that the loss of confidentiality, loss of integrity, and loss of availability is mitigated. The ED relies on wireless telecommunications devices and services to support the mission and goals set out by the Secretary of Education, so it is vital that these resources be effectively managed.

The ability of wireless communications to increase productivity has grown tremendously. Management of wireless telecommunications resources, therefore, should actively ensure that benefits (speed, mobility, usefulness, and service availability) are emphasized even while steps are taken to manage risks and reduce costs.

This handbook chapter is being issued under the general authority of the Secretary to operate and administer the Department's programs, including Section 414 of the Department of Education Organization Act (20 U.S.C. 3474); Section 410 of the General Education Provisions Act (20 U.S.C. 1221e-3) and under the authority vested in the Chief Information Officer by law, 44 U.S.C. 3506, 40 U.S.C. 11315(b) and (c), and Executive Order 13011. Most wireless telecommunications policy is built on the provisions of the following statutes, directives, and guidance.

- NIST Special Publication 800 48, Wireless Network Security: 802.11, Bluetooth and Handheld Devices ([pdf file](#)) 1,027 kb
- Clinger-Cohen Act of 1996 (40 U.S.C. 11315) ([link](#))
- Guidance provided by the FCC Wireless Telecommunications Bureau at <http://wireless.fcc.gov/>

What definitions apply?

The following definitions apply to commonly used words within this chapter.

Cell Phones

According to the FCC, there are three major digital technologies employed in Cellular and broadband PCS based networks: Time Division Multiple Access (TDMA), Code Division Multiple Access (CDMA), and Global System for Mobile Communications (GSM).

In the United States, cell phones operate on one of three sets of frequencies:

- **800 MHz Analog Cellular** – the original and required frequency for all cell phones; also known as Advanced Mobile Phone System (AMPS);
- **800 MHz Digital Cellular** – more accurately, it is 850MHz digital; and
- **1900MHz Digital Cellular** – also known as 1.9 GHz.

Of the five major cell providers in the United States, two (Cingular, T-Mobile) operate on **Global Standard for Mobile Communications (GSM)** standard, while the others



(Verizon Wireless, Sprint PCS, and Nextel) use **Code Division Multiplexing Access (CDMA)** protocols.

GSM-based devices may also include high-speed data access via **General Packet Radio Service (GPRS)**. For example, Cingular/AT&T Wireless BlackBerry devices use GSM for voice and GPRS for data services (such as, send/receive email, calendar, and Internet access). In most other parts of the world, GSM 900 MHz and 1800 MHz are the standard.

Refer to the [Wireless Hardware Buyers' Guide](#) for the latest available cell phones that may be acquired.

Handheld Devices

A *handheld device* is a general term to describe any and all devices that offer multiple features for personal information management and communications. Handheld devices include, but are not limited to: text and email messaging devices, Internet-enabled personal digital assistant (PDA) devices, and smart phones. The use of these devices introduces new security risks to the agency, its information technology and telecommunications networks, and its mission. Handheld devices are becoming smaller and more capable and pose a variety of security risks that must be addressed.

Pagers

Pagers are handheld devices that range from simple one-way numeric messaging to advanced two-way text messaging devices. FLEX, a Motorola trademark, is short for flexible, wide-area, synchronous paging protocol, and is the de facto standard for one-way paging. ReFLEX is the standard for two-way paging.

Satellite Phones

Satellite phones are very similar to handheld cell phones and are designed to complement existing fixed and cellular telephone networks by switching from terrestrial cellular telephony to satellite telephony as required.

Wireless Wide Area Network (WWAN)

Wireless Wide Area Network (WWAN) technology consists of a wireless data network that may extend over a large geographical area. This topic is reserved for WWAN information, products and services that are centrally acquired and managed by Telecom Services.

How are wireless telephones managed?

- 1) Principal Offices may establish internal policies concerning wireless cell phone issuance. Principal offices are primarily responsible for determining if cell phones are a wise investment for office performance.
- 2) Wireless (mobile or cellular) telephones will be managed in the same manner as other telephone systems with at least the same level of cost impact analysis as landline telephone resources.



- Use of wireless phones must be conducted in accordance with Standards of Ethical Conduct for Employees of the Executive Branch (5 CFR 2635.704). Employee misuse of wireless phones may result in disciplinary actions, in accordance with PMI 751-1, Personnel Manual Instruction, Appendix A, Table of Penalties for disciplinary actions.

Using a personally owned cell phone for official business use is discouraged. Any costs associated with personally owned cell phones will not be reimbursed.

- Personal use of a Government-provided wireless phone may be used for limited personal use. The personal use of the government phone should add no significant cost. When purchasing a wireless service plan for voice services, personal usage must not be a factor in resource or rate plan selection.
 - Wireless phones may be used during travel. Refer to [ED Departmental Handbook OCFO-05, Handbook for Travel Policy](#), for more details on the use of communication services while on travel.
 - Discussing Sensitive But Unclassified (SBU) information over wireless phones should be limited and must not be the primary means for communicating this information. When discussing information designated as For Official Use Only (FOUO) over a telephone, the use of Secure Telephone Equipment (STE), is encouraged, but not required.
- 3) Certain accessories and options that are available on wireless phones may not be used or acquired:
- OCIO does not offer technical or Help Desk support for optional accessories beyond the initial purchase.
 - Optional or extra accessories (e.g., leather holster, earpiece) that do not alter or interfere with the basic operation of a wireless phone may be purchased.
 - Camera- or video-capable wireless phones or accessories are not authorized for purchase.
 - ED credit card holders are not authorized to purchase wireless equipment (such as phones or handhelds); add or change service plans; or buy and download additional software features (such as wallpaper, ring tones) with the ED credit card.
- 4) Use of wireless telephone service should be carefully controlled and fully understood by employees and their supervisors.
- If the cell phone's user interface allows you to enter your contact information into the welcome screen, you should enter your name and desk phone number to assist someone who finds your phone if the phone is lost or misplaced.
 - Be aware that wireless devices may offer a variety of inherent, convenience features, such as short message service (SMS) text messaging, and multimedia messaging (MMS). These features are often standard; however, if you do not



purchase an associated service plan for the feature, costly service charges may apply. Please contact OCIO before using these features.

Coverage varies greatly between vendors; please review maps, talk to friends and colleagues, know where you work/travel and always, always expect that coverage may be limited due to numerous factors, particularly when inside a building and especially inside an elevator.

Links to each vendor's coverage maps are provided on ConnectED: Home » IT & Management » Computers, Telecomm & Multimedia Services » Wireless Services

- *Coverage maps* are **NOT** a guarantee of coverage, contain areas of no service, and are a general prediction of where rates and outdoor coverage apply, largely based on internal company data. Actual coverage area may differ substantially from map graphics, and such factors as terrain, weather, foliage, buildings and other construction, signal strength, time of day, and customer equipment and other factors, may affect coverage.
- When placing long-distance calls from a wireless telephone, multiple levels of toll charges can be created. These assorted charges will be separately billed and may be very difficult to reconcile.

International calling may be limited or not available with your device. Please contact OCIO prior to traveling abroad to determine the best available international calling plans and services. Cell phone rentals may be required.

How are wireless devices and phones acquired?

How do I acquire wireless services?

Wireless services are centrally managed and acquired by Telecom Services through GSA-provided government-wide acquisition contract vehicles.

See "How do I request wireless services?" on page 32.

How do I know what wireless equipment and services are available?

Wireless equipment and services are under constant flux due to a variety of factors including: market conditions, test results, security, availability and pricing.

For copies of the Wireless Hardware Buyers' Guide and Wireless Service Plans, please see the ConnectED articles on Wireless Services at: Home >> IT & Management >> Computers, Telecom & Multimedia Services >> [Wireless Services](#)

- **Wireless Hardware Buyers' Guide** – includes *currently available* wireless devices (e.g., phones, pagers, handhelds, non-802.11-based PC cards). The Guide is located on ConnectED and is continually updated.



- **Wireless Product Support Plan** – includes *currently and previously available* wireless devices that are supported by Telecom Services. Previously available devices are listed as “expired” in the Wireless Hardware Buyers’ Guide.
- **Wireless Service Plans** – includes *currently available* wireless voice and data service plans available from the wireless vendors. For international dialing plans and other service plans, contact Telecom Services for details.

How do I request wireless services?

The following is a general overview of the process flow for requesting, submitting, approving, ordering, and receiving wireless services and devices.

- 1) **EMPLOYEE:** Downloads, completes, and signs the Wireless Services Request Form. Forward the form to your supervisor for signature.
- 2) **SUPERVISOR / COR:** Signs the completed Wireless Services Request Form.
- 3) **TELECOM POC:** Submits the wireless services request using the Telecommunications Automated Tracking System (TATS) at <http://connected2/tats/>.

If TATS is not available, then forward the form to the EXECUTIVE OFFICE for signature and send the form to OCIO TELECOM SERVICES via fax at (202) 245-6691.
- 4) **EXECUTIVE OFFICE:** Approves or rejects the submitted TATS request.
- 5) **OCIO TELECOM SERVICES:** Reviews approved request and submits to vendor.
- 6) **VENDOR:** Fulfills submitted order and ships device to Telecom Services.
- 7) **OCIO TELECOM SERVICES:** Places device/service into inventory and notifies TELECOM POC and/or EMPLOYEE for pickup and installation.

How do I report lost or stolen wireless equipment?

Lost or stolen wireless equipment must be reported immediately to limit the possible loss of integrity, confidentiality and availability to ED’s information systems and resources.

Lost or stolen wireless equipment is considered a **security incident** and must be reported to your principal office’s Computer Security Officer (CSO) for further investigation and reporting.

What safety precautions are required for using wireless services?

These are easy to remember safety tips to follow while driving and using a wireless phone:

- Users should be familiar with, and abide by, all federal, state and local laws regarding the proper use of wireless services.
- Get to know your wireless phone and its features such as speed dial and redial.
- Use a hands-free device, speakerphone or voice-activated dialing, as available.



- Position your wireless phone within easy reach.
- Headsets for cellular phones are provided and should be used whenever possible.
- Operating a moving vehicle is discouraged while using wireless devices, except when using a hands-free device, speakerphone or voice-activated dialing, as available. Employees must abide by state and local laws that may prohibit using wireless devices while driving.
- Suspend conversations during hazardous driving conditions or situations.
- Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.
- Do not take notes or look up phone numbers while driving.
- Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
- Try to plan your calls before you begin your trip or attempt to coincide your calls with times you may be stopped at a stop sign, red light or otherwise stationary. But if you need to dial while driving, follow this simple tip--dial only a few numbers, check the road and your mirrors, then continue.
- Do not engage in stressful or emotional conversations that may be distracting.
- Use your wireless phone to call for help.
- Use your wireless phone to help others in emergencies.
- Call roadside assistance or a special wireless non-emergency assistance number when necessary.

How are satellite phone programs managed?

Satellite fixed and handheld phone services are managed through Security Services, OM. Requests for satellite phone services require the approval of the OM Director of Security Services prior to submitting the request to Telecom Services via the Telecommunications Automated Tracking System (TATS).



Can I use or install a personally owned wireless handheld device?

Due to security concerns, installation of a personally owned wireless handheld device on the agency's networks, systems or applications is **no longer authorized and is strictly prohibited** in accordance with Federal regulations.

The BlackBerry handheld device is the only authorized wireless handheld device that may be installed or interconnected with the agency's networks, systems or applications.

Devices must employ the BlackBerry operating system (OS) and those devices that employ alternates, such as Palm OS, Symbian OS, and Windows PocketPC (Windows CE) are not authorized for installation and use on ED systems, networks, and applications. Previously authorized devices may continue to be used unless a security vulnerability prevents further use; however, no new installations are authorized and support is no longer provided for these devices.

Previously, our policy allowed installation and secondary "best effort" support of these devices so long as certain security precautions were taken. However, this action is necessary due to new federal regulations (i.e., FISMA, NIST SP 800-48). There is an increased risk posed by allowing devices that are not tested, configured, approved, audited or reviewed for compliance with Federal regulations—jeopardizing the agency's mission and obtaining and/or maintaining full authority to operate under federal security certification and accreditation (C&A) requirements.



Handbook for Telecommunications

Chapter 5: Call Detail Records

This chapter establishes policies and assigns responsibility for the management and use of telecommunications Call Detail Record (CDR) data.

What is a call detail record?

Call detail record (CDR) information contains data by individual telephone number, dates, times, numbers called, and length of calls. When a telephone number can be tied to a single employee, these records are as sensitive as any other personnel records. CDR data is an asset in managing telecommunications costs and aid in the planning for future agency telecommunications needs.

What is the policy on call detail records?

This chapter establishes the general policies, procedures, and requirements for managing and using telecommunications call detail records of the ED.

In an effort to ensure accountability and control of the agency's telecommunications call detail records, it is the Department's policy to maintain and manage the delivery of telecommunications call detail records centrally in the OM/OCIO.

Why is a policy needed on call detail records?

This policy is required because proper management and disposition of telephone call detail records is required to reconcile billing statements, verify usage, and monitor usage. Due to the lost cost of telecommunications services, it is not the intent for telecommunications agents or supervisors to perform exhaustive reviews of call details records, but rather to use summary-level data to verify billing when discrepancies appear, evaluate unusual calling patterns via CDR, such as unusual weekend or off-hour call volume.

This handbook chapter is being issued under the general authority of the Secretary to operate and administer the Department's programs, including Section 414 of the Department of Education Organization Act (20 U.S.C. 3474); Section 410 of the General Education Provisions Act (20 U.S.C. 1221e-3) and under the authority vested in the Chief Information Officer by law, 44 U.S.C. 3506, 40 U.S.C. 11315(b) and (c), and Executive



Order 13011. In addition, this chapter is consistent with the following Federal regulations and departmental guidance:

- OMB, “Guidance on the Privacy Act Implications of ‘Call Detail’ Programs to Manage Employees’ Use of the Government’s Telecommunications System” (52 FR 12990, 4/20/87) ([link](#))
- Freedom of Information Act (FOIA), 5 U.S.C. 552 ([link](#))
- ED ACS Directive OCIO 1-102, Freedom of Information Act (FOIA) Policies and Procedures: Release or Denial Of Department of Education Records Responsive to FOIA Requests ([link](#))
- Privacy Act of 1974, 5 U.S.C. 552a ([link](#))
- ED ACS Directive OCIO 1-101, Privacy Act of 1974 (Basic Requirements) and the Collection of Personal Information ([link](#))
- National Archives and Records Administration (NARA), General Records Schedule 12, Communications Records ([link](#))

Categories of individuals covered by the system

Individuals (employees, contractors, interns) who make local, long distance and wireless telephone calls using government telecommunications equipment, including desk telephones, facsimile machines, wireless telephones, and calling cards, and individuals who receive telephone calls placed from or charged to agency telecommunications.

Categories of records in the system

Records relating to the use of agency telephones; records indicating assignment of telephone numbers to employees; records relating to location of telephones; records relating to unauthorized use of telephones and personnel or administrative actions related to telephone abuse, excluding OIG investigative and audit reports.

Why is a policy on call detail records required?

This handbook establishes policies and assigns responsibility for the management and use of Call Detail Records (CDRs). The ED is in the process of establishing a system of records for call detail reports entitled “Telecommunications Call Detail Records”.

NOTE: In most locations located behind a GSA-provided local service switch, telephone call detail records are assigned to a single billing number, which may preclude the ability to identify outgoing long distance calls originating from a particular phone number.

- 1) Call detail records, both local and long distance, can be used for usage verification, billing reconciliation, network management and to monitor telephone usage to determine use and/or abuse of Government telephone systems, including revealing calling patterns that reflect:



-
- inappropriate or recurring calls particularly to non-Government telephone numbers;
 - recurring calls placed outside normal business hours;
 - excessively long calls; and
 - calls charged to the wrong organization.
- 2) Call detail records and data may be disclosed as is necessary in accordance with the Freedom of Information Act (FOIA) and (when approved) the Privacy Act System of Records Notice:
- To Members of Congress and congressional staff to respond to inquiries made on behalf of individual constituents that are record subjects;
 - To representatives of the General Services Administration (GSA) and the National Archives and Records Administration (NARA) in records management inspections being conducted under the authority of 44 U.S.C. 2904 and 2906;
 - In response to a request for discovery or for the appearance of a witness to the extent that which is disclosed is relevant to the subject matter involved in a pending judicial or administrative proceeding;
 - To the DOJ or other Federal agency conducting litigation or in proceedings before any court, adjudicative or administrative body, when: (a) ED, or (b) any employee of ED in his/her official capacity, or (c) any employee of ED in his/her individual capacity where DOJ or ED has agreed to represent the employee, or (d) the United States or any agency thereof, is a party to the litigation or has an interest in such litigation, and ED determines that the records are both relevant and necessary to the litigation and the use of such records is compatible with the purpose for which ED collected the records;
 - To the DOJ, United States Attorney's Office, or other agency for debt collection action on any delinquent debt when circumstances warrant;
 - To the appropriate Federal, State, local, tribal, territorial, foreign, or international agency responsible for investigating, prosecuting, enforcing, or implementing a statute, rule, regulation, or order, where ED becomes aware of an indication of a violation or potential violation of civil or criminal law or regulation;
 - To third parties during the course of an investigation into violations or potential violations of relevant laws, regulations, or policies to the extent necessary to obtain information pertinent to the investigation;
 - To respond to a Federal agency's request made in connection with the hiring or retention of an employee, releasing a contract, or issuance of a grant, license or other benefit by the requesting agency, but only to the extent that the information disclosed is relevant and necessary to the requesting agency's decision on the matter;
 - To a telecommunications company providing telecommunications support to permit servicing of the account;
-



- To contractors, grantees, experts, consultants, or volunteers when necessary to perform a function or service related to this system of records for which they have been engaged. Such recipients are required to comply with the Privacy Act, 5 U.S.C. 552a; and
 - To employees of the agency to determine their individual responsibility for telephone calls and to resolve any disputes and facilitate the verification of discrepancies relating to billing, payment, or reconciliation of telephone operational or accountability records.
- 3) Disclosures may be made from this system to “consumer reporting agencies” as defined in the Fair Credit Reporting Act 15 U.S.C. 1681a(f) and the Federal Claims Collection Act of 1966, 31 U.S.C. 3701(a)(3).
 - 4) Pursuant to 5 U.S.C. 552a(b)(12) (Debt Collection Act), disclosures may be made from this system to consumer reporting agencies collecting on behalf of the United States Government.
 - 5) Requests for call detail records under the FOIA will be directed to the agency’s FOIA Officer, Telecom Services, and the FOIA Officer of that principal office’s records as defined in this handbook, the pending Privacy Act System of Records Notice.
 - 6) Applicable costs associated with obtaining CDRs (Call Detail Records) under the FOIA requests are based on the current personnel rates. The processing time and personnel time required to accomplish the search will be multiplied by the rates to produce the total FOIA cost.

What are my responsibilities?

The Office of the Chief Information Officer will:

- 1) Maintain the ED call detail records for ED-wide common user services for all principal offices except the OIG; and
- 2) Establish a call detail program to help control all telecommunications costs, including local, long distance, commercial and international. This program should enable the following:
 - a) reviewing summary-level and call detail records for accuracy;
 - b) verifying costs and usage;
 - c) resolving discrepancies with vendors;
 - d) disconnecting unused service;
 - e) terminating leases on unused equipment;
 - f) deterring or detecting possible misuses of long distance services; and
 - g) identifying the most cost-effective service.



- 3) Provide reports of telecommunications call detail records to authorized personnel listed in this handbook, the [ED ACS Directive OCIO: 1-101](#), *Privacy Act of 1974 (Basic Requirements) and the Collection of Personal Information*, and the Privacy Act System of Records Notice (when published), or their authorized designees.
- 4) Facilitate requests for FOIA release of call detail records through the agency's FOIA Office and that principal office's FOIA officer, in accordance with this handbook and [ED ACS Directive OCIO 1-102](#), *Freedom of Information Act (FOIA) Policies and Procedures: Release or Denial Of Department of Education Records Responsive to FOIA Requests*.

Principal Offices and Staff Offices will:

- 1) Maintain the accuracy of the call detail program to help control all telecommunications costs. This program should provide for the following:
 - a) reviewing summary-level and call detail records for accuracy;
 - b) verifying costs and usage;
 - c) identifying discrepancies;
 - d) requesting disconnects on unused service;
 - e) requesting termination of leases on unused equipment;
 - f) deterring or detecting possible misuses of long distance services; and
 - g) using the most cost-effective service.
- 2) Identify and maintain the agency System Manager and Address established in the Privacy Act System of Records Notice (when published).
- 3) Ensure call detail records are safeguarded in accordance with the provisions of the Privacy Act and used in accordance with this handbook and [ED ACS Directive OCIO: 1-101](#), *Privacy Act of 1974 (Basic Requirements) and the Collection of Personal Information*.
- 4) Ensure FOIA release requests for call detail records are coordinated by the agency's FOIA Office, your principal office's FOIA officer, and Telecom Services, in accordance with this handbook and [ED ACS Directive OCIO 1-102](#), *Freedom of Information Act (FOIA) Policies and Procedures: Release or Denial Of Department of Education Records Responsive to FOIA Requests*.

Employees will:

Control records in their possession in such a way that is consistent with the pending Privacy Act System of Records Notice and this handbook.



How are costs recovered for unauthorized calls?

When telecommunications abuse occurs, there are two concurrent considerations: the recovery of ED charges and administrative costs to rectify telecommunications management program abuses; and disciplinary action for misconduct in accordance with the [ED Personnel Manual, Instruction 751-1](#) or a contractor's individual contract.

- 1) Employees or contractors making unauthorized cellular or calling card telephone calls may be charged for the cost of the call, rounded to the nearest dollar, plus associated administrative recovery costs if the calls are determined to be egregious. ED managers and supervisors should consult with their Executive Office to make these determinations.
- 2) Reimbursements are made by personal check or money order, payable to the U.S. Department of Education, and forwarded to the OCFO for deposit. Include with any deposit a memorandum indicating the associated purchase order or requisition, and that payment is for reimbursement of personal use of telecommunications chargeable resources and associated administrative costs, if applicable.

What are the policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system?

The National Archives and Records Service' General Records Schedule 12, Communications Records, Transmittal No. 8 December 1998 ([link](#)), states:

4. Telephone Use (Call Detail) Records. Initial reports of use of telephone lines (e.g., telephone calls, facsimile transmissions and electronic mail) during a specified period provided by a telephone company, the General Services Administration, the Defense Information Systems Agency, or a private sector exchange on an agency's premises, as well as records generated from initial reports from administrative, technical, or investigative follow-up. Included is such information as the originating number, destination number, destination city and state, date and time of use, duration of the use, and the estimated or actual cost of the use. EXCLUDED are records accumulated in connection with substantive investigations and audits that are covered by GRS 22, Inspector General Records or GRS 6, Accountable Officers' Accounts Records.

Destroy when 3 years old. Initial reports may be destroyed earlier if the information needed to identify abuse has been captured in other records.

Storage:

Records are stored in hard copy, CD-ROM, or in electronic format on a system database.

Retrieval:

Records are retrieved by name, address, equipment number, phone number, or other assigned identifier of the individual on whom the records are maintained.



Safeguards:

Information in this system is safeguarded in accordance with applicable laws, rules, and policies. All records are protected from unauthorized access through appropriate administrative, physical, and technical safeguards. Control measures are enforced to ensure that access to sensitive information in these records is based on a “need to know.”

Retention and disposal:

Records in this system will be retained and disposed of as provided in National Archives and Records Administration General Records Schedule 12. Communications Records.



Handbook for Telecommunications

Chapter 6: National Security / Emergency Preparedness Telecommunications

What is NS/EP telecommunications?

National Security or Emergency Preparedness (NS/EP) Telecommunications is defined as follows:

NS/EP Telecommunications. Telecommunications services that are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international) that causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the national security or emergency preparedness posture of the United States. (Source: FED-STD 1037C)

What is this policy

Acquisition, management and use of NS/EP telecommunications will be consistent with the regulations, guidelines, and provisions of the National Communications System (NCS) in the Information Analysis and Infrastructure Protection Division of the Department of Homeland Security (DHS). NS/EP telecommunications may be necessary to support the following guidance:

- Executive Order 12472 – Assignment of National Security and Emergency Preparedness Telecommunications Functions (amended by E.O. 13286 of February 28, 2003) ([link](#))
- Executive Order 12656 – Assignment of Emergency Preparedness Responsibilities, including Part 6—Department of Education ([link](#))
- Homeland Security Presidential Directive / HSPD-8, National Preparedness ([link](#))
- OMB Memorandum M-05-16, Regulation on Maintaining Telecommunication Services During a Crisis or Emergency in Federally-owned Buildings ([link](#))
- National Security Telecommunications and Information Systems Security Policy (NSTISSP) No. 101, “National Policy on Securing Voice Communications,” (U – Unclassified), dated 14 September 1999.



- National Security Telecommunications and Information Systems Security Directive (NSTISSD) No. 901, “National Security Telecommunications and Information Systems Security (NSTISSC) Issuance System,” (U – Unclassified)
- National COMSEC Instruction (NACSI) No. 6002, “Protection of Government Contractor Telecommunications,” dated 4 June 1984
- ED ACS Directive OM: 5-102, Continuity of Operations (COOP) Program ([link](#))

What are my responsibilities?

The Secretary of Education will:

- 1) Serve as the designated individual with the authority and responsibility to approve the cost and criticality of the provisioning and restoration priority requests for telecommunications service under the Telecommunications Service Priority (TSP) Program, unless so delegated.
- 2) Secretary may choose to delegate the authority to authorize a provisioning and restoration priority to other appropriate individuals within ED. Delegates of an invocation official may not further delegate this authority to another individual. Delegates may be identified by name or position. Delegates must be SES civilian employees. An SES employee must always fill positions that are identified for delegation authority. [Source: <http://tsp.ncs.gov/>]

The TSP Invocation Official will:

- 1) Approve the cost and criticality of TSP provisioning and restoration requests for telecommunications service.
- 2) Certify that the NS/EP telecommunications service is so vital that it must be expeditiously provisioned.
- 3) Delegate authority to approve TSP provisioning and restoration requests and authorize expenditure of funds to other appropriate individuals within his or her agency or organization.
- 4) Identify delegates in writing to the Office of Priority Telecommunications (OPT) before making an invocation.

Delegates must be identified in writing to the OPT before their first invocation. ED should send a memorandum or letter to the OPT on ED letterhead signed by the invocation official. The following information is required:

- Name, title, rank or grade, mailing address, e-mail address, and commercial phone number of the invocation official;
- Name (optional), title, rank or grade, mailing address, e-mail address, and commercial phone number of the invocation official delegate(s);
- Whether the delegate identified as specified in the foregoing is a replacement for a current delegate;



- Name, title, and rank or grade of the official being replaced or deleted, if identifying a replacement or deletion; and
- In case of questions, a point-of-contact name, title, and commercial phone number.

The Office of Management will:

- Serve as the coordinating body for telecommunications resources required for continuity of operations (COOP), national security/emergency preparedness (NS/EP), and national security information.
- Designate a Communication Security (COMSEC) Custodian to serve as the agency's asset manager for Secure Telephone Equipment (STE)

What types of NS/EP telecommunications are available?

Government Emergency Telecommunications Service (GETS)

The Government Emergency Telecommunications Service (GETS) is a White House-directed emergency phone service provided by the National Communications System (NCS) in the Information Analysis and Infrastructure Protection Division of the Department of Homeland Security (DHS). GETS supports federal, state, and local government, industry, and non-governmental organization (NGO) personnel in performing their National Security and Emergency Preparedness (NS/EP) missions. GETS provides emergency access and priority processing in the local and long distance segments of the Public Switched Telephone Network (PSTN). It should be used in an emergency or crisis situation when the PSTN is congested and the probability of completing a call over normal or other alternate telecommunication means has significantly decreased.

Per <http://gets.ncs.gov/>, the following GETS qualifying criteria apply equally to all users and will be used as a basis for all WPS approvals/assignments. There are five WPS NS/EP criteria. Categories are:

- A. National Security Leadership
- B. National Security Posture and US Population Attack Warning
- C. Public Health, Safety, and Maintenance of Law and Order
- D. Public Welfare and Maintenance of National Economic Posture
- E. Disaster Recovery

GETS is an emergency telecommunications service to be used only when a user is unable to complete emergency calls through normal or alternative telecommunications means. It is to be used on a call-by-call basis for voice calls and/or low rate data communications calls; it is not intended for extended use on a modem line or for high volume/high speed data communications calls. GETS cannot be used to dial a toll-free destination number, but each toll-free phone number translates to a regular 10-digit North American Numbering Plan (NANP) telephone number. Emergency planners are



encouraged to provide both the toll-free number and its translation number in all emergency-planning documents.



Figure 6-1. Example of a GETS Card (Front)

GETS is available nationwide and from overseas locations through the GETS universal access number, 1-710-NCS-GETS (627-4387). The GETS long distance carriers, AT&T, MCI, and Sprint, provide this service using priority features and services of the PSN. They provide personal identification number (PIN) access authorization for GETS access control, priority treatment and enhanced routing of calls, and other features within their networks in conjunction with any government-acquired enhancements to the PSN.

GETS is accessed through a universal access number using common telephone equipment such as a standard desk set, STU-III, facsimile, modem, or wireless phone. A prompt will direct the entry of your PIN and the telephone number. Once you are authenticated as a valid user, your call is identified as an NS/EP call and receives special treatment.

See <http://gets.ncs.gov/> for details.

Telecommunications Service Priority (TSP)

The Telecommunications Service Priority (TSP) Program provides national security and emergency preparedness (NS/EP) users priority authorization of telecommunications services that are vital to coordinating and responding to crises.

The TSP Program has two components: provisioning and restoration.

- **Provisioning priority** is obtained to facilitate priority installation of new telecommunications services. Provisioning on a priority basis becomes necessary when a service user has an urgent requirement for a new NS/EP service that must be installed immediately (e.g., an emergency) or by a specific due date (e.g., essential) that can be met only by a shorter than standard service vendor provisioning timeframe.
- **Restoration priority** is assigned to new or existing telecommunications services to ensure restoration before non-TSP services. Priority restoration should be assigned to a new service when interruptions may have a serious, adverse effect on the supported NS/EP function. TSP restoration priorities must be requested and assigned before a service outage occurs.

See <http://tsp.ncs.gov/> for details.



How do I acquire NS/EP telecommunications resources?

Acquisition of NS/EP telecommunications services are centrally administered through Security Services, Office of Management (OM) in conjunction with Telecom Services area of the OCIO Network Services Team.

How do I acquire the GETS card?

Per NCS guidelines, ED is considered a Federal Government, Non-NCS Member Organization.

The Assistant Secretary for Management / Chief Information Officer may delegate to the Director, OM Security Services, that he or she may appoint a GETS/WPS Point-of-Contact (POC) and alternate.

The GETS/WPS POC user may request GETS cards for personnel critical to certain COOP functions and individual system DRP recovery efforts.

The GETS/WPS POC and alternate is responsible for the following:

- Identifying GETS users and requesting GETS cards for each user,
- Reviewing GETS Usage Reports (Call Detail Records),
- Identifying future GETS requirements, and
- Validating the accuracy of their GETS card holdings on an annual basis and providing updated information on a regular basis.

The GETS POC is responsible for submitting a completed GETS/WPS (Wireless Priority Service) Request Form for each user to the Office of the Manager, National Communications System (OMNCS), Department of Homeland Security (DHS).

For complete policies and procedures, see <http://gets.ncs.gov/> for details.

How do I use the GETS card?

If the submitted GETS/WPS Request Form is approved by the OMNCS, you will receive an introduction letter, brochure and the GETS card with complete instructions for authorization and use.

The following guidance is provided in the GETS Planning Guide:

- GETS cards must be protected to prevent unauthorized access to GETS and fraudulent use of the service.
- The OMNCS distributes GETS instructional materials with the GETS cards that should be sufficient for training individual GETS users. User training may be enhanced by participation in organizational exercises. As each organization develops exercises for its NS/EP functions, GETS should be used to support the



telecommunications needs. Such participation allows organizations to evaluate user proficiency with GETS and verify organizational GETS procedures for the use in an operational environment.

- ED exercises using GETS should be coordinated with the OMNCS to ensure that GETS calls are not construed as fraud or abuse because of the increased volume of calls.
- Upon completion of an exercise, problems should be identified, reported to GETS User Assistance, and resolved as appropriate. This will aid in ensuring GETS performance in future exercises or actual NS/EP operations.

How do I obtain a TSP restoration or provisioning code at ED?

A TSP service user is any individual or organization supported by a telecommunications service for which a TSP assignment has been requested or assigned. NS/EP telecommunications services within the Federal, State, local, or foreign governments, as well as private industry, are eligible for TSP. Federal users do not require a sponsor, but generally have a centralized Point of Contact (POC) that routinely interacts with the Office of Priority Telecommunications (OPT).

For ED, only Designated Agency Representative (DAR) personnel within Telecom Services may serve as the centralized POC to interact with OPT. The OCIO DAR will coordinate with OM Security Services to determine our agency's TSP restoration or provisioning needs, if any.

The OCIO DAR, acting as ED's TSP service user, will perform the following:

- Identify telecommunications services requiring priority.
- Request, justify, and revalidate all priority level assignments.
- Accept TSP services by the service due dates.
- Have CPE and CPW available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity. Failure to meet this criteria may result in a higher level inquiry from the NCS or the FCC.
- Pay vendors any authorized costs associated with priority services.
- Report to vendors any failed or unusable services with priority levels.
- Designate a 24-hour point of contact (POC) for each TSP request and apprise the OPT.
- Cooperate with the OPT during reconciliation and revalidation.

To request TSP, the TSP user must:

- 1) Certify that the telecommunications service supports an NS/EP function listed under one of five TSP categories (as explained in section 1.4 of the [Service User Manual for the Telecommunications Services Priority \(TSP\) System](#)).



- 2) Verify, if requesting a provisioning priority, that a service vendor cannot meet the service due date without a TSP assignment. After this is verified, obtain approval from the service user's invocation official to request a provisioning priority.
- 3) Identify the priority level to be requested for the telecommunications service. The priority level is determined by the user's TSP category and service profile (as explained in section 1.4). The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates.
- 4) Complete the TSP Request for Service Users Form (SF315); download form at <http://tsp.ncs.gov/forms/SF315.pdf>.
- 5) Obtain the Invocation Official's signature on the completed SF315 form.
- 6) Submit the SF 315 to the OPT. See Appendix A of the [Service User Manual for the Telecommunications Services Priority \(TSP\) System](#) for TSP Program contact information.
- 7) Include the TSP Authorization Code obtained from the OPT in the service order to the service vendor.

After receiving the TSP Authorization Code, prime service vendors are responsible for forwarding the TSP assignment to applicable subcontractors. This ensures that priority-level assignments of NS/EP services are accurately identified "end-to-end."

How do I acquire a WPS-enabled cell phone at ED?

WPS is only authorized for **KEY** NS/EP leadership positions. Requesters must be willing to subscribe to a service plan with an authorized WPS provider.

- 1) The OM will determine what key NS/EP leadership positions (if any) within ED are eligible to have a WPS-enabled cell phone.
- 2) If positions are identified and determine eligible for WPS-enabled phone services, then the OM Director of Security Services must notify the OCIO Director of Information Technology in writing of the positions identified.
- 3) OCIO will coordinate with the authorized WPS provider to establish any necessary contracts and purchase requests with the vendor.
- 4) When a proper contract is established, the GETS/WPS POC may submit GETS/WPS Request Form to OMNCS for approval.

Per <http://wps.ncs.gov/>, the following WPS qualifying criteria apply equally to all users and will be used as a basis for all WPS approvals/assignments. There are five WPS NS/EP criteria. Categories are:

- A. Executive Leadership and Policy Makers
- B. Disaster Response/Military Command and Control
- C. Public Health, Safety and Law Enforcement Command



D. Public Services/Utilities and Public Welfare

E. Disaster Recovery

These criteria were selected to meet the needs of the emergency response community and provide access for the command and control functions critical to management of and response to national security and emergency situations, particularly during the first 24 to 72 hours following an event. WPS should only be requested for key leadership personnel and their direct supporting staff who are in NS/EP leadership positions. WPS is **not** intended for use by all emergency service personnel.

WPS is an enhancement to basic cellular service that allows NS/EP calls to queue for the next available radio channel. The initial capability provides this queuing on the origination of the cellular call. The full WPS capability, when used with GETS, will provide priority handling from the origination, through the network, to the called destination.

- WPS is invoked by dialing *272 prior to the destination number on cellular instruments that have been subscribed to the WPS feature.
- WPS costs are a one-time activation charge of no more than \$10, a service fee of no more than \$4.50 per month, and no more than a \$.75 per minute usage fee for WPS (272) calls. WPS charges are in addition to the basic subscription charges of the carrier. WPS minutes are not charged against the basic service minutes.
- WPS is available nationwide in most Cingular/AT&T Wireless, Nextel, and T-Mobile service areas. Verizon Wireless and Sprint PCS are planning to offer WPS when modifications to their technology can be made, estimated for 2006. For the latest information on WPS carriers and markets, see “Carriers” on <http://wps.ncs.gov>.
- Applications for pre-approval of the WPS feature are being accepted for markets that do not have WPS. To pre-subscribe, see “Request WPS” on <http://wps.ncs.gov>. After the request is approved, it will be held for submission to the carrier as soon as the carrier has WPS enabled on its network in the requested market.



Attachment

A

Handbook for Telecommunications

Appendix A: Wireless Services Request Form



Wireless Services Request Form

Add New Wireless Service

- Calling Card
- Calling Card, Intl.
- Conference Card
- Pager
- Other _____
- Cell Phone or BlackBerry
... Desired Plan* _____

Modify Existing Wireless Service

- Cell Phone # ____-____-_____
(check all that apply)
- ... Change Plan* to: _____
 - ... Change HW* to: _____
 - ... Change Office from: ____ to: _____

* = see [Connected](#), [TATS](#) or [Telecom team](#) for latest calling plans and phone models.

Disconnect Existing Wireless Service

- Calling Card
- Calling Card, Intl.
- Conference Card
- Pager
- Other _____
- Cell Phone
... Cell Phone # ____-____-_____

End-User Information

Name:			
Building:			
Address:			
City:			
State:	ZIP:		
Room/Cubicle:			
Office:			
Telephone:			
Fax (optional):			
E-mail:			

Alternate Point of Contact (if needed)

[For contractors: enter Contracting Officer's Representative.]

Name:			
Building:			
Address:			
City:			
State:	ZIP:		
Room/Cubicle:			
Office:			
Telephone:			
Fax (optional):			
E-mail:			

Services Required

Date Services Req'd:	
Project Name:	
Device/Model No.:	

Reason/Cause:	
---------------	--

Training Required:

Additional Information: (Please explain any additional details regarding your request; for example, special accessories)

By signing below, the end-user acknowledges he/she has completed End User Security Awareness Training and understands the proper use of government equipment, including wireless services and devices, as appropriate. See ACS Handbook, OCIO: 13, Handbook for Telecommunications, for details.

Employee/Contractor Signature _____ Date: _____

Employee's Supervisor / Contractor's COR Signature _____ Date: _____

Telecom PO Coordinator Signature _____ Date: _____

<p>OCIO / Telecommunications Services Group 550 12th Street, SW – 10th Floor Washington, DC 20202-4800 Fax: 202.245.6691 : Phone: 202.245.6644</p> <p>Telecom PO Coordinator:</p> <ul style="list-style-type: none"> When complete, submit request in the TATS application. If TATS is not available, fax the form and email telecom@ed.gov to alert the telecom staff. 	<p>For Office Use Only:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 50%;">Date Received:</td><td></td></tr> <tr><td>Processed By:</td><td></td></tr> <tr><td>Processed Date:</td><td></td></tr> <tr><td>Hierarchy Code:</td><td></td></tr> <tr><td>Tracking Numbers: ...TATS</td><td></td></tr> <tr><td>... HEAT</td><td></td></tr> <tr><td>... WITS</td><td></td></tr> <tr><td>... Other</td><td></td></tr> </table>	Date Received:		Processed By:		Processed Date:		Hierarchy Code:		Tracking Numbers: ...TATS		... HEAT		... WITS		... Other	
Date Received:																	
Processed By:																	
Processed Date:																	
Hierarchy Code:																	
Tracking Numbers: ...TATS																	
... HEAT																	
... WITS																	
... Other																	



Handbook for Telecommunications

Appendix B: Agency Hierarchy Codes

The following is a **sample** listing of agency hierarchy codes that may be assigned to each principal office. Agency Hierarchy Codes are a 28-digit code that is a valuable resource used by the General Services Administration and federal agencies, including ED, for telecommunications billing and accountability. The Telecom Services area within the OCIO Network Services Team manages the AHC database.

Please note that each principal office has a 'General Programs and Services' code to account for office-wide programs and services or when no further distinction is necessary. Also, each office has a 'Section 504 Reasonable Accommodation' code due to separate program funding for Section 504 services.

Description	28-Digit Agency Hierarchy Code (AHC)						
ED – US Dept of Education	9100	0000	0000	0000	0000	0000	0000
ED – General Programs and Services	9100	0000	0000	0000	0000	0000	0000
OS – Office of the Secretary	9100	EA00	0000	0000	0000	0000	0000
OS – General Programs and Services	9100	EA00	0000	0000	0000	0000	0000
President's Advisory Commission on Educational Excellence for Hispanic Americans	9100	EA00	YPH0	0000	0000	0000	0000
OS – Region 1	9100	EA00	0000	R010	0000	0000	0000
OS – Region 2	9100	EA00	0000	R020	0000	0000	0000
OS – Region 3	9100	EA00	0000	R030	0000	0000	0000
OS – Region 4	9100	EA00	0000	R040	0000	0000	0000
OS – Region 5	9100	EA00	0000	R050	0000	0000	0000
OS – Region 6	9100	EA00	0000	R060	0000	0000	0000



Description	28-Digit Agency Hierarchy Code (AHC)						
OS – Region 7	9100	EA00	0000	R070	0000	0000	0000
OS – Region 8	9100	EA00	0000	R080	0000	0000	0000
OS – Region 9	9100	EA00	0000	R090	0000	0000	0000
OS – Region X	9100	EA00	0000	R100	0000	0000	0000
OS – Section 504 Reasonable Accommodation Services	9100	EA00	S504	0000	0000	0000	0000
ODS – Office of the Deputy Secretary							
ODS – General Programs and Services	9100	EB00	0000	0000	0000	0000	0000
ODS – Region 1	9100	EB00	0000	R010	0000	0000	0000
ODS – Region 2	9100	EB00	0000	R020	0000	0000	0000
ODS – Region 3	9100	EB00	0000	R030	0000	0000	0000
ODS – Region 4	9100	EB00	0000	R040	0000	0000	0000
ODS – Region 5	9100	EB00	0000	R050	0000	0000	0000
ODS – Region 6	9100	EB00	0000	R060	0000	0000	0000
ODS – Region 7	9100	EB00	0000	R070	0000	0000	0000
ODS – Region 8	9100	EB00	0000	R080	0000	0000	0000
ODS – Region 9	9100	EB00	0000	R090	0000	0000	0000
ODS – Region X	9100	EB00	0000	R100	0000	0000	0000
ODS – Section 504 Reasonable Accommodation Services	9100	EB00	S504	0000	0000	0000	0000
OCR – Office for Civil Rights							
OCR – General Programs and Services	9100	EC00	0000	0000	0000	0000	0000
OCR – Region 1	9100	EC00	0000	R010	0000	0000	0000
OCR – Region 2 New York Enforcement Office	9100	EC00	0000	R020	0000	0000	0000
OCR – Region 3 Philadelphia Enforcement Office	9100	EC00	0000	R030	0000	0000	0000
OCR – District of Columbia Enforcement Office	9100	EC00	0000	R0W0	0000	0000	0000
OCR – Region 4	9100	EC00	0000	R040	0000	0000	0000
OCR – Region 5 Chicago Enforcement Office	9100	EC00	0000	R050	0000	0000	0000
OCR – Region 5 Cleveland Enforcement Office	9100	EC00	0000	R050	CLVD	0000	0000
OCR – Region 6	9100	EC00	0000	R060	0000	0000	0000
OCR – Region 7	9100	EC00	0000	R070	0000	0000	0000
OCR – Region 8	9100	EC00	0000	R080	0000	0000	0000
OCR – Region 9	9100	EC00	0000	R090	0000	0000	0000
OCR – Region X	9100	EC00	0000	R100	0000	0000	0000



Description	28-Digit Agency Hierarchy Code (AHC)						
OCR– Section 504 Reasonable Accommodation Services	9100	EC00	S504	0000	0000	0000	0000
OPEPD – Office of Planning, Evaluation and Policy Development	9100	ED00	0000	0000	0000	0000	0000
OPEPD – General Programs and Services	9100	ED00	0000	0000	0000	0000	0000
OPEPD – Section 504 Reasonable Accommodation Services	9100	ED00	S504	0000	0000	0000	0000
OUS – Office of the Under Secretary	9100	EE00	0000	0000	0000	0000	0000
OUS – General Programs and Services	9100	EE00	0000	0000	0000	0000	0000
OUS – Section 504 Reasonable Accommodation Services	9100	EE00	S504	0000	0000	0000	0000
OIG – Office of the Inspector General	9100	EF00	0000	0000	0000	0000	0000
OIG – General Programs and Services	9100	EF00	0000	0000	0000	0000	0000
OIG – Headquarters Support Staff	9100	EF00	HQ00	HQ00	0000	0000	0000
OIG – Region 1	9100	EF00	0000	R010	0000	0000	0000
OIG – Region 2	9100	EF00	0000	R020	0000	0000	0000
OIG – Region 2 – Satellite Office: Hato Rey, PR	9100	EF00	0000	R020	PR00	0000	0000
OIG – Region 3	9100	EF00	0000	R030	0000	0000	0000
OIG – Region 4	9100	EF00	0000	R040	0000	0000	0000
OIG – Region 4 – Satellite Office: Pembroke Pines, FL	9100	EF00	0000	R040	FL00	0000	0000
OIG – Region 5	9100	EF00	0000	R050	0000	0000	0000
OIG – Region 6	9100	EF00	0000	R060	0000	0000	0000
OIG – Region 7	9100	EF00	0000	R070	0000	0000	0000
OIG – Region 8	9100	EF00	0000	R080	0000	0000	0000
OIG – Region 9	9100	EF00	0000	R090	0000	0000	0000
OIG – Region 9 – Satellite Office: Long Beach, CA	9100	EF00	0000	R090	LB00	0000	0000
OIG – Region 9 – Satellite Office: Sacramento, CA	9100	EF00	0000	R090	SA00	0000	0000
OIG – Section 504 Reasonable Accommodation Services	9100	EF0	S504	0000	0000	0000	0000
OGC – Office of the General Counsel	9100	EG00	0000	0000	0000	0000	0000
OGC – General Programs and Services	9100	EG00	0000	0000	0000	0000	0000
OGC – Departmental & Legislative Service	9100	EG00	1000	0000	0000	0000	0000
OGC – Postsecondary & Regulatory Service	9100	EG00	2000	0000	0000	0000	0000
OGC – Program Service	9100	EG00	3000	0000	0000	0000	0000



Description	28-Digit Agency Hierarchy Code (AHC)						
OGC – Section 504 Reasonable Accommodation Services	9100	EG00	S504	0000	0000	0000	0000
OSERS – Office of Special Education and Rehabilitative Services	9100	EH00	0000	0000	0000	0000	0000
OSERS – General Programs and Services	9100	EH00	0000	0000	0000	0000	0000
OSERS – National Institute on Disability and Rehabilitation Research (NIDRR)	9100	EH00	NIDR	0000	0000	0000	0000
OSERS – Office of Special Education Programs (OSEP)	9100	EH00	OSEP	0000	0000	0000	0000
OSERS – Rehabilitation Services Administration (RSA)	9100	EH00	RSA0	0000	0000	0000	0000
OSERS – Region 1	9100	EH00	0000	R010	0000	0000	0000
OSERS – Region 2	9100	EH00	0000	R020	0000	0000	0000
OSERS – Region 3	9100	EH00	0000	R040	0000	0000	0000
OSERS – Region 4	9100	EH00	0000	R040	0000	0000	0000
OSERS – Region 5	9100	EH00	0000	R050	0000	0000	0000
OSERS – Region 6	9100	EH00	0000	R060	0000	0000	0000
OSERS – Region 7	9100	EH00	0000	R070	0000	0000	0000
OSERS – Region 8	9100	EH00	0000	R080	0000	0000	0000
OSERS – Region 9	9100	EH00	0000	R090	0000	0000	0000
OSERS – Region 10	9100	EH00	0000	R100	0000	0000	0000
OSERS – Section 504 Reasonable Accommodation Services	9100	EA00	S504	0000	0000	0000	0000
OCIO – Office of the Chief Information Officer	9100	EI00	0000	0000	0000	0000	0000
OCIO – General Programs and Services	9100	EI00	0000	0000	0000	0000	0000
OCIO – Agency-wide EDNet IT Operations and Maintenance Support	9100	EI00	EDNT	0000	0000	0000	0000
OCIO – OCIO Discretionary Funding	9100	EI00	OCIO	0000	0000	0000	0000
OCIO – Information Management	9100	EI00	B000	0000	0000	0000	0000
OCIO – Information Technology	9100	EI00	E000	0000	0000	0000	0000
OCIO – Information Assurance	9100	EI00	F000	0000	0000	0000	0000
OCIO – Section 504 Reasonable Accommodation Services	9100	EA00	S504	0000	0000	0000	0000
OLCA – Office of Legislative & Congressional Affairs	9100	EJ00	0000	0000	0000	0000	0000
OLCA – General Programs and Services	9100	EJ00	0000	0000	0000	0000	0000
OLCA – Section 504 Reasonable Accommodation Services	9100	EJ00	S504	0000	0000	0000	0000
OIIA – Office of Interagency & Intergovernmental Affairs	9100	EK00	0000	0000	0000	0000	0000
OIIA – General Programs and Services	9100	EK00	0000	0000	0000	0000	0000



Description	28-Digit Agency Hierarchy Code (AHC)						
OIIA – Section 504 Reasonable Accommodation Services	9100	EK00	S504	0000	0000	0000	0000
OCFO – Office of the Chief Information Officer	9100	EL00	0000	0000	0000	0000	0000
OCFO – General Programs and Services	9100	EL00	C000	0000	0000	0000	0000
OCFO – Contracts and Purchasing Operations (CPO)	9100	EL00	C000	0000	0000	0000	0000
OCFO – Financial Improvement and Post Audit Operations (FIPAO)	9100	EL00	F000	0000	0000	0000	0000
OCFO – Grants Policy and Oversight Staff (GPOS)	9100	EL00	G000	0000	0000	0000	0000
OCFO – Financial Management Operations (FMO)	9100	EL00	R000	0000	0000	0000	0000
OCFO – Financial Systems Operations (FSO)	9100	EL00	S000	0000	0000	0000	0000
OCFO – Section 504 Reasonable Accommodation Services	9100	EL00	S504	0000	0000	0000	0000
OM – Office of Management	9100	EM00	0000	0000	0000	0000	0000
OM – General Programs and Services	9100	EM00	0000	0000	0000	0000	0000
OM – Human Resources Services	9100	EM00	H000	0000	0000	0000	0000
OM – Human Resources Services – Section 504 Project Office	9100	EM00	H000	S504	0000	0000	0000
OM – Performance and Process Improvement Services	9100	EM00	I000	0000	0000	0000	0000
OM – Office of Hearings and Appeals	9100	EM00	J000	0000	0000	0000	0000
OM – Management Services	9100	EM00	M000	0000	0000	0000	0000
OM – Facility Services	9100	EM00	Q000	0000	0000	0000	0000
OM – Federal Real Property Assistance Program – Region 2 New York	9100	EM00	Q000	R020	0000	0000	0000
OM – Federal Real Property Assistance Program – Region 3 Philadelphia	9100	EM00	Q000	R030	0000	0000	0000
OM – Federal Real Property Assistance Program – Region 4 Atlanta	9100	EM00	Q000	R040	0000	0000	0000
OM – Security Services	9100	EM00	S000	0000	0000	0000	0000
OM – Section 504 Reasonable Accommodation Services	9100	EM00	S504	0000	0000	0000	0000
FSA – Office of Federal Student Aid	9100	EN00	0000	0000	0000	0000	0000
FSA – General Programs and Services	9100	EN00	0000	0000	0000	0000	0000
Contact FSA's CIO Office for a full listing of FSA Agency Hierarchy Codes	9100	EN					
FSA – Section 504 Reasonable Accommodation Services	9100	EN00	S504	0000	0000	0000	0000
OCO – Office of Communications and Outreach	9100	EO00	0000	0000	0000	0000	0000
OCO – General Programs and Services	9100	EO00	0000	0000	0000	0000	0000
OCO – Communication Development (EOA)	9100	EO00	A000	0000	0000	0000	0000
OCO – EOA > Editorial Policy, Publications and Printing Team (EOAE)	9100	EO00	A000	E000	0000	0000	0000



Description	28-Digit Agency Hierarchy Code (AHC)						
OCO – Communication Services (EOB)	9100	EO00	B000	0000	0000	0000	0000
OCO – EOB > Creative Services Team (EOBC)	9100	EO00	B000	C000	0000	0000	0000
OCO – EOB > Events Team (EOBE)	9100	EO00	B000	E000	0000	0000	0000
OCO – EOB > Information Resources Center (EOBI)	9100	EO00	B000	I000	0000	0000	0000
OCO – EOB > Recognition Programs Team (EOBR)	9100	EO00	B000	R000	0000	0000	0000
OCO – External Affairs and Outreach Services (EOE)	9100	EO00	E000	0000	0000	0000	0000
OCO – EOE > Educational Partnerships and Family Involvement (EOEF)	9100	EO00	E000	F000	0000	0000	0000
OCO – EOE > Intergovernmental Affairs (EOEI)	9100	EO00	E000	I000	0000	0000	0000
OCO – EOE > Regional Services (EOER)	9100	EO00	E000	R000	0000	0000	0000
OCO – EOE > Regional Services > SRR Region 1	9100	EO00	E000	R010	0000	0000	0000
OCO – EOE > Regional Services > SRR Region 2	9100	EO00	E000	R020	0000	0000	0000
OCO – EOE > Regional Services > SRR Region 3	9100	EO00	E000	R040	0000	0000	0000
OCO – EOE > Regional Services > SRR Region 4	9100	EO00	E000	R040	0000	0000	0000
OCO – EOE > Regional Services > SRR Region 5	9100	EO00	E000	R050	0000	0000	0000
OCO – EOE > Regional Services > SRR Region 6	9100	EO00	E000	R060	0000	0000	0000
OCO – EOE > Regional Services > SRR Region 7	9100	EO00	E000	R070	0000	0000	0000
OCO – EOE > Regional Services > SRR Region 8	9100	EO00	E000	R080	0000	0000	0000
OCO – EOE > Regional Services > SRR Region 9	9100	EO00	E000	R090	0000	0000	0000
OCO – EOE > Regional Services > SRR Region 10	9100	EO00	E000	R100	0000	0000	0000
OCO – Media Relations and Strategic Communications	9100	EO00	M000	0000	0000	0000	0000
OCO – Section 504 Reasonable Accommodation Services	9100	EO00	S504	0000	0000	0000	0000
OPE – Office of Postsecondary Education	9100	EP00	0000	0000	0000	0000	0000
OPE – General Programs and Services	9100	EP00	0000	0000	0000	0000	0000
OPE – Policy, Planning and Innovation	9100	EP00	A000	0000	0000	0000	0000
OPE – Higher Education Programs	9100	EP00	H000	0000	0000	0000	0000
OPE – National Advisory Committee on Institutional Quality and Integrity	9100	EP00	YEE0	0000	0000	0000	0000
OPE – Historically Black Colleges and Universities Capital Financing Advisory Board	9100	EP00	YEK0	0000	0000	0000	0000
OPE – National Committee on Foreign Medical Education and Accreditation	9100	EP00	YEM0	0000	0000	0000	0000
OPE – National Board of the Fund for the Improvement of Postsecondary Education	9100	EP00	YEP0	0000	0000	0000	0000
OPE – Presidential Board of Advisors on Historically Black Colleges and Universities	9100	EP00	PYB0	0000	0000	0000	0000



Description	28-Digit Agency Hierarchy Code (AHC)						
OPE – Presidential Board of Advisors on Tribal Colleges and Universities	9100	EP00	YPT0	0000	0000	0000	0000
OPE – Jacob K. Javits Fellows Program Fellowship Board	9100	EP00	HC50	0000	0000	0000	0000
OPE – Region II New York	9100	EP00	0000	R020	0000	0000	0000
OPE – Section 504 Reasonable Accommodation Services	9100	EP00	S504	0000	0000	0000	0000
OSDFS – Office of Safe and Drug Free Schools							
OSDFS – General Programs and Services	9100	EQ00	0000	0000	0000	0000	0000
OSDFS – Health, Mental Health, Environmental Health, and Physical Education (HMHEHPE)	9100	EQ00	Q100	0000	0000	0000	0000
OSDFS - Drug-Violence Prevention (DVP) – National Programs	9100	EQ00	Q200	0000	0000	0000	0000
OSDFS - Drug-Violence Prevention (DVP) – State Programs	9100	EQ00	Q300	0000	0000	0000	0000
OSDFS – Character, Civic, and Correctional Education (CCCE)	9100	EQ00	Q400	0000	0000	0000	0000
OSDFS – Policy and Crosscutting Initiatives	9100	EQ00	Q500	0000	0000	0000	0000
OSDFS – Section 504 Reasonable Accommodation Services	9100	EQ00	S504	0000	0000	0000	0000
IES – Institute of Educational Statistics							
IES – General Programs and Services	9100	ER00	0000	0000	0000	0000	0000
IES - National Center for Education Evaluation and Regional Assistance (NCEE)	9100	ER00	NCEE	0000	0000	0000	0000
IES - National Center for Education Research (NCER)	9100	ER00	NCER	0000	0000	0000	0000
IES - National Center for Education Statistics (NCES)	9100	ER00	NCES	0000	0000	0000	0000
IES – National Center for Special Education Research (NCSE)	9100	ER00	NCSE	0000	0000	0000	0000
IES – Section 504 Reasonable Accommodation Services	9100	ER00	S504	0000	0000	0000	0000
OESE – Office of Elementary & Secondary Education							
OESE – General Programs and Services	9100	ES00	0000	0000	0000	0000	0000
OESE – Impact Aid Programs	9100	ES00	A000	0000	0000	0000	0000
OESE – Student Achievement and School Accountability	9100	ES00	C000	0000	0000	0000	0000
OESE – School Support and Technology Program	9100	ES00	G000	0000	0000	0000	0000
OESE – Office of Migrant Education	9100	ES00	M000	0000	0000	0000	0000
OESE – Section 504 Reasonable Accommodation Services	9100	ES00	S504	0000	0000	0000	0000
OELA – Office of English Language Acquisition							
OELA – General Programs and Services	9100	ET00	0000	0000	0000	0000	0000



Description	28-Digit Agency Hierarchy Code (AHC)						
OELA - Office of the Director	9100	ET00	HQ00	0000	0000	0000	0000
OELA - State Consolidated Grant Division	9100	ET00	E000	0000	0000	0000	0000
OELA - Continuations & Professional Development Division	9100	ET00	P000	0000	0000	0000	0000
OELA - Special Initiatives Division	9100	ET00	S000	0000	0000	0000	0000
OELA – Section 504 Reasonable Accommodation Services	9100	ET00	S504	0000	0000	0000	0000
OII – Office of Innovation & Improvement							
OII – General Programs and Services	9100	EU00	0000	0000	0000	0000	0000
OII – Family Policy Compliance Office	9100	EU00	F000	0000	0000	0000	0000
OII – Fund for the Improvement of Education	9100	EU00	H000	0000	0000	0000	0000
OII – Office of Non-Public Education	9100	EU00	N000	0000	0000	0000	0000
OII – Improvement Programs	9100	EU00	P000	0000	0000	0000	0000
OII – Teacher Quality Programs	9100	EU00	Q000	0000	0000	0000	0000
OII – Parental Options and Information	9100	EU00	S000	0000	0000	0000	0000
OII – Technology in Education Programs	9100	EU00	T000	0000	0000	0000	0000
OII – Section 504 Reasonable Accommodation Services	9100	EU00	S504	0000	0000	0000	0000
NCLIS – National Commission on Libraries and Information Science							
NCLIS – General Programs and Services	9100	EW00	0000	0000	0000	0000	0000
NCLIS – Section 504 Reasonable Accommodation Services	9100	EW00	S504	0000	0000	0000	0000
NIFL – National Institute for Literacy							
NIFL – General Programs and Services	9100	EX00	0000	0000	0000	0000	0000
NIFL – Section 504 Reasonable Accommodation Services	9100	EX00	S504	0000	0000	0000	0000
NAGB – National Assessment Governing Board							
NAGB – General Programs and Services	9100	EZ00	0000	0000	0000	0000	0000
NAGB – Section 504 Reasonable Accommodation Services	9100	EZ00	S504	0000	0000	0000	0000
ACSFA – Advisory Committee for Student Financial Assistance							
ACSFA – General Programs and Services	9100	YA00	0000	0000	0000	0000	0000
ACSFA – Section 504 Reasonable Accommodation Services	9100	YA00	S504	0000	0000	0000	0000

