# 5 FAH-2 H-100 DEPARTMENT OF STATE TELECOMMUNICATIONS HANDBOOK

# 5 FAH-2 H-110 INTRODUCTION

*(TL:TEL-11; 07-19-2004)*
*(Office of Origin: IRM/BPC/RG)*

## 5 FAH-2 H-111 PURPOSE

*(TL:TEL-2; 05-23-2002)*
*(Uniform State/USAID)*

The Telecommunications Handbook provides official guidance and generic telecommunications procedures for IM personnel at Information Programs Centers (IPC) abroad and domestic transmission facilities. These basic management procedures are formulated to achieve overall consistency in telecommunications operations and circuit management among transmission facilities in the Department's worldwide network.

## 5 FAH-2 H-112 SCOPE AND AUTHORITY

*(TL:TEL-11; 07-19-2004)*
*(Uniform State/USAID)*

a. The procedures and guidelines provided here implement telecommunications policies contained in 5 FAM 500 and supplemental regulations contained in Allied Communications Publications *(ACP)* and Joint Army, Navy, Air Force Publications *(JANAP)*.

b. The *Telecommunications Handbook* replaces the *Telegraphic Communications Handbook, Part I and Part II.* The scope of this Handbook encompasses:

(1) All phases of the telegraphic process, from the outgoing telegram to transmission format through telegram delivery and storage;

(2) Management procedures for data, telephone, and radio networks abroad; and

(3) Management procedures to ensure the operational readiness of telecommunications equipment at posts abroad.

# 5 FAH-2 H-113 REFERENCES

*(TL:TEL-11; 07-19-2004)*
*(Uniform State/USAID)*

The following references were used to prepare this Handbook. If additional information is needed, please refer to these sources.

(1) 5 FAM *Information Management*

(2) 5 FAH-1 *Correspondence Handbook*

(3) 5 FAH-3 *TAGS/Terms Handbook*

(4) 5 FAH-4 Records Management Handbook

(5) 5 FAH-6 *Communications Security Handbook*

(6) 5 FAH-10 *Mail and Pouch Handbook*

(7) *Allied Communications Publication (ACP-131)(D)—"Q" and "Z" Operating Signals*

(8) Instructions - Operating Signals

(9) ACP-117 Allied Routing Indicator Book

(10) ACP-127 Communications Instructions—Tape Relay Procedures

(11) Joint Army, Navy, Air Force Publications (JANAPs)

(12) Department of State Teletypewriter Routing Guide (DOSPUB)

(13) DTS Installation Standards

(14) DTS Technical Requisition Manual

(15) DTS Reporting Guide

(16) 12 FAM 500 *Information Security*

(17) 12 FAM 600 *Information Security* Technology

(18) 12 FAH-6 *OSPB Security Standards and Policy Handbook*

(19) Regional Information Management Center (RIMC) HF Network Operating Instructions

(20) Department Unclassified Electrical/Electronic Security Standards

(21) Worldwide Property Accountability System (WPAS) Post Standard

(22) Operating Procedures

(23) 6 FAM 200 *Supplies, Equipment, and Non-Personal Services*

(24) 4 FAM 033.9 *Property Management Records, Data, and Systems*

(25) Post Standard Operating Procedures. (See 5 FAH-2 H-113 Exhibit H-113 for list of topics that should be covered in post's SOP.)

# 5 FAH-2 H-114 DEFINITIONS

*(TL:TEL-11; 07-19-2004)*
*(Uniform State/USAID)*

*Unless otherwise specifically noted, the following definitions apply to 5 FAM and 5 FAH manuals*.

**7X24**—An accepted term that refers to the hours of operation. 7X24 is translated as seven days per week, 24 hours per day throughout the year, without exception.

**Acknowledgment (ACK)**—A message from a telegraphic addressee informing the originator that the communication has been received.

**Action Addressee**—The post or element to which a telegram is directed by the originator for action.

**Address Designator**—A plain language name (full or abbreviated), routing indicator, call sign, or address group of a unit, activity, or other authority used to indicate the originator and/or addressee(s); used in ACP and JANAP format.

***Administrative Control**—Special handling, transmission, mailing, safeguards, storage, and/or destruction provided to sensitive but unclassified (SBU) material. See the definition for SBU. Also refer to 12*

*FAM 540 for more information administrative control procedures.*

**Addressee**—The post, activity, or individual to whom a message is directed by the originator. Addressees are indicated as either action or information.

**Aggregate**—A grouping of several circuits into one path for long-haul transmission. Normally referred to by the assigned amount of bandwidth and connects a post to a relay facility.

**Address Indicating Group (AIG)**—An address group that represents a specific set of action and/or information addressees; the identity of the originator may also be included. Primarily used by military commands.

**A Logical Modernization Approach (ALMA)**—An infrastructure of computer hardware and software based on an industry standard architecture, using commercial off-the-shelf products. ALMA was designed to provide desktop services to Department employees worldwide and provides connectivity to Open Net, shared access to information stored on CD-ROM, and other Department applications.

**Allied Communications Publication (ACP)**—*One of several publications that regulate the use of allied government transmission facilities. ACPs are identified by a numerical suffix, for example: ACP-127, ACP-131.*

**Alternate Communications Terminal (ACT)**—A TEMPEST or zoned personal computer utilizing the Microsoft Windows New Technology (NT) platform to provide classified or unclassified record traffic to posts without an Information Management Specialist position.

***Also Pass—****A telegraphic attention indicator that indicates to a relay post that it is an addressee and has relay responsibilities.*

**Anti-Virus**—A software application used to detect and eradicate computer viruses.

**Architecture**—An integrated framework for evolving or maintaining existing information technology, and acquiring new information technology, to achieve the Department's strategic goals and information resources management goals. Also, the structure and relationships among the components of a computer program or system. Architecture may include the interface with the program or system's operational environment.

***Attention Indicator****—A telegraphic handling instruction that appears after a caption, if any, and indicates who at the addressee post should receive a telegram.*

**Authorizing Officer**—The officer who has releasing authority for the

transmission of an official telegram. *A telegram must not* be transmitted without proper authorization of the releasing authority.

**Bandwidth**—*The amount of data that can be passed along a communications channel in a given period of time.*

***Black Router Network (BRN)**—An Internet Protocol (IP)-based communications network. Multiple users can share a single BRN aggregate line. "Black" means the signal is bulk encrypted. See red/black concept for further definition.*

**Body**—The substantive part of a telegram containing the developed message or report the originator desires to communicate.

**Broadband**—A communication channel *in which the bandwidth can be divided and shared by multiple simultaneous signals; such as for voice, data, or video.*

**Break (BT)**—A procedure sign in an ACP-formatted telegram that separates the heading from the text and the text from the end of the telegram.

***CableXpress (CX)**—A Lotus Notes-based software package designed to handle electronic transmission, generation, and receipt of telegraphic traffic for posts' users and domestic users in the Department of State.*

**Call Accounting**—The process by which call detail records for specific or groups of telephone extensions are collected and recorded for billing and traffic monitoring purposes.

**Call Sign**—Any combination of characters that identify a communications facility, command, authority, activity, or unit, used primarily for establishing and maintaining communication.

***Caption**—A handling or distribution instruction that is listed before any other handling instructions in the telegram text, as defined by ACP-127. A caption denotes the special nature of, or limits the distribution of, a telegram.*

**Carrier**—The company or facility that transmits data signals. Also, a wave suitable for modulation by an information-bearing signal to be transmitted over a communication system.

**Central Office of Record (COR)**—The office of a Federal department or agency that keeps records of accountable communications security (COMSEC) material held by elements subject to its oversight.

**Channel**—An electrical path over which transmission can be made from one station to another.

**Channel Check**—A service telegram exchanged between two connected transmission facilities to ensure channel continuity.

**Channel Sequence Number (CSN)**—A numerical identifier starting with 000 and running consecutively to 999 on low volume circuits and 0000 consecutively to 9999 on high volume circuits, between two posts over a dedicated line.

**Circuit**—The complete path between two terminals over which one-way or two-way communications may be provided.

**Classified Local Area Network (C-LAN)**—An assembly of member terminals in a Department facility or mission that can establish and maintain a secure communications link between any two of the member terminals. Basic C-LAN functions include: telegram transmission and receipt at the desktop; telegram retrieval from storage databases; e-mail exchange with other C-LAN network subscribers; and word-processing.

***Collective**—A listing of several posts and/or activities grouped for a specific purpose or type of telegraphic traffic. There are two types of collectives: Department originated, to which only the activities or bureaus within the Department may originate telegraphic traffic; and field originated, to which any member of that particular collective may originate a telegram. Posts that are not in a collective may not send telegrams to that particular collective. Military addressees are not authorized to use collectives.*

**Collective Address**—An address group that represents two or more posts, commands, authorities, activities, units, or combination thereof, including the commander of the organization or group and all subordinate commanders therein.

***Combined Bureau Processing Center (CBPC)**—A classified network operations center that provides a centralized connection between bureaus, as well as a hub to posts abroad supporting ClassNet e-mail and CableXpress.*

**Common LAN Outbound Telegram Release (CLOUT)**—A software package that makes it possible to release telegrams electronically from the desktop using existing e-mail systems and network infrastructure.

**Common Transmission Facility (CTF)**—An area within a Department of State facility that houses the terminal equipment used to facilitate all circuits in and out of the facility.

***Communications Security (COMSEC)—**Measures and controls taken to deny unauthorized persons information derived from telecommunications and ensure the authenticity of such telecommunications. COMSEC includes*

*cryptosecurity, transmission security, emission security, and physical security of COMSEC material.*

**Computerized Telephone System (CTS)**—A generic term used to describe any telephone system that uses centralized stored program computer technology to provide switched telephone networking features and services. CTS is referred to commercially as private branch exchange (PBX), private automatic branch exchange (PABX), or electronic private automatic branch exchange (EPABX).

**Concentrator**—In data transmission, a functional unit that permits a common path to handle more data sources than there are channels currently available within the path. Used in black packet switching to provide communication capability between many low-speed, usually asynchronous channels and one or more high speed, usually synchronous channels. Different speeds, codes, and protocols can be accommodated on the low speed side.

**Configuration Management (CM)**—The process of identifying and defining the configuration items in a system, controlling the release and change of these items throughout the system life cycle, recording and reporting the status of configuration items and change requests, and verifying the completeness and correctness of configuration items.

**Controlled Access Area (CAA)**—A specifically designated area within a building where classified information may be handled, stored, discussed, or processed.

**Critic**—A handling symbol and precedence for specially formatted telegrams conveying national security information that must be routed to NSA and then delivered to the highest levels of the U.S. Government as fast as possible.

**Date-Time-Group (DTG)**—Date and time assigned to an outgoing telegram by the telegraphic processor when transmissions are received; the official date of the telegram. A DTG is always expressed in Zulu or GMT time.

***Defense Messaging System (DMS)**—An e-mail-based, unified electronic messaging system created by Department of Defense (DOD) to meet all classified and unclassified messaging requirements.*

**Department of State Publication (DOSPUB)**—A listing of routing indicators and security levels for every post or activity.

**Desktop System**—Typically, personal computer hardware, software, and other peripheral devices, that users have on their desks.

**Diplomatic Telecommunications Service (DTS) Network**—A system of

interconnected secure data and voice circuits supporting foreign affairs agency headquarters in Washington, D.C., and U.S. diplomatic missions abroad. All Department of State telecommunications circuits are integrated into the DTS network.

***Diplomatic Telecommunications Service** – Program Office (DTS-PO)—A program office established by Congress in March 1992 to provide telecommunications services for all U.S. Government activities conducted out of diplomatic and consular establishments abroad.*

***Direct Inward System Access (DISA)**—A feature that allows selected users to remotely access a PBX by dialing a particular gateway number. The PBX will answer and prompt for a security code. Authorized users are able to use selected system resources such as voice mail, internal dialing, and authorized trunk services.*

***Drafting Office(r)**—The office(r) drafting or producing an outgoing telegram.*

**End-Of-Message Indicator (EOM)**—The #, station serial number, two carriage returns, eight line feeds, and four Ns (NNNN) appearing at the end of a telegraphic transmission indicating the end of the transmission.

***Enhanced Alternate Communications Terminal (EACT)—**A Microsoft Outlook application designed for telegram processing and delivery at small posts without full-time IM presence. Central server functions are performed by technicians in the Main State Messaging Center (MSMC).*

**FLASH**—The highest precedence designation, reserved for the most urgent telegrams containing information vitally affecting the conduct of foreign relations and requiring instant attention by the addressee, regardless of the time of day or night.

**Format Line**—A single line or grouping of alphanumeric characters that refers to a transmission function(s), accountability, security*, or text* in a telegram.

**Garble**—An error in transmission, reception, or encryption that renders a message or portion thereof incorrect or indecipherable.

**Government Emergency Telecommunications Service (GETS)**—A telephone network developed under White House tasking to provide enhanced caller capabilities for National Security/Emergency Preparedness (NS/EP) calls. GETS is administered by the Defense Information Systems Agency with service accorded to National Security Council member agencies.

***Greenwich Mean Time (GMT)**—Mean solar time for the zero or prime*

*meridian at Greenwich, England, used as a basis for calculating time for most of the world. GMT or Zulu (see definition below) is the time used in telegraphic processor clocks.*

**Handling Instructions**—A generic term for the acronyms and phrases preceding the body of a telegram to define dissemination at addressee posts. Handling instructions are categorized as captions, attention *indicators*, or passing instructions.

**Handling Symbol**—In the context of telegraphic processing, any one of three words that defines a unique telegraphic handling *procedure:* CRITIC, NIACT, or POUCH.

***Heading**—The part of an ACP127-formatted telegram that precedes the text and controls the transmission, security, and accountability of telegrams between the originator and addressee posts.*

**IMMEDIATE**—A precedence designator restricted to telegrams of such urgency as to require immediate attention or action during normal duty hours. Immediate telegrams are not urgent enough to require attention after regular duty hours, holidays, or weekends.

**Inform Consuls**—A passing instruction used in collective address telegrams to request posts with regional responsibilities to forward the telegram or the information therein to constituent posts.

***Information Addressee—**The post, activity, unit, or command to which a telegram is directed for information by the originator.*

**International Direct Distance Dialing (ID3)**—A tariffed service to assess telephone charges for long-distance international calls. The Department uses a commercial ID3 long-distance service, and callers dial a special access number to access commercial trunks.

***Information Management (IM)**—IM is the term used to identify all information technology assets, issues, operations, and personnel at posts abroad that are funded by the geographic bureaus or, for international organizations, the IO Bureau.*

**International Telegraph and Telephone Consultative Committee (CCITT)**—*A committee chartered* by the International Telecommunications Union (ITU) to study and issue recommendations on technical, operating, and tariff questions relating to telegraphy and telephony. *(Replaced by the ITU Telecommunication Standardization Sector – ITU-T in 1993.)*

**Information Programs Center (IPC)**—The transmission facility at a post abroad responsible for secure command and control messaging systems and

other assigned telecommunications duties.

***Information Resource Management Bureau (IRM)****—IRM is the functional bureau within the Department of State that manages and sets policy for all information technology issues.*

**Information Systems Center (ISC)**—The office responsible for unclassified computer systems or networks at posts abroad.

**Information Technical Center (ITC)**—The office at posts abroad responsible for the technical portion of the transmission facility.

**Information Technology (IT)**—Any equipment, *software, firmware,* or interconnected system of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information.

**Integrated Services Digital Network (ISDN)**—A telecommunications standard that can integrate data, voice, and video signals over a digital telephone line.

**International Voice Gateway (IVG)**—An international telephone network administered by DTS-PO directly linking Washington foreign affairs agency headquarters with field offices abroad via dedicated voice circuitry. The IVG Network also provides connectivity to the *Department of State's* Public Switched Telephone Network (PSTN) at Beltsville, MD.

**Isolator**—A device that inserts a break in the normal hard-wire conduction path that exists in a normal telecommunications medium. An isolator provides a temporary communications channel across that break without establishing an end-to-end metallic connection.

**Joint Army, Navy, Air Force Publication (JANAP)**—Provides official information and instructions for specialized phases of military communications in a U.S. Government facility.

**Julian Date**—The number that corresponds to the chronological day of the year. The first day of the year is 001, the second 002, and the last day of the year is 365 (366 in Leap Years). Appears on Format Line 3 after the sending station routing identifier and station serial number.

***Key Management****—The supervision and control of the process whereby encryption keying material, including fortezza type certificates, is generated, stored, protected, transferred, loaded, used, and destroyed.*

**Leased Line**—A direct electrical connection between two points leased from

a commercial company to provide exclusive use and operation by the lessee.

**Local Area Network (LAN)**—*A system that links together electronic office equipment, such as computers, servers, and peripheral equipment, and forms a network within an office or building.*

***Metropolitan Area Network (MAN)**—A data network intended to serve an area the size of a large city.*

**Message Continuity Number (MCN)**—A number assigned by the Department of State telegraphic processors to track the continuity of telegraphic correspondence between originating and receiving stations. MCNs recycle from 0001 to 9999. The length of time it takes for a series to recycle depends on the telegraphic traffic volume between two posts.

***Message Reference Number (MRN)**—The official identification of a telegram originated at Department transmission facilities. The MRN consists of the post location and the next number in a sequential series. The number series is reset to one (0001) on January 1 each year. When referring to an MRN from a previous year, precede it with the two-digit year.*

**Minimize**—A telegraphic communications term signifying that non-urgent, nonessential message traffic must be curtailed or reduced to a post that does not possess the means to process a normal telegraphic workload. All *telegraphic* traffic being sent to a post that is in minimize must contain the phrase "MINIMIZE CONSIDERED" as the last item of text, prior to the signature.

**Multiplexer (MUX)**—A data communications device that combines inputs from two or more terminals, computer ports, or other multiplexers, and transmits the combined data stream over a single high-speed channel. At the receiving end, the data stream is demultiplexed, either by another multiplexer or by computer software programs.

**National Communications System (NCS)**—Interagency body of member agencies that organizes the federal telecommunications resources needed to support the United States in times of national emergency and develops Federal standards to ensure interoperability of U.S. Government telecommunications networks.

***Network**—An assembly of member terminals, control facilities, and intercommunication facilities that can establish and maintain a communications link between any two of the member terminals.*

**NIACT**—A handling symbol used in conjunction with the IMMEDIATE precedence designator to indicate that a telegram requires immediate attention or action by the addressee regardless of the time of day or night.

NIACT is an acronym for "night action required."

***NOFORN (NF)**—Not Releasable to Foreign Nationals. Warning notice on classified or administratively controlled documents to alert the reader that handling and releasing of the information is restricted to appropriately cleared U.S. citizens. See 12 FAM 529.11 for more information on NOFORN.*

**NOTAL**—A term used in a multiple-address telegram, located on the reference line, placed after the referenced MRN to indicate the reference was not sent to all addressees of the telegram. NOTAL is an acronym for "not to all."

**Off-line**—Equipment not connected to a central system or a condition in which a user, *terminal,* or other device is not actively transmitting data.

**On-line**—A method of transmission by which signals from telecommunications equipment are passed directly to a channel/circuit to automatically operate compatible equipment at one or more distant stations.

**Open Number**—A channel sequence number (CSN) for which a transmission bearing a corresponding number has not been received.

**OpenNet**—*The Department of State's* Sensitive But Unclassified (SBU) Wide Area Network (WAN) interconnecting the Department's domestic facilities and the missions abroad. OpenNet uses the DTS-provided circuits, *leased lines,* and public dial-up switch networks.

**OpenNet Plus**—OpenNet with Internet accessibility.

**Operating Signal (opsign)**—A three-letter code (Q or Z signal) conveying orders, instructions, requests, *reports,* and information to facilitate communications via telegraphic or radio systems.

**Operating System**—Software that controls the execution of computer programs and that provides any of the following services: scheduling, debugging, input/output control, accounting, compilation, storage *assignment,* or data management.

**Originator**—The post or activity that originates a message.

***Personal Area Network (PAN)**—A computer network or equipment used close to one's person, for example: PDAs, pocket PCs, wearable computers.*

**PASS**—In a telegram, a handling instruction requiring a post with regional responsibilities to relay the telegram to constituent posts designated in the telegram.

**Private Branch Exchange (PBX)**—A private telephone exchange that provides on-premises dial service and may provide connections to local and trunked communications networks. It is based on centralized stored program computer technology that provides switched telephone networking features and services.

**Post Communications Center (PCC)**—*The area or offices at posts abroad that provide telecommunications services; normally consists of both the IPC and the ITC.*

**Phonetic Alphabet**—A list of standard words used to identify letters of the alphabet in *oral* communications.

**Pilot**—Instructions appearing in ACP Format Line 1 of a telegram relating to the transmission or handling of that message.

***Plain Language (Plain Text)****—The clear, understandable text underlying encrypted text.*

**Platform**—The foundation technology of a computer system. Typically, a specific combination of hardware and operating system.

**Pouch**—Used generally to describe the diplomatic correspondence and privileged mail facilities of the Department of State; specifically the sealed bag in which diplomatic correspondence and mail is carried. Also, a telegraphic handling symbol indicating those posts that will receive copies of a telegram in the diplomatic pouch instead of an electronic transmission.

**Precedence**—A designation assigned to a telegram by the drafter to indicate to communications personnel the relative order and degree of urgency required in processing and dispatching a telegram, and to the addressee the order in which the message is to be noted.

**Precedence Procedure Sign (Precedence Prosign)**—Single or double-letter combination used in the heading of a telegram to indicate the precedence assigned to a *message:*

**Z-FLASH**

**O-IMMEDIATE or NIACT IMMEDIATE**

**P-PRIORITY**

**R-ROUTINE**

**PRIORITY**—A precedence designator used for messages requiring rapid action and prompt delivery and which must be delivered before routine

traffic.

**Procedure Sign (Prosign)**—In Allied Communications Publication (ACP) telegraphic format one or more letters, *characters, or combinations thereof* used to facilitate communication by conveying in a condensed form frequently used orders, instructions, requests, and information related to telegraphic communications.

**Protect**—The responsibility of a regional post to safeguard message traffic of posts within its jurisdiction and to insure that those posts receive message traffic.

***Post, Telephone, and Telegraph (PTT)***—A generic term for government-operated common carriers in countries outside the United States, e.g., General Post Office in the United Kingdom, Bundespost in Germany, and Nippon Telephone and Telegraph Public Corporation in Japan.

**Q Signal**—An operating signal used in U.S. and allied communications procedures (ACP-131) composed of a three-letter combination beginning with the letter Q.

**Red/Black Concept**—Red indicates data prior to encryption or after decryption. Black indicates data that has been encrypted or before decryption.

**Routing Indicator (RI)**—A group of letters identifying a station within a telegraphic network to facilitate routing of traffic.

**ROUTINE**—A precedence designator used for all telegrams not sufficiently urgent to justify a higher precedence designator.

**Routing Line**—Format Line 2 that contains the routing indicator(s) of the station(s) to which a transmission is routed.

**Routing Line Segregation**—*Alteration to* Format Line 2 as the message passes through relay stations, so that only those routing indicators pertinent to the onward transmission are present in FL-2.

***Section Telegram**—A Department telegram exceeding 110 lines of type, from heading through end of message functions, that is divided into sections to facilitate transmission.*

**Security Warning**—An ACP operating signal appearing on Format Line 4 *and* used to prevent the transmission of classified telegrams in plain language over nonsecure circuits/channels.

***Sensitive But Unclassified (SBU)**—Information which warrants a degree*

*of protection and administrative control that meets the criteria for exemption from public disclosure set forth under Sections 552 and 552a of Title 5, United States Code: the Freedom of Information Act and the Privacy Act. See 12 FAM 540 for more details on SBU.*

***Service Message (SVC)**—An abbreviated, telegraphic exchange between communications personnel regarding telegram transmission or circuit conditions.*

***Signature**—Last name of the Secretary of State, or designate, for the Department, or the principal officer of the post or activity originating the telegram. Not used on Department of Defense-originated messages.*

**Standards**—*Established bases* of performance used to determine quality and acceptability. As applied to information technology, standards characteristically address the implementation of technical and operating functions and interfaces between equipment, between software packages, and between equipment and software packages. Standards become rules when an appropriate authority so determines.

***Start of Message indicator (SOM)**—The letters ZCZC on ACP Format Line 1 indicating the start of a telegram. Activates automatic switching equipment at network control centers. Is preceded by the letter V, which indicates the start of the transmission function.*

**Start of transmission function**—The letter V immediately preceding the SOM (ZCZC) on messages passing into or through automatic switching systems.

***State Messaging and Archive Retrieval Toolset (SMART)**—A simple, secure, and user-driven system to support the conduct of diplomacy through modern messaging, dynamic archiving, and information sharing.*

***State Telecommunications Alternate Relay System (STARS)**—The primary relay system for all record traffic for the Department of State and related foreign affairs agencies. Located at SA-26, Beltsville, MD.*

***Station**—The communications facility at a post or activity capable of transmitting and receiving telegrams.*

***Station Serial Number (SSN)**—A four-digit number on Format Line 3 matching the end of message (EOM) validation number to indicate the telegram is a complete telegram.*

***Strategic Plan**—A plan that serves as a framework for long-term (more than five years) decisions or for securing support/approval. It provides a basis for more detailed planning; explains the business to others in order to*

*inform, motivate, and involve; and assists benchmarking and performance monitoring. It also stimulates change and becomes a building block for the next plan.*

**Suspected duplicate (dupe)**—A term used to describe a telegram that may have been transmitted previously.

**Systems Integrity**—Systems integrity applies and provides resources and procedures to prevent unauthorized access to Department information and to ensure data *integrity.*

***Tactical*** **Plan**—Based on the "Department of State Information Technology Tactical Plan," and in the context of the management of the Federal information processing resources, identifies the tasks necessary to accomplish individual information resource management activities throughout the Department (typically over a one-to-two-year period).

***Technology Safeguards****—Defensive counterintelligence methods and techniques that are applied to equipment to counter potential hostile threats.*

***Telecommunications****—The science and technology of communication at a distance by electronic transmission of impulses, as by telegram, telephone, radio, or television. The electronic systems used in transmitting messages, as by telegram, telephone, radio, or television.*

**Telegram**—In general, a written message composed in an exact format, converted by a telegraphic processor into an electronic signal and transmitted via circuitry to a receiving station. A Department of State telegram conveys official information about Department policy, program activities, posts *operations,* or personnel management.

**Telephone**—A voice terminal that, regardless of what other functions it performs, is a member terminal of a telephone network and accomplishes all the incoming and outgoing signaling and voice interfacing necessary for operations in that network.

***Telephone Security Group (TSG)****—The primary technical and policy resource in the U.S. intelligence community for all aspects of technical surveillance countermeasures programs involving telephone systems.*

***TEMPEST****—An unclassified short term referring to investigations and studies of acoustical electromagnetic energy unintentionally emitted by any of a great number of sources within areas in which national security information is processed.*

**Terminal Equipment Replacement Program, Revision 5 (TERP V)**—The personal computer-based configuration used by the Department to process

telegraphic messages sent via the Diplomatic Telecommunications Service Network. TERP V uses *an Intelligent Communications Adapter* configured as a front-end processor to interface with the DTS network, asynchronous serial devices, a UNIX-based operating system, and a customized telegraphic processing application.

**Text**—In a telegraphic message, the text is Format Line 12 and includes all the information between the BTs on FL-11 and FL-13, declassification instructions, TAGS, subject line, captions, attention *indicators,* and the body of the message.

**Time of Transmission**—Also referred to as time of file, the date and time a telegram is actually transmitted from a telegraphic processor through the telegraphic circuit.

**Tracer Action**—Action initiated by the originator of a telegram to determine the reason for nondelivery or inordinate delay.

***Traffic****—All messages transmitted and received. Can be applied to data transmissions such as telegrams, or voice transmissions such as radio communications.*

**Transmission Format**—For the purposes of this document, text that has been prepared for transmission by Department of State telegraphic processing software.

**Transmission Identification**—The start-of-message function, start-of-message indicator, and channel sequence number that *identify* a transmission from one station to the next in the relay route.

**Transmission Section**—One of two or more portions of a long telegram, each of which is transmitted separately. All transmission sections in ACP format use the same date-time group; Department sections also use the same MRN.

**Tributary Station**—A station electronically connected to a relay network, but normally having no relay responsibility.

**Voice Terminal**—A generic term describing any device that, regardless of whatever other functions it performs, provides an intentional transmit and/or receive interface between a human talker and/or listener and an electric or electronic communications system. All voice terminals contain transducers; a microphone is necessary for transmitting; a speaker is necessary for receiving.

**Washington Interagency Telecommunications System (WITS)**—A network of GSA owned and operated PBXs that provide telecommunications

services within the Washington, DC, Metropolitan area to U.S. Government agencies on a time and materials contract basis.

***Wide Area Network (WAN)****—A computer network covering multiple buildings, often across the world, such as the Internet, or, in the Department context, OpenNet and ClassNet.*

**Wireless Communications**—Radio, cellular telephone, personal digital assistant (PDA), and satellite communications, including Tactical Satellite (TACSAT) and International Maritime Satellite (INMARSAT).

***Z Signal****—An operating signal used in U.S. and allied communications procedures (ACP-131) and composed of a three-letter combination beginning with the letter Z.*

***Zulu Time****—Phonetic for zone Z time. Military time has 24 zones lettered "A" thru "Z", except for "I" and "O." "Z" or Zulu time is the time in zone "Z" and is used in date-time-groups (DTG); it corresponds to Greenwich Mean Time (GMT); see definition above.*

# 5 FAH-2 H-115 THROUGH H-119 UNASSIGNED

# 5 FAH-2 H-113 EXHIBIT H-113 STANDARD OPERATING PROCEDURES FOR COMMUNICATIONS CENTERS

*(TL:TEL-11; 07-19-2004)*
*(Uniform State/USAID)*

*IM* personnel at posts and in the Department communications center should maintain Standard Operating Procedures (SOP) with *detailed* descriptions of site-specific procedures and activities. *SOPs may contain brief operating instructions of IM equipment; equipment user manuals containing detailed operating instructions must be available.* The SOP should include, but is not limited to, the following topics:

(1) List of personnel authorized entry to the Information Programs Center (IPC) at posts abroad or the domestic communications center (required by 5 FAH-6);

(2) Emergency contact information for key personnel;

(3) *Roles and responsibilities of IPC personnel;*

(4) *Hours and days of operation. A list of local and U.S. holidays for the current year—confirm that post has sent a list of local holidays for the year and that all relay and connected posts were included in the telegram (it is not necessary to send a notice of closure for each local holiday or other local closure of IPC);*

(5) After-hours operating procedures;

(6) Procedures for handling CRITIC, FLASH, *NIACT IMMEDIATE,* and IMMEDIATE telegrams;

*(7) List of telegram-authorizing officers, including samples of initials and signatures; procedures for clearing and approving electronic submissions;*

*(8)* Authorized classification level for secure circuits;

*(9)* Emergency destruction procedures (required by 5 FAH-6);

*(10) Emergency power circuit configurations and equipment operations;*

*(11)* Description of the telegraphic circuit, alternate-route procedures,

and points-of-contact for post, telephone, and telegraph technical staff (if applicable);

*(12)* Relay procedures (if applicable at the location);

*(13) Required IM reports and deadlines;*

*(14)* Procedures for two-person integrity cryptographic controls;

*(15)* Descriptions of telephone, radio systems, and digital networks;

*(16) Summaries of equipment operating procedures. Equipment operator's manuals for all equipment should be available;*

*(17)* Handling procedures for Top Secret, captioned and special category telegrams;

*(18)* Additional instructions essential to telecommunications operations*;*

*(19)* Reporting procedures for information security incidents*; and*

*(20) List of reference materials, locations of manuals, and instructions and useful Web page URLs.*