

5 FAH-2 H-600 MANAGING TELEPHONE NETWORKS

5 FAH-2 H-610 TELEPHONE COMMUNICATION

(CT:TEL-27; 03-26-2008)
(Office of Origin: IRM/BPC/PRG)

5 FAH-2 H-611 TELEPHONE TERMS

(CT:TEL-27; 03-26-2008)
(Uniform all agencies)

- a. Nonsecure telephone circuitry and equipment carry voice and data signals and must be used only for unclassified communication. *Nonsecure telephones equipped with less than National Security Agency (NSA) Type One encryption are only approved for unclassified use (see National Security Telecommunications and Information Systems Security Instruction (NSTISSI #4009)).*
- b. Secure *voice* equipment (SVE) encrypts and decrypts signals between units sharing a common cryptographic key.
- c. A secure facsimile machine is certified to meet electronic emanation standards and *interfaces with a SVE that encrypts* data. Secure facsimile machines may or may not require TEMPEST protection (see 12 FAH-6 H-311 through H-314 *(classified)*).
- d. *Voice Over Internet Protocol (VoIP) is a method for taking audio signals and converting them into a digital format that can be transmitted over the Internet or U.S. Government networks. VoIP may only utilize U.S. Government networks, on point-to-point (see 12 FAH-6 H-551 (classified) and 06 State 0951).*
- e. *Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended, requires Federal agencies to comply with broad new electronic and information technology access standards for individuals with disabilities. The law requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, individuals with disabilities shall be given access that is comparable to the access for individuals without disabilities. Section 508 telephone equipment currently approved by the Countermeasures Program Division of the Bureau of Diplomatic*

Security (DS/ST/CMP) for individuals with special needs is available and shall be requested by the information management officer (IMO) from the Foreign Posts Telephone Branch of the Bureau of Information Resource Management (IRM/OPS/ITI/LWS/FPT), the Technical Surveillance Counterintelligence Branch (DS/CMP/TSC), and the Office of Employee Relations of the Bureau of Human Resources (HR/ER).

5 FAH-2 H-612 RESPONSIBILITIES

5 FAH-2 H-612.1 National Telecommunications Security Working Group (NTSWG)

*(CT:TEL-27; 03-26-2008)
(Uniform all agencies)*

- a. The National Telecommunications Security Working Group (NTSWG), formerly known as the Telephone Security Group (TSG), is a joint working group of the Committee on National Security Systems (CNSS), which was established under E.O. 13231 to protect National Security Systems.*
- b. The NTSWG-issued "standards" constitute the primary technical and policy resource for all aspects of the Technical Surveillance Countermeasures (TSCM) Program within the U.S. Intelligence Community. Regulations for Department telephone implementations derive from the NTSWG standards (see 12 FAH-6 H-550 (classified)).*
- c. Only Department-approved telephone systems NTSWG-approved instruments are to be used in controlled access areas (CAAs) (see 5 FAM 525.4).*

5 FAH-2 H-612.2 LAN/WAN Services Division, Foreign Posts Telephone Branch (IRM/OPS/ITI/LWS/FPT)

*(CT:TEL-27; 03-26-2008)
(Uniform all agencies)*

IRM/OPS/ITI/LWS/FPT oversees the procurement, installation, configuration and maintenance of all Department telephone projects and issues for U.S. missions abroad. IRM/OPS/ITI/LWS/FPT is the primary point of contact between missions abroad and equipment manufacturers and vendors.

5 FAH-2 H-612.3 Regional Information Management Center (RIMC)

(CT:TEL-27; 03-26-2008)

(Uniform State/USAID)

The RIMC provides telephone management guidance to posts within its jurisdiction. In other cases, the *Information Management Technical Specialist/Telephone (IMTS/T)* may not be physically onsite *for a new installation and may be consulted to provide technical guidance to onsite information program center (IPC)* personnel. RIMC technicians repair and program telephone systems, instruct post personnel in maintaining and programming their systems, and provide detailed price and ordering information for telephone parts and peripherals.

5 FAH-2 H-612.4 Information Program Center (IPC)

(CT:TEL-27; 03-26-2008)

(Uniform all agencies)

IPC personnel ensure that post telephone systems comply with the standards and prohibitions described in this *subchapter*. IPC personnel install telephone instruments, update programming, supervise the *locally employed staff (LES)* telephone technician (if present at post), *liaise with local post telephone telegraph (PTT) and local exchange carrier (LEC) personnel* and coordinate visits from RIMC technicians. *The IPC must have at least one staff member* who is knowledgeable about the various components of post's telephone system and trained on the private branch exchange (PBX) *and cognizant of the requirements of 12 FAH-6 H-550 (classified)*. In addition, this individual *must* be knowledgeable about:

- (1) The LEC or PTT;
- (2) *The telecommunications service entrance facility (TSEF) and main terminal space (MTS);*
- (3) *The* cross connect fields;
- (4) *The* telecommunication closets;
- (5) Main distribution frames (MDF);
- (6) Intermediate distribution frames (IDF);
- (7) *The* number and type of telephone trunk lines;
- (8) *The* number of extensions; and
- (9) *The available* capacity for expanding the system.

5 FAH-2 H-613 VOICE OVER INTERNET

PROTOCOL (VOIP) INFORMATION

(CT:TEL-27; 03-26-2008)
(Uniform all agencies)

- a. The Foreign Post Telephone Branch (IRM/OPS/ITI/LWS/FPT), in collaboration with the Countermeasures Program Division of the Office of Security Technology (DS/ST/CMP) and the Information Technology Infrastructure Office (IRM/OPS/ITI), has developed a checklist to assist post in establishing VoIP in compliance with 12 FAH-6 H-551 (classified).*
- b. For non-secure telephone VoIP information, see the Foreign Post Telephone Web site.*

5 FAH-2 H-614 THROUGH H-619 UNASSIGNED