

CHAPTER 1. TELECOMMUNICATIONS

Section 1. Introduction

- 1-1. PURPOSE. This Handbook provides policies and practices governing the management, utilization and acquisition of telecommunications services and facilities for the Department of Housing and Urban Development (HUD) and also provides employees responsible for telecommunications services with an easy reference.
- 1-2. GOVERNING LAWS AND REGULATIONS. The Federal regulations and policies governing the management of telecommunications services are prescribed by the Office of Management and Budget (OMB), General Services Administration (GSA), General Accounting Office (GAO), and the National Telecommunications and Information Administration (NTIA). The basic laws and regulations are contained in 41 CFR 101-37.
- 1-3. APPLICABILITY. All policies and practices cited in this Handbook apply, without exception, to all organizational components and employees of this Department.
- 1-4. RESPONSIBILITIES FOR MANAGEMENT.
- a. The Secretary has, by virtue of 42 USC 3531 , Section (d), assigned responsibility for management of telecommunications to the Assistant Secretary for Administration.
 - b. The Assistant Secretary for Administration, in accordance with Handbook 1150.1, Organization: Assistant Secretary for Administration, has assigned the responsibility for management of the Department's telecommunications programs to the Director, Office of Administrative and Management Services, Headquarters. The responsibility for management of data communications programs is assigned to the Office of Information Policies and Systems.
 - (1) The Communications and Space Management Division is responsible to the Director, Office of Administrative and Management Services for developing Departmental policy with respect to the management of telecommunications programs; providing technical assistance to the Regional Offices; and conducting Departmentwide operations relating to communications management. The Communications Management Branch oversees Departmentwide operations relating to the use of facsimile,

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- (1-4) teletype, long-line, and telephone communication systems including the coordination and installation of data facilities for nationwide networks, radio frequency; provides assistance on special

communications problems; maintains liaison with GSA and other Federal agencies and industry concerned with communications; and evaluates Field Office communications systems.

- (2) The Communications Management Branch is responsible for the coordination of Headquarters telephone services in compliance with this Handbook and other Federal regulations. The Branch provides technical assistance relative to voice communications installations or changes as requested by Headquarters' Administrative Officers.
- c. The Regional Administrator is assigned Regionwide responsibility for telecommunications management.
- (1) The Director, Office of Regional Administration, is responsible to the Regional Administrator for the supervision of all Field Office telecommunications operations. This includes responsibility for ensuring that procurements, management, and utilization meet the needs of Regionwide offices at the lowest overall cost to the Government.
 - (2) The Regional Administrative Services Division is responsible to the Director, Office of Regional Administration for analyzing and processing telecommunications service requests, ordering local telephone services, maintaining records and reports, conducting Regional utilization surveys and inventories. This responsibility also includes the supervision of record communications services, certification of long-distance and other telecommunications invoices and overseeing respective Field telecommunications operations.

1.5. DEFINITIONS OF TELECOMMUNICATIONS SERVICES.

- a. Telecommunications Service. Telecommunications services includes, without limitation, the transmission, emission, or reception of signals, signs, writing, images, sounds, or intelligence of any nature, by wire, radio, visual, or other electrical or electromagnetic means.

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- (1-5) b. Telecommunications Facilities. Telecommunications facilities include equipment used for such modes of transmission as telephone, telegraph, teletypewriter, facsimile, telephotograph, radio, audio, video and such ancillary items as communications security facilities and distribution systems.
 - c. Data Communications. Any technique of automated data processing which makes direct use of data transmission via switched or long-distance nonswitched telecommunication

facilities.

- d. Data Processing. "Data processing" is the use of a computer for the processing of information as distinguished from circuit or message-switching. "Processing" involves the use of the computer for operations which include the functions of storing, retrieving, sorting, merging, and calculating data according to programmed instructions (47 CFR 64.702).

Section 2. Major Changes and New Installations

1-6. DESCRIPTION OF MAJOR CHANGES. The purchasing or contracting for any facilities or services shown below must be reviewed and approved prior to installation in accordance with paragraph 1-7.

a. Telephone Service

- (1) Installation or removal of one or more telephone switchboard positions involving existing services.
- (2) Installation, relocation, or removal of dial private branch exchange systems (PBX); installation or participation in a conversion to Centrex services.
- (3) Installation or relocation of foreign exchange or intercity voice facilities, including wide area telephone service (WATS).
- (4) Installation of remote call forwarding services or other call collect services.
- (5) Installation of automatic call distribution systems and/or call sequencing devices.

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- (1-6) (6) Installation, relocation, replacement, or removal of ten or more individual business lines (non-FTS).
 - (7) Installation of private lines (PL), code-a-phones, and electronic-type automatic dialer equipment.

b. Security Service

Installation, relocation, or removal of communications security (CRYPTO) equipment.

c. Data Transmission Service

Installation or relocation of data transmission facilities and/or terminals.

d. Record Communications Service

- (1) Installation, relocation, or removal of teletypewriter, facsimile, data or other type of telegraph grade services and terminal equipment, including TWX, TELEX, Western Union, and GSA Advanced Record System (ARS).
- (2) Installation or relocation of word processing facilities and/or terminals used for record communications via ARS.

e. Radio Service

- (1) Negotiation of allocation and assignment of radio frequencies through the Interdepartmental Radio Advisory Committee (IRAC) representative.
- (2) Installation, relocation, or removal of two-way radio systems and/or use of Government radio frequencies.

1-7. ACQUISITIONS. Offices considering major changes in telecommunications facilities or the installation of new facilities, as described in Paragraph 1-6, must submit requirements on a Request for Telecommunications Services, form HUD 505, (See Appendix 4) to the appropriate organization below prior to initiating any change or acquisition action. Should a request be disapproved, the requesting office shall not make arrangements to effect the disapproved request.

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- (1-7) a. Requests for telephone, security, record or radio services shall be approved by the Director, Office of Administrative and Management Services.
 - b. Requests for data communications shall be approved by the Director, Office of Information Policies and Systems.
 - c. Request for Word Processing terminals used in conjunction for communications purposes shall be reviewed and approved by the Office of Information Policies and Systems prior to approval by the Office of Administrative and Management Services.

1-8. CHANGES TO FEDERAL TELECOMMUNICATIONS SYSTEM (FTS).

- a. Major changes to any element of the FTS must be approved by the Director, Office of Administrative and Management Services and GSA. Requests must be submitted in accordance with Paragraph 1-7.
- b. Minor changes to FTS, not herein defined or not defined within 41 CFR 101-37 as major changes, may be made by the Communications Management Branch or Regional Administrative Services Divisions.

1-9. CHANGES TO OTHER THAN FTS. Requests for major changes in

telecommunications facilities (non-FTS) or the installation of new facilities (non-FTS) must be approved as outlined in paragraph 1-7. All requests must be submitted as far in advance as possible. A 20-workday interval is required by GSA for clearance in addition to installation time. Forward complete documentation of the proposed change to expedite clearance and approval. Include present cost, proposed system costs, explanation of the change, the need for such change, and, if appropriate, sketches or drawings. Offices requiring assistance in defining and preparing requirements should contact the Communications Management Branch as soon as a need is identified.

1-10. RESERVED.

Section 3. Reports

1-11. RESERVED