

5 FAH-2 H-640 INTERNATIONAL VOICE GATEWAY

(TL:TEL-2; 05-23-2002)

5 FAH-2 H-641 DESCRIPTION

(TL:TEL-2; 05-23-2002)

(Uniform all agencies)

The International Voice Gateway (IVG) is a private international telephone network directly linking the Department of State with posts abroad. DTS-PO established the network to provide a cost-effective, U.S. Government-controlled and switched telephone service for foreign affairs agencies. The central switch at the Network Operations Center in Beltsville provides dial tone and switching for IVG trunks. DTS-PO manages the network and maintains the central switch and circuitry up to the PBX at destination points.

5 FAH-2 H-641.1 IVG Subscriber Selection Criteria

(TL:TEL-2; 05-23-2002)

(Uniform all agencies)

DTS-PO provides IVG channels to new subscribers either as part of a general communications upgrade or as a separate IVG service task. DTS-PO's overall objective in managing the IVG and selecting subscribers is to provide voice service when economically feasible to reduce long distance service expenditures.

5 FAH-2 H-641.2 Initiating IVG Service

(TL:TEL-2; 05-23-2002)

(Uniform all agencies)

- a. DTS-PO offers IVG services at all upgraded posts and, where possible, at posts pending upgrades but with sufficient infrastructure to support IVG service. Although DTS-PO does validate the requirement for IVG service, posts and agencies should perform a thorough benefit cost analysis when determining if and how many voice circuits to purchase. Part of this benefit cost analysis should include coordination with DTS-PO to

determine bandwidth availability and current pricing trends to determine cost of additional bandwidth.

- b. If post or an agency at post desires to obtain an IVG channel, a request must be submitted through the requesting agency headquarters to DTS-PO. Department of State requests, which include ICASS, should be submitted directly to DTS-PO and information to IRM/M/CST/LD/EA. The telegram (ANET TAGS first) should include justification for the request based on the number of agency users, number of individual telephone instruments to have access to the channel, estimated volume of calls to be carried by the channel, and potential savings over using local commercial telephone carriers. It must also contain funding information based upon prior coordination with DTS-PO on current pricing trends.

5 FAH-2 H-641.3 Management Voice Channel

(TL:TEL-2; 05-23-2002)
(State only)

DTS-PO current policy is to provide one no-cost/non-entitlement voice circuit to the primary diplomatic mission in each country (i.e., embassy, USINT, AIT), where possible. This channel should be available to country team members as a command and control link during emergencies or crisis situations, but, otherwise, post should make the channel available to all DTS customers.

5 FAH-2 H-641.4 Additional Voice Channel(s)

(TL:TEL-2; 05-23-2002)
(Uniform all agencies)

Additional IVG channels are the responsibility of posts (ICASS) or agency headquarters. Agencies at posts wishing to fund IVG channels independently of agency headquarters are required to buy IVG channels through the ICASS mechanism at post. Upgrades to the post's PBX are the responsibility of the post.

5 FAH-2 H-641.5 Usage Fees

(TL:TEL-2; 05-23-2002)
(Uniform all agencies)

Intra-IVG network calls do not incur a usage fee. IVG originated calls connected to the PSTN and destined for toll free numbers or the Washington,

DC metropolitan area (including most of 703, 202, 301, and 410 area codes) do not incur a usage fee. IVG originated calls connected to the PSTN and destined for domestic or international long distance requires the use of a calling card.

5 FAH-2 H-641.5-1 Domestic Long Distance IVG Calls

(TL:TEL-2; 05-23-2002)
(Uniform all agencies)

- a. A domestic long distance IVG call is one that originates and terminates in the United States. (All IVG calls, even those placed from embassies abroad, originate in the United States, because the Beltsville switch provides dial tone.) Users must charge all domestic IVG calls to an FTS2001 calling card.
- b. Posts request FTS2001 calling cards telegraphically from their regional bureaus. Regional bureaus order the calling cards from IRM/OPS/ITI/TWD and forward them to posts. Posts should order separate cards for various State offices at the mission, i.e., one for the executive office, one for political, admin, etc. Each post will receive a monthly telecommunications service statement (TSS) with call detail reporting. The TSS will contain itemized billing information for each calling card at post, including card number, number dialed, time and cost of the call.
- c. Non-State agencies at posts should request FTS2001 calling cards from their agency headquarters and will be billed separately based upon the parent agency procedures.

5 FAH-2 H-641.5-2 International IVG Calls

(TL:TEL-2; 05-23-2002)
(Uniform all agencies)

- a. International IVG calls terminate outside the IVG network and outside the U.S. Department of State, IVG users must charge all official international calls to an AT&T ID3 account number.
- b. Posts request AT&T ID3 calling cards telegraphically from their regional bureaus. Regional bureaus order the calling cards from IRM/OPS/ITI/TWD and forward them to posts. Posts should order separate cards for various State offices at the mission, i.e., one for the executive office, one for political, admin, etc. Each post will receive a monthly telecommunications service statement (TSS) with call detail

reporting. The TSS will contain itemized billing information for each calling card at post, including card number, number called, time and cost of the call.

- c. Non-State agencies at posts should request ID3 calling cards from their agency headquarters and will be billed separately based upon the parent agency procedures.

5 FAH-2 H-642 INTERCONNECTIVITY

(TL:TEL-2; 05-23-2002)
(Uniform all agencies)

The IVG network connects the Department's internal telephone system (MAN/WAN) to private branch exchange (PBX) telephone systems at posts abroad. Each post has a unique access number to enable direct PBX-to-PBX dialing. DTS-PO periodically sends telegraphic updates of IVG directories and detailed dialing instructions to all IVG subscribers.

5 FAH-2 H-642.1 Department of State Metropolitan Area Network/Wide Area Network (MAN/WAN) (Voice)

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

The Department's MAN/WAN is a voice network connecting the IVG central switch at Beltsville to the Department, Washington, DC area annexes, and other facilities in Portsmouth, NH, Charleston, SC, and USUN New York.

5 FAH-2 H-642.2 FTS2001

(TL:TEL-2; 05-23-2002)
(Uniform all agencies)

FTS2001 (Federal Telecommunications System) is a dedicated telephone network used exclusively by U.S. Government agencies for official domestic long distance calls, frame relay service, and point-to-point dedicated transmission service. FTS2001 is under GSA contract authority. Agencies may choose one or both vendors for services.

5 FAH-2 H-642.3 International Direct Distance

Dialing (ID3)

(TL:TEL-2; 05-23-2002)
(Uniform all agencies)

ID3 is a tariffed service to assess telephone charges for international long distance calls. The Department uses ID3 international long distance service and AT&T is the international long distance carrier. The ID3 contract provides switched voice service (SVS), switched data service (SDS), and dedicated transmission service (DTS).

5 FAH-2 H-642.4 Washington Interagency Telecommunications System (WITS)

(TL:TEL-2; 05-23-2002)
(Uniform all agencies)

WITS is a network of GSA owned and operated PBXs that provide telecommunications services to U.S. Government agencies in the Washington, DC Metropolitan area on a time and materials contract basis.

5 FAH-2 H-642.5 Government Emergency Telecommunications Service (GETS)

(TL:TEL-2; 05-23-2002)
(State only)

GETS was 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 the 23 National Security Council member agencies.

5 FAH-2 H-642.6 Defense Switched Network (DSN)

(TL:TEL-2; 05-23-2002)
(DOD only)

DSN is a telecommunications network of interconnected PBXs administered by the Department of Defense for use by elements of the armed forces, domestically and abroad.

5 FAH-2 H-643 THROUGH H-649

UNASSIGNED