

**Forest Service Handbook
National Headquarters - Washington Office
Washington, DC**

**Forest Service Handbook 6609.14 – Telecommunications Handbook
Chapter 50 - Voice**

Amendment: 6609.14-1995-1

Effective date: May 26, 1995

Duration: This amendment is effective until superseded or removed.

Approved by: Jack Ward Thomas, Chief

Date approved:

Responsible Staff:

Last Change:

Superseded Document(s): 6609.14, Contents; 6609.14,0 Code Contents; 6609.14,0 Code; 6609.14,10 Contents; 6609.14,10; 6609.14,20 Contents; 6609.14,20; 6609.14,20,Ex.06; ID 6609.14-95-1; 6609.14,30 Contents; 6609.14,30; 6609.14,40 Contents; 6609.14,40; 6609.14,41.3,Ex.01; ID 6609.14-95-2; 6609.14,50 Contents; 6609.14,50; 6609.14,60 Contents; 6609.14,60; 6609.14,80 Contents; ID 6609.14-94-1; Amendment 6609.14-94-2, May 24, 1994; Amendment 6609.14-94-1, May 24, 1994; Amendment 6609.14-91-1, September 3, 1991

Digest: Following is an explanation of the changes throughout the directive by section.

01: Incorporates authorities into FSM 6640.1 and adds cross reference to that section.

02: Incorporates objectives into FSM 6640.2 and adds cross reference to that section.

03 & 04: Establishes code for Policy and Responsibility.

05: Adds the definitions for the terms: Compressed Video Transmission Service (CVTS); Emergency; Frequency Management; Local Access Transport Area (LATA); Local Area Network (LAN); Metropolitan Area Network (MAN); T-1; Telecommunications; Ultra High Frequency (UHF); Very High Frequency (VHF); and, Wide Area Network (WAN);

Removes the definitions for the terms: Answering Device; Answering Service; Auto Dialers; Business Line; DB4; Dedicated Line; Features; Key Telephone System; Operational Plan; Pager

Service; Speakerphone; and, Subsystem. These terms were removed because they are no longer specifically addressed in this handbook.

Revises the term Radio Frequency Authorization (RFA) to Radio Frequency Assignment (RFA) and Voice Mail to Voice Processing to more accurately reflect their application.

06: Removes section on Program Management.

10.3: Removes policy direction from this section and incorporates it in FSM 6640.6-6640.62.

11: Revises caption from Strategic Plan Format to Strategic Plan.

12: Revises caption from Tactical and Operational Plan Format to Tactical Plan.

12.1: Incorporates and revises direction on guidelines (formerly found in section 13.1).

13: Revises caption from Planning to Telecommunications Systems Planning.

13.1: Revises caption from Guidelines to Radio Communications Planning.

13.12: Removes direction on voice communications planning. (This direction is incorporated into section 13.2).

13.13: Removes direction on data communications planning. (This direction is incorporated into section 13.3).

13.2: Incorporates direction on voice communications planning (formerly found in section 13.12).

13.3: Incorporates direction on data communications planning (formerly found in section 13.13).

13.4: Establishes direction on video communications planning.

13.41: Establishes direction on cost analysis.

14: Establishes section for exhibits.

20.42: Revises responsibilities of the Washington Office, Director of Information Systems and Technology to include annual delegation of technical approval authority and thresholds.

20.62: Revises technical approval levels and removes technical approval authority thresholds which has been incorporated into section 20.42.

21.1: Corrects terms in radio frequency assignments section.

22: Revises direction on voice to reflect usage of FTS2000.

22.8: Establishes direction for voice processing.

22.9: Establishes direction for shared voice services.

24: Establishes direction for video conferencing.

25: Incorporates ID 6609.14-95-1, revises exhibit numbering, and adds exhibits on documentation requirements for cost thresholds (ex. 02) and local area network (LAN) requirements (ex. 05).

30.1: Revises and updates authority references.

31: Revises caption from Forest Service Standards to Standards.

31.1: Revises caption from Data Communications to Radio Communications and adds related direction.

31.11-31.14: Establishes pertinent direction on radio communications and incorporates direction formerly provided in sections 31.21-31.24d.

31.2: Revises caption from Radio Communications Equipment to Voice Communications which is reserved for use by field offices for supplementation purposes.

31.21-31.24d: Removes codes and captions concerning radio communications equipment. This direction has been incorporated in sections 31.11-31.14.

31.3: Revises caption from Telephone Equipment to Data Communications and adds related direction.

31.4: Establishes direction on video communications.

40: Incorporates ID 6609.14-95-2.

41: Revises direction throughout on frequency management.

41.3: Revises direction on national frequencies. Changes authorizations listed in exhibit 01.

41.31: Incorporates direction on air safety guard, air tactics, local air, and aeronautical multicom (formerly set forth in sections 41.31a-41.31d).

41.31a-41.31d: Moves direction on air safety guard, air tactics, local air, and aeronautical multicom, formerly found in these sections and incorporates it in section 41.31.

41.32: Revises caption from National Fire Radio Cache to National Incident Radio Support Cache (NIRSC). Incorporates direction on command, tactical I and II, and incident tactical (formerly set forth in sections 41.32a-41.32c).

41.32a-41.32c: Moves direction on command, tactical I and II, and incident tactical formerly found in these sections and incorporates it in section 41.32.

41.34: Revises caption from Incident Air-to-Ground to VHF/AM Aeronautical Band Frequencies.

41.38: Incorporates direction on law enforcement and wildlife telemetry (formerly set forth in sections 41.38a-41.38b).

41.38a-41.38b: Moves direction on law enforcement and wildlife telemetry and incorporates it in section 41.38.

41.4: Clarifies authorization on coordination for additional Continuous Tone-Controlled Squelch System (CTCSS) tones.

41.5: Revises caption from Cooperative Arrangements to Cooperative Communications.

41.6: Revises caption from Call Signs to International Call Signs.

41.77: Adds direction on use of Form FS-6600-4, Initial Report of Radio Interference.

50: Revises the title of Chapter 50 from Telephone to Voice.

51.1-51.3: Incorporates and adds direction on management tools (formerly set forth in section 51).

52.3: Revises caption from Interexchange Carriers (IC) to Services for Employees with Disabilities (formerly set forth in section 52.4). Adds direction to consider equipment and services to assist employees with disabilities in all plans, installations, or system upgrades. Removes direction for ICs previously set forth in this section.

52.4: Revises caption from Services for the Handicapped to Technical Approvals (formerly set forth in section 52.5) and incorporates direction on services for employees with disabilities in section 52.3.

52.5: Removes direction on technical approvals from this section and incorporates it in section 52.4.

53.4: Removes direction on recording (CDR) records from this section and incorporates it in FSM 6642.2.

60: Removes references to DEPNET contract and establishes local area network specifications in support of the Integrated Information Management Program (Project 615).

62: Adds a cross reference to section 52.3 which requires that services be provided for employees with disabilities.

70: Provides guidelines for the implementation of video conferencing, including shared services (sec. 71); issues and concerns (sec. 72); installation and testing (sec. 73); and training (sec. 74).

80: Incorporates ID 6609.14-94-1, with no substantive changes in text.

81.3: Incorporates direction intermediate distribution facility to work station interface in a local area network environment (formerly set forth in section 81.4) to correct coding.

81.4-81.41a: Incorporates direction on backbones (sec. 81.4), Local area network backbones (sec. 81.41), and local area segmentation (sec. 81.41a) (formerly set forth in sections 81.5-81.51a) to correct coding. Moves direction on intermediate distribution facility to a work station interface in a local area network environment from section 81.4 to 81.3.

90: Provides guidelines for the Federal Telecommunications System 2000 (FTS2000) including the service order process (sec. 91), switched voice services (sec. 92), virtual on-net services (sec. 93), packet switched services (sec. 94), acceptance (sec. 95), trouble handling and escalation (sec. 96), and billing hierarchy (sec. 97).

This Handbook is now available electronically in the National Information Center in the same format as the paper copy.

Table of Contents

51 - Management Tools	7
51.1 - Forest Service Systems	7
51.2 - General Services Administration Systems	7
51.3 - Shared Services Systems.....	8
52 - Service Providers	8
52.1 - GSA Provided Telephone Service	8
52.2 - Commercial Telephone Service	8
52.3 - Services for Employees with Disabilities	8
52.4 - Technical Approvals	9
53 - Billing And Inventories	9
53.1 – Purpose	9
53.2 - Telephone Inventory Accounting System (TIAS)	9
53.3 - Certification of Billing.....	9

51 - Management Tools

Most private branch exchanges (PBXs) and key telephone systems (KTSs) have the capability to provide a variety of tools for more efficient management. The tools available to you may vary based on whether it is a Forest Service, General Services Administration, or another agency's system (under a shared services arrangement).

51.1 - Forest Service Systems

1. Account Codes. Use to analyze traffic patterns so destinations can be evaluated to determine whether changes to the network are needed.

2. Budgeting and Expenditure Records. Use Transmittal - Telephone and Utilities (Form AD-474), transaction registers, project managers statements, and monthly bills to track and analyze communications costs.

3. Call Detail Records (CDRs). Use to verify usage, reconcile billing, assess network traffic patterns, and to monitor telephone usage to determine use and/or abuse of Government telephone systems.

4. Class of Service (COS). Use to provide privileges or restrictions by individual station or group of stations. For example: A system manager may program only certain stations the privilege of making long distance calls after a certain hour.

5. Least Cost Routing (LCR). Use to route outgoing calls over the least expensive route.

6. Telephone Semi-Annual Status Report (TELE 06 Report 1). Use this report to verify and validate active accounts. Submit a Form AD-474 to delete inactive accounts or make needed updates. This report is distributed to the Regions, Stations, Area, and Institute by the Washington Office, Information Systems and Technology Staff, Customer Services Branch.

7. Toll Restriction. See Class of Service (COS) (para. 4).

8. Traffic Usage Records (TURs). Use to assess efficiency of the network and during network design.

51.2 - General Services Administration Systems

Contact the local GSA Telecommunications Services office for assistance.

1. Online Payment Accounting and Collections (OPAC) Reports. Use these monthly reports to verify ordering and service activities for the reporting month.

2. Master Inventory Report. Use to conduct the annual inventory of main stations, features, and equipment.

3. Telephone Service Request (SF-145). Use to request connects, disconnects, or moves of main station lines, and to add, change, or delete station features.

51.3 - Shared Services Systems

See section 22.9 for additional direction, and section 25, exhibit 01, for approval levels. See section 51.1 for the types of management tools which could be of benefit in these types of arrangements.

52 - Service Providers

52.1 - GSA Provided Telephone Service

1. Use Form SF-145, Telephone Service Request, to request telephone service from a GSA managed telephone system. Units should forward all requests for telephone service to the address designated by the GSA Regional Office.

2. The Purchase of Telephone Equipment and Services (POTS) Contract may be used in areas that are provided service by the GSA. See section 25, exhibit 01, for applicable levels of approval.

52.2 - Commercial Telephone Service

1. Obtain local exchange area telephone service directly from the serving carrier(s) if telephone service is not available from the GSA.

2. Acquire telecommunications equipment, services, and facilities through the competitive procurement process, unless specific requirements dictate a sole source procurement. Telecommunications equipment can be obtained through lease, lease/purchase, or purchase. Follow contracting and procurement practices set forth in the Federal Information Resources Management Regulations (FSH 6309.33-FIRMR). The Purchase of Telephone Equipment and Services (POTS) Contract may be used as a procurement vehicle. See section 25, exhibit 01, for applicable levels of approval.

52.3 - Services for Employees with Disabilities

A wide variety of equipment and services are available to assist employees with disabilities. Consider this equipment and appropriate services in all plans, installations, or system upgrades. When disabled employees are present their disability should be reasonably accommodated whenever possible. See FSM 6642.3 for additional direction.

52.4 - Technical Approvals

See section 25, exhibit 01, for applicable approvals levels.

53 - Billing And Inventories

53.1 – Purpose

Conduct an annual survey and inventory of installed voice equipment to:

1. Validate billing,
2. Determine ongoing service requirements, and
3. Ensure cost effective use.

Retain survey documents until superseded.

53.2 - Telephone Inventory Accounting System (TIAS)

The General Services Administration (GSA) TIAS provides a computerized listing of telephone service and equipment provided by the GSA consolidated systems. The inventory reflects what the GSA has posted in their records. Annually, validate this inventory and return it to GSA. A copy of the validated record should be kept until superseded. Reconcile all discrepancies.

53.3 - Certification of Billing

Verify that charges are correct and that accurate records are maintained. Annually, recertify all Forms AD-474, Transmittal - Telephone and Utilities. Ensure that the maximum dollar amounts used on each Form AD-474 is reasonably close to the anticipated actual expenditure and correct any deficiencies. (See NFC Procedures - Telephones, December 1986. Obtain a copy of these procedures from the local financial management staff.)