

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

**Forest Service Handbook 6609.14 – Telecommunications Handbook
Chapter 90 - Federal Telecommunications System 2000 (FTS2000)**

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Duration: This amendment is effective until superseded or removed.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:

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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

Forest Service Handbook 6609.14 – Telecommunications Handbook
Chapter 90 – Federal Telecommunication System 2000 (FTS2000)

Amendment: 6609.14-1995-1

Effective date: May 26, 1995

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.

Forest Service Handbook 6609.14 – Telecommunications Handbook
Chapter 90 – Federal Telecommunication System 2000 (FTS2000)

Amendment: 6609.14-1995-1

Effective date: May 26, 1995

- 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).

Forest Service Handbook 6609.14 – Telecommunications Handbook
Chapter 90 – Federal Telecommunication System 2000 (FTS2000)

Amendment: 6609.14-1995-1

Effective date: May 26, 1995

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.

Forest Service Handbook 6609.14 – Telecommunications Handbook
Chapter 90 – Federal Telecommunication System 2000 (FTS2000)

Amendment: 6609.14-1995-1

Effective date: May 26, 1995

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.

**Forest Service Handbook 6609.14 – Telecommunications Handbook
Chapter 90 – Federal Telecommunication System 2000 (FTS2000)**

Amendment: 6609.14-1995-1

Effective date: May 26, 1995

Table of Contents

90.3 – Policy	7
90.4 – Responsibility	7
91 - Service Order Process	7
92 - Switched Voice Services	7
93 - Virtual On-Net Services	8
94 - Packet Switched Services	8
94.1 - FTS2000 Mail.....	8
94.2 - Packet Dial-up IDs	8
95 – Acceptance	8
96 - Trouble Handling and Escalation Procedures	8
97 - Billing Hierarchy.....	10

90.3 – Policy

FTS2000 is the General Services Administration (GSA) Government-wide long distance telecommunications network. Use American Telephone and Telegraph (AT&T) Network A services offered under the FTS2000 contract. The services provided by the contract include voice, data, and video for the continental United States, Hawaii, Alaska, Puerto Rico, Guam, and the Virgin Islands.

90.4 – Responsibility

It is the responsibility of Designated Agency Representatives to:

1. Prepare FTS2000 requests for services or features.
2. Ensure that the information on the form is accurate.
3. Submit the requests on a timely basis.

91 - Service Order Process

Submit requests for services or features electronically, on the appropriate forms, directly to the AT&T FTS2000 Service Support Center. Send an electronic or facsimile copy to the AT&T FTS2000 Customer Service Center representative responsible for the Forest Service requests. This should facilitate tracking of the request and timely delivery of the service. Contact the Washington Office, Information Systems and Technology Staff, Customer Services Branch, Designated Agency Representative, for a copy of the necessary forms.

92 - Switched Voice Services

1. The Federal Calling Card may be used by employees when they are away from their office to place authorized calls. See FSH 6509.33 for additional information regarding the use of the Federal Calling Card when in travel status.
2. Toll free (800) numbers are available from the FTS2000 contract. These numbers may be used in one of the following configurations:
 - a. Direct Inward Station Access (DISA) allows toll free inward access to a station (a specific telephone) on the premise. For example, this 800 number can be used by the public for the purpose of providing recreation information, or ranger districts contacting the supervisor's office to conduct business.
 - b. DISA is associated with an automated attendant arrangement where the caller is prompted to enter one of several digits to be routed to a specific department. For

example, the caller may be asked to press 2 if they want to speak to someone concerning campgrounds or 3 if they want information concerning employment opportunities.

c. DISA allows a caller to control routing of calls into and then out of the called system. Although an 800 number may be installed for this purpose, obtain technical approval prior to implementation. See section 22.2 for additional direction and section 25, exhibit 01, for applicable approval levels.

93 - Virtual On-Net Services

Locations not served by an Equal Access End Office and not currently using an FTS2000 service may continue to obtain long distance telephone service via existing service arrangements without obtaining an exception to the use of FTS2000. If a location in this category now uses an alternate FTS2000 service (such as Direct, Single Station, or Federal Calling Card access), a request for exception must be submitted through the Washington Office, Information Systems and Technology Staff, Customer Services Branch, to the General Services Administration prior to implementation of the non-FTS2000 service. Only the GSA has the authority to approve the request for an exception.

94 - Packet Switched Services

94.1 - FTS2000 Mail

There are few instances when FTS2000 Mail IDs are required by a Forest Service employee. Requests should be carefully reviewed by the Designated Agency Representatives (DAR). For electronic mail with non-DG users, go through the X.400 gateway. Contact the unit's FTS2000 Designated Agency Representative or systems management personnel for further information.

94.2 - Packet Dial-up IDs

These asynchronous IDs allow users toll free access to their home systems when they are away from the office.

95 – Acceptance

Assume that the FTS2000 service is accepted on the delivery date unless the Designated Agency Representative (DAR) provides a rejection of service notice to the General Services Administration (GSA) Service Oversight Center. The delivery date is provided to GSA by FTS2000. For a copy of the Acceptance/Rejection form, contact the unit's DAR.

96 - Trouble Handling and Escalation Procedures

1. The nature of the trouble and how critical it is must be determined.

Forest Service Handbook 6609.14 – Telecommunications Handbook
Chapter 90 – Federal Telecommunication System 2000 (FTS2000)

Amendment: 6609.14-1995-1

Effective date: May 26, 1995

2. Switched voice, packet, and data transmission (including FTSMail) service trouble should be referred to the FTS2000 Network Control Center (NCC) after checking customer provided equipment (CPE), and clearing it of trouble. The NCC assigns a trouble ticket number for tracking purposes.

3. The NCC isolates the trouble and refers it to the appropriate access provider or to their internal work group for clearance. Provide as much information as possible including, though not limited to:

- a. Contact names and complete telephone numbers including the area code or assigned FTS2000 700 prefix,
- b. Telephone number(s) involved,
- c. Circuit numbers,
- d. Service Delivery Point (SDP) ID,
- e. Packet Switched Service (PSS) Network Termination Number (NTN), and
- f. Type of service (such as Switched Digital Integrated Service (SDIS).

4. FTS2000 reports the status to the customer contact listed on the trouble ticket. Provide at least two contact names and their telephone numbers to minimize telephone tag and delayed communication.

5. The NCC should be called if an acknowledgement of the report is not received within 1 hour. Identify the assigned trouble ticket number, explain that a call from the technician has not been received within 1 hour, and ask for a status report.

6. The NCC should be called again if a call from the technician is not received within 30 minutes. Identify the assigned trouble ticket number and request that the report be escalated to the first level supervisor.

7. These escalation guidelines should be followed if an unsatisfactory response to the requests has occurred.

- a. Escalate to the first level supervisor at the AT&T FTS2000 NCC when the reported trouble has not been resolved in a reasonable amount of time or regular or satisfactory status reports are not provided.

Forest Service Handbook 6609.14 – Telecommunications Handbook
Chapter 90 – Federal Telecommunication System 2000 (FTS2000)

Amendment: 6609.14-1995-1

Effective date: May 26, 1995

b. Escalate to the AT&T FTS2000 Service Manager when a total out of service condition exists, escalation to the NCC first level supervisor has been required, or resolution of the reported trouble does not meet reasonable expectations.

c. Escalate to the Region, Station, Area, or Institute DAR who may then elevate the situation to a DAR in the Washington Office, Information Systems and Technology Staff.

8. The established timeframes should be observed. The intervals are based on the time the trouble is reported:

a. At 1-1/2 to 3 hours, escalate to the first level supervisor responsible for the service for which the trouble has been reported.

b. At 4 hours, escalate to the second level.

c. At 6 hours, escalate to the District Manager.

d. At 8 hours, escalate to the Service Operations Director.

9. The applications which are "Mission Critical," should be escalated at an earlier point in the outage than described by the guidelines in paragraph 8.

97 - Billing Hierarchy

A comprehensive billing hierarchy has been established for the purpose of providing hierarchy-based billing to the unit level. The USDA provides monthly FTS2000 unit and summary reports to designated personnel at the Region, Station, Area, and Institute. Implement hierarchy-based billing except at locations served by GSA consolidated local service without Automatic Number Identification (ANI) or where shared tenant arrangements exist.

Offices whose access to FTS2000 is provided by a non-ANI GSA arrangement are billed based on a formula developed by the GSA. Since the formula is based on an agency's percentage of lines for that location, provide close coordination with the local GSA Telecommunication Manager.

At a Forest Service-exclusive use location, which provides shared tenant arrangements to other Forest Service offices and/or non-Forest Service agencies, the primary Forest Service tenant receives the bill and distributes the costs.