

GSCN-46-10

**RESOLUTION OF THE
GOVERNMENT SERVICES COMMITTEE
OF THE NAVAJO NATION COUNCIL**

21" NAVAJO NATION COUNCIL - Fourth Year 2010

AN ACTION

An Action; Relating to Government Services; Approving Amendments to the Navajo Nation Telecommunication and Utilities Department's Telecommunication Service Policy and Procedures

BE IT ENACTED:

1. The Navajo Nation hereby approves amendments to the Navajo Nation Telecommunication and Utilities Department's Telecommunication Service Policy and Procedures, adopted through GSCN-30-08, as set forth in the attached Exhibit A.

CERTIFICATION

I hereby certify the foregoing resolution was duly considered by the Government Services Committee of the Navajo Nation Council at a duly called meeting at Tse' Daa' Kaan Chapter, Hogback, New Mexico Navajo Nation at which a quorum was present and that the same was passed by a vote of 5 in favor and 0 opposed, this 3rd day of November, 2010.



Ervm M. Keeswood Sr. Chairperson
Government Services Committee

Motion: Amos Johnson
Second: Orlanda Smith Hodge

Navajo Nation Telecommunication & Utilities Telecommunication Service Policy & Procedures

Authority: Pursuant to Government Service Resolution GSCAU-27-09/A, the purpose of the Navajo Nation Telecommunication & Utilities (NNTU) department is to plan, administer and manage the telecommunication and utilities activities for the Navajo Nation.

Purpose: NNTU seeks to provide telecommunication services to the Navajo Nation government offices in a cost effective manner and to ensure telecommunication services are utilized for critical communication and to lessen telephone abuse by users and overcharges by the service providers.

Policy: All Navajo Nation departments/programs shall request for telecommunication services through the Navajo Nation Telecommunication & Utilities (NNTU) department. Navajo Nation departments/programs shall utilize telecommunication services in the performance of Navajo Nation business. NNTU will not be responsible for telephone abuses which are considered disallowed costs.

Definitions:

Telecommunication services – Transmitting voice and data communication services via land line, wireless and data line connectivity. Examples: Telephone, fax, internet, etc.

Telecommunication equipment – Hardware necessary to install telecommunication services. Examples: Telephone sets, modem, cabling, etc.

Centrex – A business communications system that provides direct dialing capability and advanced calling features that provides switching at the central office instead of at the customer's premises.

Key system – A key system or key telephone system is a multi-line telephone system typically used in small office environments.

Procedures:

1. All telecommunication services shall be requested to NNTU through the completion of the following form(s), as needed.
 - a. Telephone Service Request Form (Attachment A)
 - b. Data Circuit Service Request Form (Attachment B)
2. Departments shall budget for telecommunication expenses as stipulated by the Navajo Nation Budget Instructions and Policies Manual.
3. NNTU shall receive all Navajo Nation departments/programs telecommunication invoices and process payment. All telecommunication costs will be handled as follows:
 - a. Costs associated with installation, repair and equipment will be the responsibility of the department

- b. Monthly recurring basic service costs for Centrex telephone lines prefix number 810 and 871 will be the responsibility of NNTU.
 - c. Monthly recurring cost for Centrex telephone lines not listed in item b. will be the responsibility of each applicable department.
 - d. Monthly recurring costs for non-Centrex telephone lines shall be the responsibility of the department and item b will not apply.
 - e. All costs associated with T-1, DSL, Internet Dial-up, DS-3, Metro Ethernet and other data circuit services shall be the responsibility of the department.
- 4. The Navajo Nation procures long distance services through their designated General Services Administration (GSA) service provider. All Navajo Nation long distance costs are budgeted under the Telecommunications Fixed Cost funding.
 - a. NNTU will periodically review call detail for abuse and will follow up with department for corrective action.
 - b. Request for call detail information shall be in writing.
- 5. NNTU shall be included in the procurement of all telecommunication equipment and services for the Navajo Nation.
 - a. All procurement shall be in accordance with the Navajo Nation procurement regulations and laws.
 - b. NNTU shall approve all department/program telecommunication equipment and services procurement.
 - c. NNTU shall provide technical assistance in acquiring standardized telecommunications equipment.
- 6. NNTU, in conjunction with departments, will be responsible for annual inventory of telecommunication service lines.
 - a. NNTU is responsible for maintaining a complete inventory of all Navajo Nation telecommunication service lines with the following information:
 - i. Division, department or program
 - ii. Business unit number
 - iii. Funding period
 - iv. Type of lines (i.e. Voice and Data Circuit)
 - v. Physical location
 - b. Each department is responsible for ensuring their telecommunication lines are being utilized and will report any unused services for proper action.
- 7. NNTU will ensure the proper usage and care of telecommunications equipment.
 - a. All departments shall utilize telecommunications equipment for Navajo Nation business only.
 - b. All telecommunications equipment shall be kept in good working condition by employees.

- c. Any costs associated with the misuse and abuse of equipment shall be the responsibility of the employee.
 - d. Obsolete and irreparable equipment shall be returned to NNTU for proper disposal.
- 8. All equipment and operation of telecommunications equipment is subject to the rules and regulations of the Federal Communications Commission (FCC). For additional information, visit the FCC website: <http://www.fcc.gov>.
- 9. All Navajo Nation employees shall abide by the following in the use of telecommunication service:
 - a. Collect calls: Shall not accept collect calls.
 - b. Personal call: Discouraged from making personal calls.
 - c. Directory Assistance: For free service, dial 9-1-800-FREE-411. Use of other services is costly and prohibited.
 - d. Third party calls: NNTU will not permit third party calls to any Navajo Nation telephones.
 - e. Long distance calls: Personal long distance calls are not permitted to be placed from Navajo Nation telephones.
 - f. 900 Calls: The Navajo Nation absolutely disallows calls to 9-1-900-XXX-XXXX and/or other similar numbers. Any individual(s) or tribal department making these types of calls shall be subject to disciplinary action and/or criminal prosecution.
 - g. Voice mail: Navajo Nation employees should not abuse the option of message services (voice mail) and must be kept to a minimum during office hours when it is necessary. All employees are responsible for answering the office telephones during working hours.
 - h. Telemarketing calls: All Navajo Nation employees shall not accept services from telemarketers for telecommunication services (i.e. voice messaging services, internet services, website hosting, etc.)
 - i. Emergency 9-1-1 calls: For Centrex telephone lines, dial 9+911 for Police, Fire, EMS in case of emergency. For all other telephone lines contact your service provider and/or vendor.
 - j. Harassing calls: If you receive harassing or threatening phone calls, notify your immediate supervisor and report the incident to the local law enforcement agency.
- 10. All supervisors shall ensure their employees comply with the Telecommunication Service Policy and Procedures. The employee will be responsible for all costs associated with non-compliance.
- 11. All non-compliance issues will be addressed to the program, department, or division head and the Office of Auditor General. Failure to address non-compliance may result in termination of services.

12. Clarification to the Telecommunication Service Policy and Procedures
The NNTU department may issue whatever additional directives and memoranda deemed necessary to clarify the intent of this policy and procedures.
13. Amendment to the Telecommunication Service Policy and Procedures
The policy and procedures may be amended when necessary with the approval of the Government Services Committee.

Navajo Nation Telecommunication & Utilities Department
Telephone Service Request

Departmental Information

Department Name: Date:

Contact Person: Contact Telephone No.:

Business Unit #:

Physical Address:
(Current)
(Street Address, Highway, Route Number, Building number or name)

Requestor's Name: Supervisor's Name:

Requestor's Signature: Supervisor's Signature:

Type of Service Requesting

- New Installation(s) Voice Mail Services Repair/Maintenance
- Line Move(s) Programming of line/equipment
- New Equipment Purchase Disconnection

Additional Information for Type of Service Requested Above

For New Installation(s):

Circle Type of Service: Centrex or Key System

Circle Type of Telephone Line: Single or Business (Specify if ordering both type of telephone lines)

Circle Type of telephone set: **Single sets** - M8009 (basic), Quantity ____ OR

M9316 (speakerphone), Quantity ____.

Business set - M5316, Quantity ____.

(Telephone sets have to correspond with type of telephone line selected.)

- Choose one Dialing Option: Station-to-station Four States
- Local Western States
- Arizona 48 States

Additional Calling Features: (View website: www.nntu.navajo-nsn.gov for calling features)

Floor Plan: (attach to telephone service form)

For Line Move(s):

Circle Type of Line Move: Internal or External

Provide New Physical Address:

- Floor Plans: Current location of line(s) New location of line(s)
(Please attach the two floor plans to the Telephone Service Form)

New Equipment Purchase:

Choose type(s) of Equipment: (View website: www.nntu.navajo-nsn.gov for available equipment)

Indicate Telephone Number for Equipment Replacement:

- Quantity: _____ Telephone sets Model No. _____
- Quantity: _____ Base cords Indicate Type _____
- Quantity: _____ Receiver cords Indicate Type _____
- Quantity: _____ Power Boxes Indicate Type _____
- Quantity: _____ Headsets

Voice Mail Services - New & Existing (Prohibited on main telephone number)

Affected Telephone Number:

User's Full Name:

User's Job Title:

Justification: (Why service is required to perform their duties and responsibilities)

Programming of line/equipment:

Specify telephone calling feature(s): (View website: www.nntu.navajo-nsn.gov for calling features)

Disconnection:

Identify Telephone Number(s):

Repair/Maintenance of Existing Telephone Services:

Specify Telephone Number:

Type of Repair and Maintenance:

Navajo Nation Telecommunication & Utilities Staff Use Only

Submitted to Frontier Communications on: _____

Remarks: _____

Navajo Nation Telecommunication & Utilities Department
Data Circuit Service Request

Departmental Information

Department Name: Date:

Contact Person: Contact Telephone No.:

Business Unit #:

Physical Address:
(Current)

(Street Address, Highway, Route Number, Building number or name)

Requestor's Name: Supervisor's Signature:

Type of Service Requesting

- New Installation(s) Disconnection
 Line Move(s) Repair/Maintenance

Additional Information for Type of Service Requested Above

For New Installation(s):

- Choose type of installation: Dial Up Internet Metro Ethernet with Internet
 DSL Metro Ethernet without Internet
 T-1 line
- Specify type of data wiring: CAT 5 _____ (# of drops) No, wiring needed
 CAT 6 _____ (# of drops)
- Floor Plan: (attach to data service form)

For Line Move(s):

- Circle Type of Line Move: Internal or External
- Provide New Physical Address:
- Floor Plans: Current location of line(s) New location of line(s)
(Please attach the two floor plans to the Telephone Service Form)

Disconnection:

Identify Telephone Number(s):

Identify Circuit ID# (if applicable):

Repair/Maintenance of Existing Data Services:

Specify Telephone Number:

Identify Circuit ID# (if applicable):

Type of Repair and Maintenance:

Navajo Nation Telecommunication & Utilities Staff Use Only

Submitted to Frontier Communciations on: _____

Remarks: _____

