

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

**21<sup>st</sup> NAVAJO NATION COUNCL – Second Year, 2008**

**AN ACTION**

**Relating To Government Services; Approving New Telecommunication Service Policy and Procedures by Replacing and Repealing the Navajo Nation Telephone Usage Policies Adopted by Resolution GSCD-82-98**

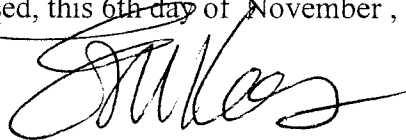
BE IT ENACTED;

1. The Navajo Nation hereby approves the new “Telecommunication Service Policy and Procedures” for implementation by the Navajo Nation Telecommunication and Utilities Department, as set forth in the attached Exhibit A.

2. The Navajo Nation hereby replaces the “Navajo Nation Telephone Usage Policies” with the new “Telecommunication Service Policy and Procedures” approved herein, by repealing Resolution GSCD-82-98, attached hereto as Exhibit B.

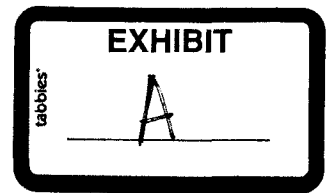
**CERTIFICATION**

I hereby certify the foregoing resolution was duly considered by the Government Services Committee of the Navajo Nation Council at a duly called meeting in Window Rock, Navajo Nation (Arizona), at which a quorum was present and that the same was passed by a vote of 5 in favor and 0 opposed, this 6<sup>th</sup> day of November, 2008



Ervin Keeswood Sr, Chairperson  
Government Services Committee

Motion: Orlanda Smith Hodge  
Second: Roy Laughter



## Navajo Nation Telecommunication & Utilities Telecommunication Service Policy & Procedures

**Authority:** Pursuant to Government Service Resolution GSCJN-23-07, 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.

Network class of service (NCOS) - Is a way of managing traffic in a network by grouping similar types of traffic.

### **Procedures:**

1. All telecommunication services shall be requested to the NNTU through a submittal of a memorandum,
  - a. The request shall include the following information:
    - i) Department name and contact information including phone number.
    - ii) Departmental business unit account number of where the charges will be applied, along with a current FMIS budget print out.
    - iii) Authorized signature of the department or program manager.
    - iv) Justification for requested service below:

## TELEPHONE:

- a. New installation
  - i) Type of service: Centrex or Key system
  - ii) Type of line: Single or business
    - (1) Single sets shall be used for users with a single functional use
    - (2) Business sets shall be used for central call designees and supervisors
  - iii) Network class of service (NCOS): station-to-station dialing, local dialing, Arizona states dialing, four states dialing, western states dialing, 48 states dialing and unrestricted dialing
  - iv) Call Features for single and business sets, refer to NNTU website for listing at [www.nntu.navajo.org](http://www.nntu.navajo.org)
  - v) Floor Plan denoting where the line(s) should be installed
  - vi) Physical address
- b. Line moves
  - i) Floor plan denoting the current location and new location
  - ii) Specify internal or external line moves
  - iii) Physical address of the current location and new location
- c. Equipment
  - i) Type of equipment:
    - (1) Telephone sets
    - (2) Base cords
    - (3) Receiver Cords
    - (4) Power boxes
    - (5) Headsets
- d. Voicemail Services – new and existing
  - i) Affected telephone number
  - ii) User name
  - iii) Job title
  - iv) Justification of why service is required to perform their duties and responsibilities
- e. Programming of telecommunications equipment
  - i) Specify telephone features
- f. Disconnections
- g. Repair and maintenance of existing telecommunication services
  - i) Affected telephone number
  - ii) Type of repair and maintenance

## DATA SERVICES:

- a. New Installation
  - i. Type of data line
    - (1) Dial up internet
    - (2) DSL
    - (3) T-1 lines

- (4) Other data services
    - ii. Specify whether wiring is needed
    - iii. Floor plan noting where the line should be installed
    - iv. Physical address
  - b. Line moves
    - i. Floor plan denoting the current location and new location
    - ii. Specify internal or external line moves
    - iii. Physical address of the current location and new location
  - c. Equipment
    - i. Specify required equipment for connection (i.e. Network hub)
  - d. Disconnection
    - i. Affected line number
  - e. Repair and maintenance of existing telecommunication services
    - i. Data services: Provide billing telephone line, circuit ID number, physical location
    - ii. Internet services: Call technical support number with the following information
      - (1) Trouble/Problem
      - (2) Telephone Number
      - (3) Access code
      - (4) Password
  - f. Request for data services (i.e. dial up, T-1, DSL, DS3, etc.), will require concurrence by the Department of Information Technology
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 871-6000 to 871-7999 will be the responsibility of NNTU.
  - c. Monthly recurring cost for Centrex telephone lines not listed in b. will be the responsibility of each applicable department.
  - d. Monthly recurring costs for key systems shall be the responsibility of the department.
  - e. All costs associated with T-1, DSL, Internet Dial-up and DS-3 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.
  - 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.
  - d. All procured equipment shall be properly accounted and tagged by Navajo Nation Property Management.
  
6. NNTU, in conjunction with departments, will be responsible for periodic inventory of telecommunication service lines.
  - a. NNTU is responsible for maintaining a complete annual inventory of all Navajo Nation telecommunication service lines as follows:
    - i. Division, department or program
    - ii. Business unit number
    - iii. Funding period
    - iv. Type of lines (i.e. Voice line, Fax line, Internet (DSL, Dial-up), Data (T-1, frame relay, modem, radio loop, DS-3, etc)
    - v. Physical location
  - b. Each department is responsible for ensuring their telecommunication lines are being utilized and will report any unused services.
  
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 reported to NNTU and returned to Navajo Nation Property Management 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: Navajo Nation employees shall not accept any collect calls.
  - b. Third party calls: NNTU will not permit third party calls to any Navajo Nation telephones.

- c. Long distance calls: Personal long distance calls are not permitted to be placed from Navajo Nation telephones.
  - d. 900 Calls: The Navajo Nation absolutely disallows 877, 888, 900 calls.
  - e. 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.
  - f. 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.)
  - g. Emergency 9-1-1 calls: Dial 9+911 for Police, Fire, EMS in case of emergency with Centrex and key systems lines.
10. Navajo Nation will revert any or all unauthorized charges to departments and/or employees for accepting these services.
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. All Program Directors and Managers are to ensure that their staff complies with the telephone service policies. The departmental employees will be responsible for all costs associated with the violation of the above cited telephone usage.
13. Amendment to the Policies and Procedures  
The policies and procedures may be amended when necessary with the approval of the Government Services Committee.