

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

21st 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 Wireless Phone Service Policy and Procedure

BE IT ENACTED:

1. The Navajo Nation hereby approves amendments to the Navajo Nation Telecommunication and Utilities Department's Wireless Phone Service Policy and Procedures

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 House 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.



Ervin M. Keeswood Sr. Chairperson
Government Services Committee

Motion: Roy Laughter
Second: Orlanda Smith Hodge

Navajo Nation Telecommunication & Utilities Wireless Phone 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 quality wireless phone services to the Navajo Nation government offices in a cost effective manner with reliable coverage area in and outside the Navajo Nation. To ensure wireless phone service is utilized for critical communication and to lessen wireless phone abuse by users and overcharges by vendors.

Policy:

All Navajo Nation departments/programs shall request for wireless phone services through Navajo Nation Telecommunication & Utilities (NNTU). Navajo Nation departments/programs shall utilize wireless phone services in the performance of Navajo Nation business. NNTU will not be responsible for wireless phone service abuse which is a disallowed cost.

Definitions:

Wireless services – is a transmission service for users of wireless devices (handheld computers and telephones) through radio frequency (RF) signals rather than through an end-to-end wired communication.

Wireless device – equipment that lets the user communicate with others through electromagnetic waves. Common examples of wireless equipment in use today include: cellular phone, personal data assistant (PDA), Smart phone, Blackberry Device and broadband access card or USB modem.

Procedures:

1. NNTU shall approve the procurement of all wireless phone equipment and services for the Navajo Nation governmental offices.
 - A. All procurement shall be in accordance with the Navajo Nation procurement regulations and laws.
 - B. NNTU shall provide technical assistance in acquiring standardized telecommunication equipment.
2. NNTU will enter into a contractual agreement with available wireless service providers to provide reliable coverage for the Navajo Nation governmental offices in a cost effective manner. All Navajo Nation governmental offices will be required to utilize these contractual agreements.
3. All procurement for wireless phone service shall be requested to NNTU. The use of wireless phone service shall be used where critical communication is needed in conducting official Navajo Nation business. The service plan will be limited to the basic or standard service package required by the employee.

- A. All new accounts including upgrades and replacement for wireless phones shall be in memorandum form with the following information:
 1. Department name and contact information, including telephone number
 2. Departmental business unit account number of where the charges will be applied, along with a current budget print out of the business unit.
 3. Authorized signature of the division, department or program manager
 4. Justification for service
 - a. Employee name and position title
 - b. Explanation on why wireless communication is critical in performance of their duties and responsibilities
 - c. Specify Coverage area needed (i.e. Navajo Nation only and/or off reservation)
 - d. Specify type of service plan and justification for each type of service required (i.e. Why data service is needed?)
 - i. Voice Services
 - ii. Voice and Messaging Services
 - iii. Voice, Messaging, and Data Services
 - e. Minimum number of minutes required (usage shall be adhered to approved service agreement)
 - f. Type of wireless device (additional justification required if cost of wireless phone exceeds \$50). Purchase of smart phones (i.e. BlackBerry or Personal Data Assistant-PDA) will be limited to supervisory positions
 - g. Insurance coverage will be required
 - h. Attach Purchase Requisition and quotation of requesting services from wireless service provider
Copy of contractual service agreement and invoice (if applicable)
 - B. The department will complete the Purchase Requisition as follows:
 1. Charge to object code 4210 (Equipment) / 5620 (Services)
 2. Ship to: (Department address)
 3. Bill to: (Department Address)
 - C. Submittal to the following offices for review and signature
 1. NNTU
 2. Property Management, Office of the Controller
 3. Purchasing Services, Office of the Controller
 - D. All wireless phones are considered sensitive items therefore it is the responsibility of the department to contact Property Management for accountability and property control.
 - E. Upon approval of request NNTU will return the Purchase Requisition to department for further processing.
 - F. NNTU shall periodically review and monitor monthly invoices.
 - G. Departments are responsible to uphold service agreement.
4. Departments shall budget for wireless communication expenses as stipulated by the Navajo Nation Budget Instructions and Policies Manual.
 5. All wireless equipment and service costs will be handled as follows:

- A. Processing of payment for monthly invoices will be the responsibility of the applicable department with sign off by NNTU.
 - B. Costs associated with repair and equipment will be the responsibility of the applicable department.
 - C. Wireless phone equipment and service budget for the three Branch Chiefs comprising of the Navajo Nation President, Vice-President, Chief Justice and the Speaker of the Navajo Nation Council is allocated under the approved annual Telecommunications Fixed Cost budget.
6. Inventory of wireless phone service lines and equipment.
- A. NNTU is responsible for maintaining a complete inventory of all Navajo Nation wireless phone service lines and will conduct inventory on an annual basis.
 - B. Each department is responsible for maintaining current inventory of equipment by completion of "Attachment A" and submittal to NNTU.
 - C. Obsolete, unused and/or damaged equipment shall be returned to NNTU within working 10 days for proper disposal.
7. Navajo Nation departments will ensure the proper usage and care of wireless phone equipment:
- A. All departments shall utilize equipment for the purpose of Navajo Nation business only.
 - B. All wireless phone equipment shall be kept in good working condition by employee.
 - C. Any cost associated with the misuse and abuse of equipment shall be the responsibility of the employee.
 - D. All lost, stolen and vandalized equipment will require employee to file a police report for insurance replacement purposes. Notification shall be provided to the service provider along with written notification to NNTU.
8. All equipment and operation of wireless 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 while utilizing wireless phone service and equipment:
- A. Number of minutes: Shall abide by their contract agreement for the allowable minutes.
 - B. Text messages: Shall abide by their contract agreement for the allowable text messaging.
 - C. Downloads: Shall be prohibited from downloading any music, ring tones, ring back tones, movies, pictures and games.
 - D. Collect calls: Shall not accept collect calls.
 - E. Personal call: Are discouraged from making personal calls and shall not exceed calling plan minutes.
 - F. Directory Assistance: For free service, dial 1-800-FREE-411. Use of other services is costly and prohibited.
 - G. 900 calls: The Navajo Nation absolutely disallows calls to 1-900-XXX-XXXX and/or other similar numbers.
 - H. Harassing calls: If you receive harassing or threatening phone calls, you should notify your immediate supervisor and take necessary action to address issue. And if necessary report the incident to the local law enforcement agency.

10. All supervisors shall ensure their employees comply with the Wireless Phone 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 Wireless Phone Service Policy and Procedures
The NNTU department may issue whatever additional directives and memoranda deemed necessary to clarify the intent of these policies and procedures.
13. Amendment to the Wireless Phone 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 (NNTU)
Wireless Phone Inventory Form

Please complete the following information on your wireless phone.

Wireless Phone Assignment Information

Employee Name: _____

Employee Job Title: _____

Division Name: _____

Department or Program Name: _____

Wireless Phone Number: _____

Wireless Service Provider: _____

Wireless Phone Equipment Information

Electronic Serial Number: _____

Model, make and number: _____

Navajo Nation Property (Asset) Tag Number: _____

Current calling plan and features: _____

Warranty Information: _____

Purchase Date: _____

Contract End Date: _____

Employee's acknowledgement:

I agree to abide by the Navajo Nation Wireless Phone Usage Policy & Procedures.

Employee Signature: _____ Date: _____

Completed By _____
(Sign) (Print) (Date)