

Metropolitan Police Department □ Washington, D.C.



SPECIAL ORDER



Subject:

Department Telephones

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| Effective Date | | |
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In November 1990, Special Order 90-16 (Revised Instructions for Reporting Telephone and Related Equipment Problems) was published to implement procedures for reporting of telephone and related equipment problems for all AT&T telephone equipment.

Each authorized telephone instrument must bear a "WITS" sticker which carries a serial number that is adhered to the bottom of the instrument and is included in the department's inventory of telephone equipment. The WITS serial number is registered with AT&T and is covered by our maintenance contract. The serial number is required whenever requesting repairs from AT&T and is checked against the city's master inventory of telephone equipment. Any instrument that does not have a WITS sticker bearing a registered serial number cannot be repaired under the terms of the contract. Handwritten serial numbers are not acceptable and shall not be used when requesting maintenance services.

All changes involving telephone equipment affect the maintenance contract and shall be processed in accordance with General Order 302.3 (Department Telephones). This policy is necessary to ensure that only authorized equipment which is actually in use is subject to maintenance costs. **Members are, therefore, prohibited from changing/altering any telephone equipment, to include moving, installing or removing instruments or wiring. Members shall not acquire telephone equipment from other organizational elements or outside sources for installation in police facilities.**

Recently, instances have occurred wherein requests for telephone repairs have resulted in substantial costs to this department because the requests have been made to the wrong company. Equipment problems are to be reported to C&P Telephone Company, and line problems reported to AT&T using the following general guidelines.

- o **Line Problems** - When a problem is experienced on a telephone line(s) and is experienced on all instruments in the work area (e.g., no dial tone, static, line disconnect, etc.), report the problem to the C&P Telephone Company on (202) 954-2424.
- o **Equipment Problems** - When a problem is experienced on one instrument (e.g., buttons sticking, no dial tone, no ring, etc.) report the problem to AT&T on (202) 708-9611. (When reporting an equipment problem, the WITS Serial Number is required and will identify the location of the equipment.)

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It is imperative that telephone problems be carefully evaluated to prevent any unnecessary and costly repair charges to the department. Members who are unsure of the type of problem being experienced - line or equipment - should contact the Telephone Coordinator, Physical Resource Management Section, Planning and Research Division, on extension 74368.

In any instance where a vendor indicates that the department will be charged for telephone repairs, the reporting member shall contact the Telephone Coordinator who will coordinate the repairs and provide authorization to the vendor when necessary.

Commanders and directors shall ensure that members of their command adhere to the guidelines for department telephones.

Effective with the publication of this special order, Special Order 90.16 (Revised Instructions for Reporting Telephone and Related Equipment Problems) is rescinded.

*This special order shall remain in effect until its content is incorporated in General Order 302.3 (Department Telephones).


ISAAC FULWOOD, JR.
CHIEF OF POLICE

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