

302,03

1. REQUEST FOR <input type="checkbox"/> LOCAL LOOKOUT <input type="checkbox"/> INTERSTATE TT <input type="checkbox"/> ADMINISTRATIVE TT <input type="checkbox"/> DETAIL (See Reverse)	2. TYPE <input type="checkbox"/> ORIGINAL <input type="checkbox"/> EXPEDITE <input type="checkbox"/> ADDITIONAL <input type="checkbox"/> CANCEL <input type="checkbox"/> CORRECTION <input type="checkbox"/> REPEAT <input type="checkbox"/> REPLY	3. COMPLAINT NUMBER	6. DATE OF REQUEST March 1, 2002
		4. UNIT NUMBER 202-727-4301	7. REQUESTING ELEMENT Office of Information Technology
		5. <input type="checkbox"/> NOT FOR THE PRESS	8. <input type="checkbox"/> FLASH TT REQUESTED

9. TO: **All Assistant Chiefs, Commanders, and Directors**

10. NAME OF WANTED PERSON	11. WANTED BY	12. CHARGE
13. COMPLAINANT-S NAME		14. COMPLAINANT-S ADDRESS

In an attempt to better serve the members of the Metropolitan Police Department, the Chief Information Officer, Information Technology Division has restructured the process in which cell phones will be requested, issued and repaired. The new process is effective immediately and is as follows:

All problems involving passwords, voice mail problems, sound quality and dropped calls can be handled by dialing 611 on the Nextel phone or 1-800 390-7545 for a Nextel representative. If you are not successful using this process, please call ITD at 202 727-4301.

If your phone has been damaged and after completing the necessary PD43, and recommendations by your Director, Commander, or Chief, the member with the damaged cell phone may respond to Police Headquarters, room #5117. (A cell phone is an issued piece of Metropolitan Police Department equipment and as such the appropriate forms documenting the damages should be completed, prior to repair or replacement.) The service repair time is dependant on the damage. Therefore the VENDOR, not ITD, determines the length of time for repair and turn. When the phone is repaired and available for pick-up, the ITD staff will contact the affected member by email or phone.

There are NO Loaner phones available. There are NO accessories available. You must submit a 3-N-1 form for these items.

All new requests for cell phones must be accompanied by a completed 3-N-1 form to include a ONE YEAR service contract paid for by the requesting unit's budget. The requesting unit may call ITD for a price quote to complete your 3-N-1 form. (A detailed guide for completing a 3-N-1 form is forthcoming). If a member needs hands-on assistance, please call for an appointment which will be scheduled after 2:30 pm, Monday - Friday.

Any questions pertaining to this teletype can be directed to ITD at 202 727 4301.

SENDER-BADGE-ORG. ELM. Walter Collier, III CIO ITD	AUTHORIZED BY-BADGE-ORG.ELM.	BUREAU HEAD'S APPROVAL SED Eric Coard
---	------------------------------	--

COMMUNICATIONS DIVISION USE ONLY

REMARKS	DATE AND TIME
	FILE
	TELETYPE NUMBER TT 02-423-02

distribution: 1- Communications Division

2- Element File Copy

302-03

1. REQUEST FOR <input type="checkbox"/> LOCAL LOOKOUT <input type="checkbox"/> INTERSTATE TT <input checked="" type="checkbox"/> ADMINISTRATIVE TT <input type="checkbox"/> DETAIL (See Reverse)	2. TYPE <input checked="" type="checkbox"/> ORIGINAL <input type="checkbox"/> EXPEDITE <input type="checkbox"/> ADDITIONAL <input type="checkbox"/> CANCEL <input type="checkbox"/> CORRECTION <input type="checkbox"/> REPEAT <input type="checkbox"/> REPLY	3. COMPLAINT NUMBER	6. DATE OF REQUEST January 14, 2009
		4. UNIT NUMBER 202-727-8599	7. REQUESTING ELEMENT OCIO
		5. <input type="checkbox"/> NOT FOR THE PRESS	8. <input type="checkbox"/> FLASH TT REQUESTED

9. TO  
THE FORCE:

10. NAME OF WANTED PERSON	11. WANTED BY	12. CHARGE
---------------------------	---------------	------------

13. COMPLAINANT'S NAME PAGE 2 of 2	14. COMPLAINANT'S ADDRESS
---------------------------------------	---------------------------

15. DESCRIPTION OF WANTED PERSON OR MESSAGE

**DEPARTMENT CELLULAR AND DESK VOICE MAIL**

The only exception for this policy will be CID department issued cell phone numbers which will be confirmed by CID officials for accuracy, due to the sensitivity of incoming callers to the Detectives.

If members need a copy of the OCTO voicemail script and/or have any questions or concerns, please contact Lieutenant Barbara M. Hawkins on 202-671-1523/1513 or contact Mr. Travis Hudnall, the Chief Technology Officer on 202-727-8599.

**Forthcoming, this information will be added to General Order GO-SPT-302.11 on Telecommunications Devices.**

SENDER-BADGE-ORG. ELM. Chief Technology Officer Travis Hudnall	AUTHORIZED BY-BADGE-ORG.ELM. Assistant Chief of Police Alfred Durham	BUREAU HEAD APPROVAL Chief of Police Cathy L. Lanier
--	--	--

COMMUNICATIONS DIVISION USE ONLY

REMARKS	DATE AND TIME
	FILE
	TELETYPE NUMBER TT -

Distribution: 1- Communications Division 2- Element File Copy