

CHAPTER 3. RECORD COMMUNICATIONS SERVICES

Section 1. Purpose

- 3-1. GENERAL. The Office of Administrative and Management Services manages the Department's Record Communications Services. The record communications program is designed to provide the broadest and most responsive means of transmitting record communications to satisfy known applications of office managers Nationwide. This Chapter describes the policies and guidelines governing the utilization of facilities and services. Messages shall be dispatched via the most economical and efficient method. In Headquarters, the Communications Center Supervisor makes the determination. In Field Offices, the office responsible for record communications operations has this responsibility.

Section 2. Description of Services and Equipment

- 3-2. HUD TELETYPEWRITER SYSTEM (HTS). The HUD teletype system is an integral part of the GSA Advanced Records System (ARS), Terminals are employed generally in all offices to provide point-to-point transmission and receipt of conventional teleprinter messages between HUD offices, other Federal and State agencies, military installations, institutions, commercial systems, and private individuals. HTS permits any official message to be transmitted to any destination in the free world. It also permits access into the worldwide stations of Autodin Commercial TELEX, TWX, and Public Message Service. Generally, the message(s) are received simultaneously when transmitted, and with assurance of receipt, even during non-business hours.
- a. Generally, the terminal installed in most offices is a Model 33 ASR or Model 35 ASR. The type installed depends upon the volume of traffic and special characteristics of communications handled at a given location. Both terminals have four-row keyboards, similar to electric typewriters and operate at 100 wpm. Instructions and operating procedures for each are contained in the HUD ARS Operating Procedures Handbook 2242.1, HUD Teletype Operations, Job Performance Aid (JPA), and the GSA/ARS Subscribers Station Operating Manual.

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- (3-2) b. The ARS network is designed to interconnect not only conventional teletypewriter terminals, but may also accommodate a variety of other compatible teletype terminals; e.g., Terminet 30, Xerox 800C, Texas Instruments Model 765, NBI, and Wang. To meet the specifications of the network, other terminals must operate in a half-duplex mode, communicate in ASCII and have the capacity to interface the network via an EIA cable. Requests for compatible terminal installations

must be reviewed and approved by the Office of Information Policies and Systems before approval by the Director, Office of Administrative and Management Services.

- 3-3. FACSIMILE SYSTEM. Facsimile transceivers are installed in all offices except offices collocated with GSA Communications Center (COMCENS). Facsimile units are provided only to augment the teletypewriter, mail, and other communications services. Facsimile transmissions shall be limited to the transmission of charts, forms, maps, or other graphic materials not suitable for teletype.
- a. HUD's facsimile network can interface with any HUD or non-HUD office in the contiguous States.
 - b. HUD's facsimile units (except Headquarters) have no multi-address capability and are, therefore, limited to single point-to-point transmissions.
 - c. Facsimile transmission does not provide a printed acknowledgment of the message.
 - d. Facsimile messages are subject to distortions and/or nondelivery, due to the fact that unconditioned voice lines are used to accomplish facsimile transmissions.
- 3-4. MAILGRAM SERVICE. Mailgram service is an electronic mail service that provides for the transmission of official messages through the ARS to a Western Union computerized distribution system to post offices throughout the continental United States, Canada, Alaska, and Hawaii. A MAILGRAM filed with the teletype station operator before 4 p.m. (Eastern Time) is delivered by the postal carriers to the addressee on the first mail delivery of the following day.

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- (3-4) a. Mailgram service permits offices to send one text to as many as 100 addressees on one transmission. They may be transmitted to recipients in private homes, business offices, or virtually to any other section of the American community.
- b. Messages are delivered in a distinctive sealed envelope to ensure attention and privacy.
 - c. Mailgram service offers computer storage of mailing lists. In Headquarters only, the added capability exists to store frequently used letter text and key paragraphs.
- 3-5. OPTICAL CHARACTER READER (OCR) - HEADQUARTERS ONLY. An OCR is a high-speed reader that is capable of scanning up to 200 pages of typed material per hour and storing the text on diskette for transmission over the teletypewriter network (ARS). Documents prepared to meet OCR specifications may be transmitted without being retyped by Communications Center

Personnel. OCR accepts input data from any typewriter with Prestige Elite 143, IBM OCR-B 210, Courier 10, and Gothic elements, or print wheels.

Section 3. Use of Record Services

- 3-6. MESSAGE PREPARATION. Standard Form-14, Telegraphic Message, is prescribed for use in preparing official messages for teletypewriter transmission. Facsimile messages, lengthy messages, and OCR messages may be processed with a cover SF-14 (see Appendix 1 for example). Each standard form must be signed by an official designated to release messages. Documents without such signatures will not be transmitted.
- a. In no case shall any message which is to any degree personal in nature be transmitted as "official" via any facility.
 - b. Program heads are responsible for designating officials authorized to release electronically transmitted messages. In Headquarters, the Administrative Officer shall provide the Communications Center Supervisor with a list of signatures of individuals designated releasing authority. This signature list must be kept current.
 - c. Field Offices also shall maintain current signature lists of individuals authorized to release messages, as cited in "b" above. Offices responsible for communications operations shall review each message for official contents and validate the signature prior to transmission.

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- (3-6) d. When MAILGRAM service is desired, the word MAILGRAM must be typed or printed prominently in capital letters on the Standard Form-14, Telegraphic Message, in the space designated "Message to be Transmitted." The ZIP code and complete address must be included in the designated address.
- e. OCR messages shall be prepared using one of the elements/printwheel defined in Paragraph 3-5. Text must be typed using a one-time (single strike) carbon ribbon.

3-7. RESERVED.

Section 4. General Administration

- 3-8. GENERAL. Field Offices are responsible for providing personnel to operate record communications equipment. The Communications Center services Headquarter's offices. In Regional Offices where full-time operators are not provided, duties generally shall be a part of an employee's regular assignment. Any questions concerning procedures or operation should be directed to the Headquarters Communications Center

Chief. The hours of operation shall be determined by individual offices. When messages are received, the addressee(s) shall be notified immediately.

3-9. RECORD COMMUNICATIONS LOGS. Incoming and outgoing message logs shall be maintained at both the teletype and facsimile terminal location to provide a record of processed messages. (See Appendixes 2 and 3 for examples of record logs.)

3-10. PRIVACY OF COMMUNICATIONS. The privacy of communications is protected by law and must be maintained. Any disclosure of information contained in messages, whether or not it is specifically classified, is strictly prohibited (Section 605 and 501 of the Federal Communications Act of 1934, as amended).

3-11. PHYSICAL SECURITY. Each Field Office is responsible for ensuring that reasonable security protection is provided at record system facilities under its control.

a. Entrance ways should be equipped with doors and locks to provide protection against intrusion when area is unattended.

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(3-11) b. When pickup and delivery counter services are offered, a dutch door arrangement is recommended. The lower portion should be kept closed.

3-12. SERVICE OUTAGES.

a. Teletypewriters (ARS). Generally, ARS equipment bears the telephone number of the maintenance shop responsible for restoring service. Each office should report initial service interruptions or any other facility trouble to this number. Controlling offices should maintain a record of the date and time of each call. Prior to placing a service call, station users should ensure that the cause of the outage is not low paper, power, etc.

If service has not been restored, or if a satisfactory response has not been received by the office within four business hours, then the respective Advanced Record System (ARS) Message Switching Center (MSC) should be notified. The MSC should also be contacted when there is a chronic or recurring problem. If the problem persists, controlling offices should report the problems to the Communications Management Branch. The MSC for any given area depends on the first two (2) digits of your address code; e.g., RUEVDFN 83187, 83 are the first two digits.

(1) For areas where the first two digits are 21-25-29-31-39-43-49-55-57-61-65-75 or 83, contact should be made with the Romney MSC via FTS 933-1247 or via teletype RUEVCSE 65101.

- (2) For areas where the first two digit are
23-27-33-35-37-41-45-47-53-59-63-67-71-73 or 77,
contact should be made with the Austin MSC via FTS
734-7811 or via teletype RUCHNGN 59102.

- b. Facsimile Units. Initial failures/outages of a facsimile transceiver, or the associated acoustic-coupler, must be reported immediately to the local representative of the firm providing service. The outage also should be reported to the Headquarters Communications Center. A record of the date and time of all failures must be maintained for the purpose of certifying monthly invoices.

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- (3-12) (1) If service is not provided, or if a satisfactory response is not received from the servicing office within 24 hours after reporting the outage, then the using office should notify the Communications Management Branch, via teletype message or by telephone. The Communications Management Branch should also be notified when there is a chronic or recurring problem.

- (2) For the purpose of keeping comprehensive information concerning outages and other irregularities, each office shall maintain a master station log. A steno pad, notebook, etc., is adequate for these entries.

- 3-13. ORDERING OF EQUIPMENT AND SERVICES. Requests for new installations, removals, changes, or relocation of any record communications facility as defined herein must be submitted on a form HUD-505 (Appendix 4) to the Director, Office of Administrative and Management Services. Field Office requests shall be submitted through or by the Regional Administrative Services Divisions. To plan effectively for any of the above, a minimum lead time of 30 working days or more is required.

- a. The request shall list, if new installation, a full description of the facility or service desired, date required, traffic volumes, origin and destination points, estimated savings to be realized, and the person with whom the request may be discussed.
- b. All requests shall be evaluated by the Communications Management Branch, Headquarters, to ascertain the overall cost and benefits to the Department and Government. To ensure the most effective use of existing common-use facilities, procurement of exclusive use equipment generally will not be approved.

- 3-14. TELETYPE TRAINING. Requests for teletype training must be submitted to the Director, Communications and Space Management Division, on a form HUD-505. It is the responsibility of Regional and Field Administrative Services Offices to ensure

that qualified operators familiarize other personnel with operating procedures. This measure serves to reduce the need for costly retraining, when prime operators duties are changed or tenure is terminated.

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- 3-15. FACSIMILE BILLING. The Department is billed monthly for facsimile equipment. Field Administrative Services Offices or individuals responsible for the facsimile unit must notify the Communications Management Branch of downtime for certification purposes on a monthly basis. Failure to report periods of inoperativeness results in a loss of Government funds.
- 3-16. ELECTRICALLY TRANSMITTED SIGNATURES. A teletypewriter or impact device typing out the name of a signer indicates that the original was signed. The facsimile units reproduce an exact copy of the signature. Either type is a duplicate. Federal Rules of Evidence 1003 states: "A duplicate is admissible to the same extent as an original unless (1) a genuine issue is raised as to the authenticity of the original or (2) in the circumstances it would be unfair to admit the duplicate in lieu of the original."

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