

RESOLUTION OF THE
HEALTH, EDUCATION AND HUMAN SERVICES COMMITTEE

23rd NAVAJO NATION COUNCIL -- Third Year, 2017

AN ACTION

RELATING TO HEALTH, EDUCATION AND HUMAN SERVICES COMMITTEE;
APPROVING AMENDMENTS TO THE NAVAJO NATION TELECOMMUNICATION
POLICIES AND PROCEDURES AS THEY APPLY TO THE NAVAJO NATION AND
AS PROPOSED BY THE TELECOMMUNICATIONS AND UTILITIES DEPARTMENT
WITHIN THE DIVISION OF GENERAL SERVICES

BE IT ENACTED:

SECTION ONE. AUTHORITY

- A. The Health, Education and Human Services Committee of the Navajo Nation Council has legislative oversight of general government services and human services, hence the Division of General Services, including the authority to review, recommend or propose adoption of appropriate Plans of Operation. 2 N.N.C. §§ 400 (C)(1), 401 (C)(1)

SECTION TWO. FINDINGS

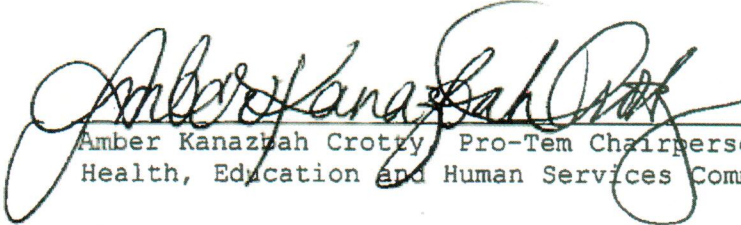
- A. The Navajo Nation Telecommunications and Utilities Department (NNTU) within the Division of General Services provides access to essential telecommunications and utility service for the Navajo Nation government.
- B. The Navajo Nation Division of General Services, Telecommunications and Utilities Department has proposed amending the policies and procedures regarding telecommunications as they apply to the Navajo Nation. See **Exhibit "A"**.
- C. The proposed amendments to these policies and procedures have ~~been reviewed by the necessary parties and found legally sufficient.~~ See **Exhibit "B"**.
- D. The Health, Education and Human Services Committee of the Navajo Nation Council finds it in the best interest of the Navajo Nation to approve the proposed amendments to the policies and procedures regarding telecommunications as applied to the Navajo Nation as proposed by the Navajo Nation Division of General Services, Telecommunications and Utilities Department Plan of Operation as found at **Exhibit "A"**.

SECTION THREE. APPROVAL

The Health, Education and Human Services Committee hereby approves the proposed amendments to the policies and procedures regarding telecommunications as applied to the Navajo Nation as found at Exhibit "A".

CERTIFICATION

I, hereby, certify that the following resolution was duly considered by the Health, Education and Human Services Committee of the 23rd Navajo Nation Council at a duly called meeting at Window Rock, (Navajo Nation) Arizona, at which quorum was present and that same was passed by a vote of 3 in favor, 0 opposed, 1 abstained this 11th day of September, 2017.


Amber Kanazbah Crotty, Pro-Tem Chairperson
Health, Education and Human Services Committee

Motion: Honorable Steven Begay
Second: Honorable Nelson BeGaye

Amendment (1) One: On New Exhibit "A", Page 1, overstrike ~~Government Service Resolution GSCAU 27-09/A HEHSC-15-15...~~

On New Exhibit "A", Page 2, Line 6, remove overstrike and underline c. at...

- i. Division, department or program
- ii. Business unit number
- iii. Funding period
- iv. Type of line (i.e. Voice and Data Circuit)
- v. Physical location

Motion: Honorable Steven Begay
Second: Honorable Nelson BeGaye
Vote: 3 in Favor; 0 Opposed
(Pro-Tem Chairperson Not Voting)

Navajo Nation Telecommunication Service Policy & Procedures

Authority: Pursuant to Government Service Resolution HEHSC-15-15 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.

Procedures:

1. All telecommunication services shall be requested to NNTU through the completion of the required NNTU form(s), for voice and data circuit services.
2. Departments shall budget for telecommunication expenses as stipulated by the Navajo Nation Budget Instructions Manual approved by the Budget & Finance Committee.
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 and will be charged to department's funding.
 - b. Monthly recurring basic service costs for telephone lines for prefix number 810 and 871 will be charged to NNTU's funding. All other prefixes will be charged to department's funding.
 - c. All costs associated with data circuit services (i.e. T-1, DSL, Internet Dial-up, DS-3, Metro Ethernet and other data circuit services types) 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 funding.
 - a. NNTU will periodically review call detail for abuse and will follow up with department for corrective action.
 - b. All 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.
6. NNTU, in conjunction with departments, will be responsible for annual inventory of telecommunication service lines.
 - a. NNTU is responsible for maintaining a complete inventory of all Navajo Nation telecommunication service including development of process.
 - b. Each quarter, NNTU will conduct inventory with each office.
 - c. Non-response by office will result in non-processing of telecommunication service request(s) until response is received.
 - b. Each department is responsible for ensuring their telecommunication lines are being utilized and will report any unused services for proper action.
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 returned to NNTU 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: Shall not accept collect calls.

- b. Personal call: Discouraged from making personal calls.
 - c. Directory Assistance: For free service, dial 9-1-800-FREE-411. Use of other services is costly and prohibited.
 - d. Third party calls: NNTU will not permit third party calls to any Navajo Nation telephones.
 - e. Long distance calls: Personal long distance calls are not permitted to be placed from Navajo Nation telephones.
 - f. 900 Calls: The Navajo Nation absolutely disallows calls to 9-1-900-XXX-XXXX and/or other similar numbers. Any individual(s) or tribal department making these types of calls shall be subject to disciplinary action and/or criminal prosecution.
 - g. 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.
 - h. 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.)
 - i. Emergency 9-1-1 calls: Dial 9+911 for Police, Fire, EMS in case of emergency. For all other telephone lines contact your service provider and/or vendor.
 - j. Harassing calls: If you receive harassing or threatening phone calls, notify your immediate supervisor and report the incident to the local law enforcement agency.
10. All supervisors shall ensure their employees comply with the Telecommunication 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 Telecommunication Service Policy and Procedures
The NNTU department may issue whatever additional directives and memoranda deemed necessary to clarify the intent of this policy and procedures.
13. Amendment to the Telecommunication Service Policy and Procedures
The policy and procedures may be amended when necessary with the approval of the Health, Education, and Human Services Committee.