



Republic of the Philippines
NATIONAL POLICE COMMISSION
NATIONAL HEADQUARTERS, PHILIPPINE NATIONAL POLICE
OFFICE OF THE CHIEF, PNP
Camp BGen Rafael T Crame, Quezon City

29 JAN 2021

MEMORANDUM CIRCULAR

NO. 2021-013

**POLICIES, GUIDELINES AND PROCEDURES ON THE PROPER UTILIZATION,
MAINTENANCE AND ACCOUNTABILITY OF PNP INTERNET PROTOCOL
TELEPHONY SYSTEM**

1. REFERENCES:

- a. PNP ICT Master Plan (Secured, Mobile, Artificial Intelligence-Driven, Real Time Technology) Policing;
- b. CES Standard Operating Procedure Number 2012-001 regarding Installation and Updating of Local/Commercial Telephone Lines Inside Camp Crame; and
- c. Memorandum Circular Number 2009-009 entitled "Revised Guidelines and Procedures in the Disposal of Philippine National Police Property and Equipment (PE) and the Disposition of the Income Derived Therefrom" dated June 9, 2009.

2. RATIONALE:

The Philippine National Police (PNP) is reliant on local telephone service provider for its long distance telephone communications between the National Headquarters (NHQ) and the Police Regional Offices (PROs). Meanwhile, PROs are totally dependent on the local provider for their telephone system. The establishment of Internet Protocol Private Branch Exchange (IP PBX) systems for NHQ and PROs will eliminate the cost of long distance calls. The inherent flexibility and scalability of IP network will support the future expansion other police offices.

3. SITUATION:

The PNP is currently migrating from analog to digital telephony and part of it is the adoption of the IP PBX. The telephony system currently being used by the NHQ is outdated and maintenance is quite a challenge today due to scarcity of spare parts or modules. The PNP invested in the upgrading of existing analog telephone system into IP PBX and has to ensure its maximum serviceability, thus policy/guidelines have been formulated.

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Chief of Staff
Office of the Chief, PNP
Management Section

4. PURPOSE:

The purpose of this MC is to set policies, guidelines, and procedures for the proper care and utilization of end terminals by end users, repair and maintenance of the system by authorized system administrators to ensure the effectiveness and maintain serviceability of the IP PBX.

5. DEFINITION OF TERMS:

- a. End user – the PNP unit or office or personnel issued with communications and electronics equipment covered by Property Acknowledgement Receipt (PAR).
- b. Internet Protocol (IP) – a set of rules governing the format of data is sent from one host/device to another on the internet.
- c. IP Phone – An IP phone, also called a VoIP phone, is a phone that uses internet protocol on placing and transmitting telephone calls over IP-Networks.
- d. IP PBX - a private branch exchange (telephone switching system within an enterprise) that switches calls between VoIP (voice over Internet Protocol or IP) users on local lines while allowing all users to share a certain number of external phone lines.
- e. Technical inspection – a technical examination conducted on communications and electronics devices or equipment in order to determine and report its condition as to its serviceability status, whether it needs repair or beyond economical repair.
- f. Video Phone - device that simultaneously transmits and receives both audio and video signals over telephone lines.
- g. Vulnerability Assessment and Penetration Testing (VAPT) - is a process to evaluate the security risks in the software system in order to reduce the probability of a threat. The purpose of Vulnerability Assessment is to reduce the possibility for intruders (hackers) to get unauthorized access.

6. GUIDELINES:

a. General Guidelines:

- 1) The Communications and Electronics Service/Regional Communications and Electronics Units (CES/RCEUs) shall have the sole responsibility in the administration of the IP PBX system including all its active components. Any changes to be made on the configurations or settings must be duly approved in writing by CES Command Group.

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- 2) IP-phones and video phones are properties of the PNP and shall be issued to individuals/offices/units as end users covered with PAR.
- 3) All personnel with training certification in Telephony System Administration and Network Management with issued designation orders as PNP IP PBX System Administrators, and whose names are listed in the official inventory of the PNP CES as PNP IP PBX System Administrators, are the only authorized on the following:
 - a) Access to the IP PBX Server Room, Main Distribution Frames and Intermediate Distribution Frames;
 - b) Implement system and firmware updates duly approved by the CES Command Group;
 - c) Maintain back-ups of latest running configuration file of all network active devices;
 - d) Create back-up configuration file before implementing firmware update or making changes to the current running configuration file;
 - e) Programing of system and network settings for IP Phones and Video Phones, and
 - f) Ensure the entry on the IP PBX System Logbook of all changes on the system such as network settings, device configuration, IP Addressing, routing and user access privileges.
- 4) Defective or unserviceable IP-phones or video phones shall be reported immediately to respective Regional Supply Police Non Commissioned Officers/Supply Accountable Officers (RSPNCOs/SAOs) thru channel. An appropriate technical investigation shall be conducted by CES/RCEU to determine the circumstances and cause of damage or un-serviceability of the equipment and whether or not it was due to negligence or carelessness of the user.
- 5) All RCEUs with IP PBX System in their respective AOR must secure an inventory of all IP PBX devices details such as brand, model, serial number, Media Access Control Address and IP Address and submit a detailed report to Director, CES should there be any changes to the data.
- 6) Tampering of serial numbers, alterations and/or modifications on the original equipment is prohibited. Any personnel found to have tampered the serial number of his issued end terminals shall be held administratively liable and shall be proceeded against in accordance with NAPOLCOM Memorandum Circular No. 2016-002

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 Director
 CES
 PNP

or the 2017 Rules on Administrative Cases in the Civil Service, whichever is applicable.

- 7) Network active devices such as network switches, routers and firewalls that are part of the IP PBX system installed at PNP offices are under the accountability of that Office but only authorized CES/RCEU personnel will conduct the configuration and/or administration of this equipment.
- 8) Request for a copy of system logs or part thereof shall be made in writing for approval of the Director, CES.
- 9) Unauthorized VAPT activities are strictly prohibited.

b. Responsibilities:

1) DICTM

- a) OPR for the implementation of this MC;
- b) Review and update this MC to ensure that its provisions are relevant to the needs of the organization; and
- c) Perform other tasks as directed.

2) CES/RCEUs

- a) The CES/RCEUs shall maintain the IP Telephony Systems to provide internal telephone services to clients within the camp and to make efficient use of available public telephone lines that tie the PBX system to external telephone carrier services;
- b) Provide technical support to PNP units for the installation and maintenance of their communications and electronics equipment as stated in the provisions of this MC;
- c) Direct and supervise the RCEUs in the implementation of this MC;
- d) Provide technical assistance to the Communications Chiefs of National Support Units (NSUs) and Provincial Police Offices, units and stations in the implementation of this MC; and
- e) Perform other tasks as directed.

3) RD, PROs and D, NSUs

- a) Ensure adherence of their respective concerned units and offices in the implementation of this MC; and


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- b) Perform other tasks as directed.

7 PROCEDURES:

a. End Users

- 1) End terminals that malfunctioned should be reported to CES/RCEUs for technical inspection and repair.
- 2) Do not place liquid substances near the IP-phones and video phones.
- 3) Configuration and re-configuration of network settings other than those duly authorized is strictly prohibited.

b. Repair and Maintenance Personnel

- 1) All telephone complaints shall be issued with job order slip and all dispatches of technical personnel shall be properly recorded including results thereof.
- 2) Repair and maintenance personnel should not perform cannibalization by removing parts or sub-systems that are unserviceable or declared beyond economical repair, in which the said parts or sub-systems can be used to repair defective similar equipment, under warranty period unless otherwise approved by Director, CES.
- 3) The defective equipment shall be turned in to the SAO immediately for subsequent replacement by the supplier within the warranty period.

c. System and Network Administrators

- 1) Must be CES personnel covered with designation order as IP PBX System Administrator or IP Network Administrator.
- 2) Responsible for the system updates and firmware upgrade subject to the approval of the Director, CES.
- 3) Network administrators should turn over all data and information whoever is tasked or newly designated as Network Administrators for the IP Telephony System.
- 4) Must submit to the Director, CES a monthly report on the total number of calls, number and nature of faults, percentage of utilization of trunklines and total number of subscribers.

d. Installation/Repair of Local Telephone Lines

- 1) All memoranda/letters pertaining to the request for installation, transfer, repair and replacement of telephone lines/facilities inside Camp BGen Rafael T Crame shall be addressed to Director, CES.

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For PROs with IP Telephony Systems, memoranda/letters shall be address to the Chief, RCEU.

- 2) Materials to be used for the installation/repair of telephone line/s of offices under the PNP Command Group and Directorial Staff as identified by CES shall be withdrawn from the CES Supply Section with accomplished requisition slip upon approval of the Service Directive by the Director, CES.
 - 3) All materials to be used for the installation/repair of telephone lines other than the PNP Command Group and Directorial Staffs shall be provided by the requesting party.
 - 4) All new installations shall depend on the availability of IP-phones and other accessories and subject for the approval of Director CES.
- e. **Troubleshooting and Maintenance**
- 1) In case of equipment malfunction, PNP offices/units should coordinate with the CES to avail of the technical troubleshooting or in case of failure, replacement of the said equipment which is still under warranty for a period of three years for the main unit.
 - 2) Tampering of serial numbers, alterations and/or modifications on the original equipment are not authorized.
 - 3) To deter uncontrolled cannibalization, defective removable or detachable parts or accessories of communications and electronics equipment should be turned in to Supply Officer prior replacement – “no turn-in, no replacement” rule shall be observed.
 - 4) Safety is a must and responsibility of an individual during the conduct of installation, repair and maintenance of the systems. Always consult technical personnel from CES/RCEU with sufficient knowledge in the installation, operation and maintenance of communications and electronics equipment duly supervised by authorized System Administrator
- f. **Protocols on the Use of IP Phone/ Video Phone**
- 1) Strictly observe telephone courtesy and etiquette.
 - a) Take note of your voice. Speak clearly.
 - b) Do not raise your voice.
 - c) Always be courteous and respectful. Use “Please” and “Thank you”, and avoid interrupting while the other party is speaking.
 - d) Proper telephone etiquette in a professional setting begins by stating the company name first followed by a greeting and the name of the individual answering the call.

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Example: "Philippine National Police, Good Morning, this is NUP La Madrid"

- e) If someone else is answering a phone other than their own, the proper etiquette is to answer with a greeting followed by the name of the person for whom the phone is being answered.

Example: "Good afternoon, this is Office of the CPNP, how may I help you?"

- f) If you place someone on speaker phone, you should inform the individual that he or she is on speaker phone before continuing with a conversation!
- g) When you are making a call, it is good phone etiquette to always identify yourself first to the recipient "This is PLT MARY KATE, May I speak to PCPT NICOLE RICHIE please?"

2) Notice shall be forwarded to concerned offices whose IP-phones are hung up/off-hook for too long as recorded on the Call Management System.

3) Care must be taken to ensure that conversations involving confidential and/or personal information cannot be overheard.

4) Voicemail messages containing personal information should only be left after due consideration has been given to any confidentiality risk involved.

g. Beyond Economical Repair (BER) Equipment

1) All defective or unserviceable IP PBX equipment shall be turned in to CES SAO and shall undergo technical evaluation to be conducted by the CES/RCEU.

2) A Technical Inspection Report shall be the basis to determine if the equipment is no longer repairable or BER and ready for disposal.

3) Disposal of BER equipment shall observe the current PNP guidelines and procedures of the disposal of equipment.

8 CONFIDENTIALITY CLAUSE:

PNP personnel shall maintain the confidentiality of any sensitive information pertaining to communications systems and issued communications equipment and shall not use, disclose, furnish and make accessible such information to anyone other than authorized personnel as necessary.

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ARON M. PACIA
The Management Support
Resource Section

9. PENALTY CLAUSE:

PNP personnel who will violate any provision of this MC shall be held administratively liable under NAPOLCOM MC No. 2016-002 as amended by NAPOLCOM MC No 2019-005 or 2017 Rules on Administrative Cases in Civil Service, whichever is applicable.


10. REPEALING CLAUSE:

Any MC and other existing guidelines and issuances inconsistent with this MC are hereby rescinded or modified accordingly.

11. EFFECTIVITY:

This MC shall take effect after 15 days from the filing of a copy thereof at the University of the Philippines Law Center in consonance with Section 3 Chapter 2, Book VII of Executive Order No. 292, otherwise known as the "Revised Administrative Code of 1987", as amended.




DEBOLD M SINAS
Police General
Chief, PNP


Distribution:

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