

Montgomery County Fire and Rescue Service

FIRE CHIEF'S GENERAL ORDER

NUMBER: 14-12

July 10, 2014

SUPERSEDES: Administrative Services Division Directive #06-02, 2/14/06

TO: All MCFRS Personnel

FROM: Fire Chief Steven E. Lohr



SUBJECT: MCFRS Telecommunications Service

The information below is provided to all MCFRS personnel regarding the repair, replacement, and assignment of telecommunications equipment, including:

- CAD
- Landline Telephone
- Tablets (Cellular-Connected)
- Fire Station Audio
- Tone Alert Pager
- Messaging (MCEN, Active911, Code Msg, etc.)
- Mobile Data (MDC)
- Cellular Telephone
- Portable Radio
- Mobile Radio
- Apparatus Headset
- Fire Station Alerting

All routine requests for issuance or service of these items **must** be made using the Telecommunications Service Request (TSR) system on MCFRS **Quick-Links**.

NOTE: Requests for cellular phone or landline phone service require a two-week lead time to enable order processing.

In emergent cases, phone the on-call Telecommunications Support personnel at (240) 777-2233, and select **option 1**. You **must** follow up by using the **TSR** for tracking purposes.

If you have questions regarding this information, please contact the ECC Assistant Chief at (240) 773-7101, or via email.