

Introduction

This document is a concise and complete description of the policies and procedures enforced and employed by the Telecommunications department of XYZ Co. Group, Inc.

The worldwide offices of XYZ Co. are supported by a flexible and ever-changing array of telecommunications facilities and services. These include telephone desk sets, switches, cabling infrastructure, deployment and maintenance services, telephone carrier services and data services. The management and support of these facilities and services are provided to business units worldwide by the firm's Telecommunications department, located in New York.

This document is intended as an introductory guide for new employees in the Telecommunication department who are becoming familiar with duties and responsibilities of the department. This document is also provided as a reference tool to assist regulatory and audit agencies in their investigations.

The main offices of the Telecommunications department of XYZ Co. are located at:

**XYZ Co. Group, Inc.
000 Wall Street, 100th floor
New York NY 10005**

An index is included at the end of the document.

Department Organization and Responsibilities

The five groups that comprise the Telecommunications department are *Operations*, *Engineering*, *Project Management*, *Applications Support* and *Provisioning and Billing*. Department staff are distributed among four subgroups, as indicated in the organization chart below.