

How to Communicate with  
Telecommunications Service Unit:

If you have a question about your  
telecommunication needs please call  
our office:

(301) 279-3080, or (301) 517-5999

If you are making a request for our  
services, please fax us at

(301) 279-3771

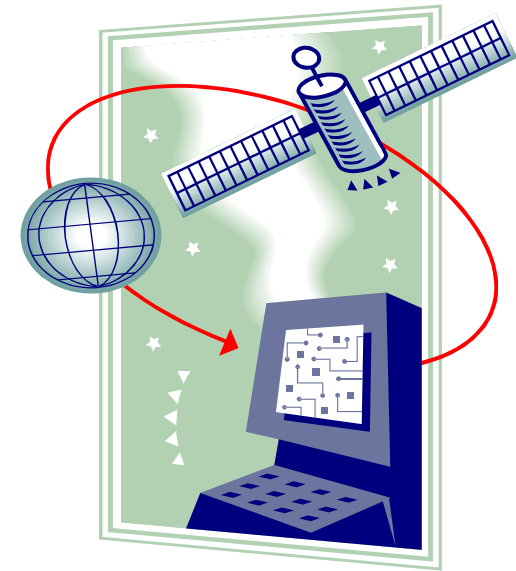
That is the fastest way to get service  
requests scheduled.

Please include a drawing of the area in  
which we are to work, and the  
signature of the principal authorizing  
the request.

## We Repair and Install

Fax Machine Lines  
Additional Telephone Drops  
Voice Messaging  
Modems  
Elevator Phones  
Security Devices  
CCTV Lines  
Fire Alarm Lines  
Multi-line Phones  
Single Line Phones  
Gaitronics Phones  
Emergency Wireless Phones  
Relocatable Cell Phones  
MCPS Computer Data Drops  
Energy Management Lines  
ICB Lines  
Telephone Intercom Stations

We also work closely with the  
administrations to design  
systems for new or modernized  
schools, as well as provide new  
or improved services in offices  
and existing schools.



**MCPS**

**Telecommunications**

## Telecommunications Services Unit

We are the staff of the office of Strategic Technologies and Accountability, Mr. John Porter, Deputy Superintendent, (301) 279-3582.

TSU is a unit organized under the Division of Field Operations, Mr. Michael Cady, Director, (301) 279-3241. The division is composed of units of User Support Services, User End Services, Field Services, WAN/LAN, and Networks as well as TSU.



Staff:

Supervisor: Ron Baraloto

Service Specialists:

Ken Katoski

Tom Webb

Howard Karp

George Ward

Ray Fitzgerald

Office Staff:

Rustana Minayar

Dee Smith

Office numbers:

(301) 279-3080

(301) 517-5999

FAX. (301) 279-3771

Office hours: 7:15 am to 4:30 pm

## Our Goal

Our Goal is to provide the best possible communication services for our schools and offices. Not only what we do is important, but also HOW we do it is even more so. We always sign in at the school or office and let them know that we are on site to perform service as outlined in the work order. We inquire if the problem persists, and how we can best assist the principal and staff. We keep a record of our work and inform the administration of what has been accomplished. We are not finished unless staff is happy with our work. Our highest priority is to fix an existing problem and make it better than it was.



## Training

MCPS has only 5 trained technical staff to handle the telecommunications needs for over 200 schools and offices. Our staff constantly seeks new approaches to communication needs and to develop skills through training facilities. Communication switching devices, whether for phones or data have at their core sophisticated programming and specialized computer components. Our staff is constantly updating its knowledge of these systems