NATIONAL SECURITY AGENCY

CENTRAL SECURITY SERVICE

(U) COMSEC CUSTODIAN - IMPORTANT NUMBERS & ASSOCIATED WEB SITES:

(U) DSN Prefix: for (410) use **244** // (301) use **644** unless noted otherwise.

(U//FOUO) Control, Accounting & Distribution Division –
Chief, – (410) 854-8540
D/Chief, – (410) 854-8541

(U//FOUO) Central Office of Record, Audits, Procedures & Insecurities Branch
Chief, (301) 688-6904 Option2; Auditors, (301) 688-6904 Option 2; Insecurities (410) 854-6811;
Email: COMSEC_Auditors@nsa.gov   //   Email: iainsecurities@exodus.radium.ncsc.mil

(U//FOUO) Central Office of Record, Account Registration & Account Management Branch
Chief, (410) 854-8521

(U//FOUO) Central Office of Record, Account Mgrs. – (301) 688-8110, Option 1
Email: COMSEC_AcctMgrs@nsa.gov

(U//FOUO) Central Office of Record, Tracer Mgr. – (301) 688-8110, Option 4
Email: tracers@nsa.gov

(U//FOUO) Central Office of Record, Account Registration - Open/Close/Accounts/Personnel
Changes – (301) 688-8110, Option 3; or Email: COMSEC_Registration@nsa.gov

(U//FOUO) DIAS Support Team
Kevin – (Contractor): (301) 688-8572
Email: dias@nsa.gov
Current Version of DIAS can be downloaded from: www.iad.gov/COR

(U//FOUO) Customer Interface, Operations & Planning Branch – (301) 688-6874

(U//FOUO) Traditional Keying Material Questions: (301) 688-6874 Email
CIF411@radium.ncsc.mil Controlling Authority Information /Effective/Supersession Info – (Use a
STE/Secure Mode when discussing effective/supersession information). COMSEC
Maintenance/Operational Manuals (i.e., KAMs/KAOs).

(U//FOUO) Key Support Center - (KSC) / Help desk (Modern/FireFly Key Questions)
Customer Service: 1 (800) 635-5689 (option 4) / (410) 526-3208 / DSN (312) 238-4600
Email: centralfac@radium.ncsc.mil Hours of operation: 6 AM to 4:30 PM ET (Mon – Fri).
Web Site: http://www.iad.gov/keysupport The web site contains frequently asked questions
(FAQ's), rekey instructions and downloadable key order forms.

(U) Fax Back Information Line call:
1 (800) 635-5689   Press #1   Press #2 (Then follow the voice instructions)

(U//FOUO) U.S. National Distribution Authority (USNDA) Chief, (301) 688-6392
USNDA Vault Operations – (301) 688-6254
Equipment being shipped to the USNDA/CA880099 requires the sender to request a Return
Authorization Number (RAN) prior to shipment. Please contact the USNDA on (301) 688-6254
for additional guidance.

(U//FOUO) National Reserve Program, 410-854-6154

(U//FOUO) IA Policy & Doctrine, Chief, (410) 854-0903

(U//FOUO) IA Policy, Team Lead, (410) 854-8556

(U//FOUO) IA Doctrine, Team Lead, (410) 854-6831

(U//FOUO) IA Technical Security Solutions Center, Chief, (410) 854-6791/6793

(U//FOUO) IA Insecurities Team, (410) 854-6811/6791

(U//FOUO) Committee on National Security Systems (CNSS) publishes on the internet on a
quarterly basis, the "Index of National Security Issuances." The index is unclassified and provides
a wide array of information listing current policies, directives and instructions. The CNSS index is
available at the following web address: http://www.cnss.gov or (410) 854-8218 or toll-free 1(888)
678-4772 Fax: (410) 854-6814 Email questions to: cnss@nsa.gov

**(U//FOUO) Information Assurance Service Center (NISC) -- 1 (800) 688-6115 / (410) 517-3399
or DSN 238-4399**
Information is offered on a vast array of products and services. In response to your inquiry, the
NISC staff will provide service and technical support.
NOTE: Hours of operation are: 07:00 AM – 4:30 PM ET

(U//FOUO) STE Program Office POCs:

STE Tech Assistance   (410) 854-1483
STE – Program Mgr.   (410) 854-1711
STE Orders   (410) 854-7073

(U//FOUO) STE Help Desk - L-3 Communications Systems:

Email: STEHELP@L-3Com.com
Phone: 1 (800) 339-6197 or (856) 338-6207   FAX: (856) 338-3150
Web Site: L-3 Communications home page http://www.L-3Com.com

For Software downloads and Hardware information -
Government Secure wired and wireless products home page:
www.iad.gov/securephone/index.cfm

Detailed policy and software upgrade packages for STE and KSV 21s can be viewed at web
address: www.iad.gov/securephone/index.cfm Registration (via the STE web site) is required for
access to specific information listed as "Members Only."

For additional help with software and/or technical issues please call Deployed Systems & Mission
Operations – on (410) 854-6791 or DSN 244-6791. E-mail: fldspt@nsa.gov

(U//FOUO) NOTE: The Joint Interoperability Test Command (JITC) has developed a program to
conduct standards conformance testing of secure digital facsimiles, secure digital facsimile

PCMCIA cards, and facsimile controllers. This information is available at the following web address: http://jitc.fhu.disa.mil/it/faxreg.html
Just click on any applicable icon (i.e., Secure Digital Facsimiles, Secure Facsimile PCMCIA Cards, etc.) on the bottom of the web page and it will provide you with all the information you will need. Additional information can be obtained by calling (520) 538-5008 or DSN 879-5008 or Email: tomkoj@fhu.disa.mil

(U//FOUO) Protective Technologies Customer Support
Protective Technologies Division is a national center for Information Assurance (IA) anti-tamper technology and support. They offer a complete line of technical services to assist customers in identifying and satisfying their tamper protection needs. Additional information or assistance can be obtained by calling (301) 688-5861.

(U//FOUO) IAEC-2112 ENROLLMENT/CLASS INFORMATION – COMSEC Custodian Training Course

Enrollment for this course is done via the unclassified website: www.iad.gov/COR Log-in credentials must be established prior to accessing the protected portion of www.iad.gov/COR. Log-in credentials are granted to those individuals formally appointed as COMSEC personnel on COMSEC Accounts under the purview of the NSA Central Office of Record (COR). In order to apply for log-in credentials, click on the Login/Join feature of the website. Once log-in credentials are obtained, individuals will be able to successfully log into the website, and then register for an offering of IAEC-2112 by clicking on the 'COMSEC Training' link on the left hand side, and enroll in the course of their choosing.
Contact the Central Office of Record Training Manager for information pertaining to upcoming classes. Requests for exceptions must be directed to the Training Manager on (410) 854-8533 or email COMSECTngMgr@nsa.gov COMSEC Managers' Conference Web Site: www.iad.gov/events

(U//FOUO) Defense Courier Service - Defense Courier Division (USTCJ3-C) & U.S. Transportation Command

Accounts/Operations: (618) 229-1139 / 2338
                    DSN 779-1139 / 2338
Email: ustcj3-c-ops@ustranscom.mil For additional information go to the following DCS web address: www.transcom.mil

(U//FOUO) Approved Methods of Destruction for COMSEC Cryptographic Key Tape and Equipment

Any questions or concerns dealing with the destruction of cryptographic key tapes, and/or COMSEC Equipment Destruction/Demilitarization, please call the **Technical Security Solution Center,** on 410-854-6791.

For a listing of the Evaluated Products List (EPL) for high security crosscut paper shredders that have been evaluated by the National Security Agency or its designee and meet the requirements of NSA/CSS Specification 02-01, High Security Crosscut Paper Shredders go the following NSA/CSS web address: http://www.nsa.gov/applications/search/index.cfm?q=epl

For a listing of the Evaluated Products List (EPL) for high security disintegrators that have been evaluated by the National Security Agency or its designee and meet the requirements of NSA/CSS Specification 02-02, High Security Disintegrators go the following NSA/CSS web address: http://www.nsa.gov/applications/search/index.cfm?q=epl

If you have any questions on the EPL for high security crosscut shredders or high security disintegrators, contact the Destruction Evaluation Guidance, on (410) 854-6358.

NOTE: For detailed degausser information (e.g., TYPE I, TYPE II, TYPE III (A) and TYPE III Media) see NSA/CSS Manual 130-2, Media Declassification and Destruction Manual, dated 10 November 2000, Annex B. For additional information and/or questions contact, Media Technology Center (MTC), on (301) 688-1053.

(U//FOUO) Materiel Disposition Services (MDS) (Previously CMC)

For additional information and/or questions contact the MDS Customer Service Office on: (301) 688-6672.

(U//FOUO) LMD/KP Tier 2 Support - (Effective 9 AUG 2010)

This support includes LMD/KP installations and limited on-site training, troubleshooting, and Phase 4 to Phase 5 conversion.

This service is offered at no cost for local users (Washington Metro Area).

NOTE: If the Tier 2 team is required to travel for on-site support, the supporting/ Requested organization is required to cover travel and per diem cost of our two-person team.

However, you may continue to utilize CSC, or some other service/provider for your Tier 2 support, if you desire.

For additional information, please send an email to LMDKP@nsa.gov, or by phone (240) 373-0462.

Tier 2 Support/Deployment Manager
(240) 373-0393

Tier 2 LMD/KP PMO
(240) 373-0394

Support for 87XXXX accounts, contact the Key Support Center at 1-800-635-5689 or visit the Web Site: www.iad.gov/keysupport

(U//FOUO) For Software/Hardware support contact **Key Management Infrastructure (KMI) Devices:**

Program Office – (443) 654-4136
Data Transfer Device (DTD) – AN CYZ 10
Secure DTD 2000 System (SDS) – KIK 20
DTD (AN CYZ 10) Training: Course Designator - IAEC 3250

(U//FOUO) Associate Directorate for Education &Training (ADET) National Cryptologic School (NCS)

(U) External Vendor Training: Supplement & Independent Learning, (301) 688-7922

(U) Simple Key Loader (SKL) AN PYQ 10 support call (866) 651-1199

For additional information on the Data Transfer Device (DTD) – AN CYZ 10, Secure DTD 2000 System (SDS) – KIK-20 and associated accessories (i.e., DTD batteries, cables, etc.) – contact: Sypris Electronics LLC, Tampa, FL Phone: (813) 972-6000
Web Site: www.sypris.com (Go to the Services & Products tab)

(U//FOUO) Local Management Device/Key Processor (LMD/KP) INFORMATION:

NOTE: All 87XXXX series EKMS/COMSEC accounts may continue to utilize CSC, or some other service/provider for their Tier 2 support, if they desire.

(U) For Installation, Maintenance and Training Support please contact:
Computer Sciences Corporation (CSC)
5366 Virginia Beach Boulevard
Suite 300
Virginia Beach, VA 23462-1526
Phone: (757) 490-6139
Web Site: https://ekms.san.csc.com

(U//FOUO) FASTLANE /TACLANE INFORMATION

(U//FOUO) FASTLANE/TACLANE Help Line can be reached via the following options:
Email: INFOSECsupport@gdc4s.com
Phone: 1 (877) 230-0236 (toll free)
Hours of operation: 8 AM to 5 PM ET (Mon – Fri)

NOTE: You can call the toll free number after business hours and reach the call service that can determine the severity of the call. Critical calls will be forwarded to the on-call engineer and all other calls will be referred to the help desk to be worked on the next business day

(U) DoD Lock Program Technical Support Hotline – 1-800-290-7607, (805) 982-1212, DSN: 551-1212 **Website:** https://portal.navfac.navy.mil/go/locks
Email questions: NFESClock-TSS@navy.mil

(U) Form: SF700 - Security Container Information

The SF-700 is available in DIAS via **"Reports -> Forms -> Security Container (SF-700)"**. It can also be ordered by calling GSA GLOBAL SUPPLY - Federal Supply Service customer assistance on 800-525-8027. For credit card payment press Option 1. Stock number is: 7540-01-214-5372.