

2 August 1996



Comm-Computer Systems

**TELEPHONE SYSTEMS OPERATION
MANAGEMENT**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: This publication is available digitally on the HQ AFRC WWW site at <http://www.afrc.af.mil>. and the AFRCEPL (CD-ROM), published monthly.

OPR: 440 SPTG/SC
(Dennis G. Sanford)
Supersedes 440 AWR 700-1, 2 August 1993

Certified by: 440 MSS/IM
(SMSgt Gail Biedenbender)
Pages: 5
Distribution: F

This instruction prescribes policies and procedures for efficient use and control of administrative telephone systems at this installation. It applies to all units and staff offices at GMIAP-ARS, WI and implements AFRD 33-1, *Command, Control, Communications, and Computer (C4) Systems* dated September 1993.

SUMMARY OF REVISIONS

This revision updates 440 AW form numbers throughout instruction. In paragraph **9**, procedures for trouble calls are updated.

1. Responsibilities:

- 1.1. The Base Communications-Computer Systems Officer (CCSO) is responsible for the management of the base administrative telephone system.
- 1.2. Division Chiefs listed in paragraph **4**. will appoint, in writing, a primary and an alternate Telephone Control Officer (TCO) for the control of long distance telephone calls (toll calls). Complete a DD Form 577, **Signature Card**, for each TCO and forward it to the base CCSO.
- 1.3. The TCO is responsible for the following within his/her division:
 - 1.3.1. Provide the CCSO, upon request, an estimate of funds required for commercial, long distance telephone calls by activities concerned.
 - 1.3.2. Maintain a record of the cost of unit telephone calls for comparison with allotted funds.
 - 1.3.3. Maintain a record on an AF Form 1072, **Authorized Long Distance Telephone Calls**, of all official toll calls placed by personnel under their jurisdiction.

- 1.3.4. Ensure that only authorized personnel under their jurisdiction make official toll calls.
- 1.3.5. Verify telephone bills for authorized calls if deemed necessary by the CCSO.
- 1.3.6. Ensure MINIMIZE procedures pertaining to voice communications are followed when applicable.
 - 1.3.6.1. Maintain a separate AF Form 1072 for approved MINIMIZE DSN calls, complete with a control number.
 - 1.3.6.2. When MINIMIZE has been canceled, forward the AF Form 1072 for MINIMIZE to 440 MSS/SC.
- 1.3.7. Advise personnel that the telephone system is for official telephone calls only. Unofficial telephone calls should be made from the coin telephones located throughout the base.
 - 1.3.7.1. Supervisors are responsible for the proper use of telephones under their control. Subordinates will be briefed on the proper use of the telephone system.

2. Classes of Telephone Service:

- 2.1. Class A - telephone connected to the telephone dial central office with access to city trunk lines and automatic voice network (DSN) circuits.
- 2.2. Class B - unofficial telephone service is designated when obtained from the government and is furnished at a charge for personal or commercial purposes in accordance with Title 10 U.S.C. 2481 and the criteria established by DOD as implemented by AFI 33-111.
- 2.3. Class C - telephone connected to the base telephone dial central office without outgoing access to city-trunk lines or DSN circuits.
- 2.4. Class D - telephones restricted to special usage such as fire reporting, guard alarm, crash alarms, etc.
- 2.5. Public Commercial - coin operated telephones are located near major work areas for personnel use. These telephones are limited to outgoing telephone calls.
- 2.6. The administrative telephone system is provided for official use only. Please try to limit calls to five minutes.

3. Procedures:

- 3.1. Local Calls:
 - 3.1.1. Class 12 telephones can be used to make local calls by dialing "99" then the telephone number.
 - 3.1.2. Class 10 telephones can be used to make local calls by dialing the base operator "0" and requesting a local telephone number.
- 3.2. Toll Calls - contact the TCO for authorization:
 - 3.2.1. Class A telephones with toll call capability can be used to direct dial the number by dialing "99" then "1" and the telephone number or "95" followed by the area code and telephone number. You cannot third party bill.

3.2.2. Class A telephones without toll call capability and all Class C telephones can be used to make toll calls by dialing the base operator "0" and requesting a toll call. You will then be required to give the operator a control number, your name, and the name and telephone number of the individual you wish to call.

3.2.3. Misdialed calls will be immediately called to the attention of a telephone company (TELCO) operator with a credit request. Misdialed telephone numbers that are placed through the base telephone operator will be brought to the operator's attention. The base operator will call and request a credit for the calls.

3.3. DSN calls:

3.3.1. Class A telephones can be used to make DSN calls by dialing "94" followed by the DSN number.

3.3.2. Class C telephones can be used to make DSN calls by dialing the base operator, "0", and requesting a DSN number.

3.3.3. DSN operator assistance can be obtained by dialing "94" then 231-1311 and requesting the DSN number for a specific installation.

3.3.4. Do not use commercial long distance to place calls to a location served by DSN.

3.3.5. To place a priority DSN call, dial "0" and give the base operator the location and number the party required.

3.3.6. MINIMIZE - This condition is imposed by a commander to reduce and control electrical message and telephone traffic within their command during an emergency or exercise. The imposition of MINIMIZE serves to clear communication networks of record and voice traffic whose urgency does not require it to be transmitted by electrical means. During MINIMIZE, callers will contact their TCO for approval to place DSN calls.

3.4. Alert (Recall) Calls - Long distance calls made during the exercising of unit alert plans will be direct-dialed and recorded by each unit on a separate list. This list will include the name and telephone number of the person placing the calls, the name, the telephone number and city of the individuals being called. Official telephone calls appearing on personal telephone bills are reimbursable on a SF 1164, **Claim for Reimbursement for Expenditures on Official Business**. Each unit commander will use this list to verify the SF 1164.

3.5. Commercial Directory Assistance - Directory Assistance will be held to a minimum. Requests will be logged on an AF Form 1072. DO NOT let the information operator place the call for you; this will incur an additional operator assistance charge.

4. Toll Call Control. The following divisions are assigned toll call control letters for the long distance toll calls originating in their areas of responsibility:

- 4.1. Base Operations - A (Alpha).
- 4.2. Chief of Supply - B (Bravo).
- 4.3. Maintenance Sq - C (Charlie).
- 4.4. Commander, 440 SG - D (Delta).
- 4.5. Operational Contracting - E (Echo).

- 4.6. Civilian Personnel - F (Fox-trot).
- 4.7. Operations Group - G (Golf).
- 4.8. XP - J (Juliet).
- 4.9. Senior Recruiter - K (Kilo).
- 4.10. Military Personnel - L (Lima).
- 4.11. Commander, 440 AW - CC (Charlie Charlie).
- 4.12. Base Civil Engineer - N (November).
- 4.13. 34 Maps - P (Papa).

NOTE: Activities that cannot be functionally associated with any of the groups listed above will obtain their toll call control letter from the 440 SPTG Commander.

5. Authorization for Toll Calls:

- 5.1. When desiring to make an official toll call, contact the division TCO for approval. The TCO will record the pertinent information on an AF 1072. Entries will be as complete as possible. If a call cannot be completed, notify the TCO and give the reason why the telephone call was not completed. The TCO will line through the entry and annotate the reason.
- 5.2. Start a new control log when notified by the base operator. Number calls consecutively starting with "1".
- 5.3. Send the completed AF 1072 to the base CCSO (440 MSS/SC) no later than three duty days after starting a new AF 1072. If a TCO has no calls for a billing period, the AF 1072 will be annotated "negative report", and signed by the TCO.

6. Verification of Toll Calls:

- 6.1. All verification of toll calls is done by the Base Operator. TCOs will be contacted only if a discrepancy is found and verification is required.
- 6.2. The base CCSO will report all calls billed that are not verified by the TCO or otherwise identified to the telephone company for investigation.
- 6.3. The Green Bay Recruiting Office (440 AW/RS) is billed separately for 496-1496; they will hold their AF 1072 until they receive the telephone bill from the base CCSO. Recruiting will then prepare an AF 649 and forward it with the AF 1072 to 440 MSS/SC.

7. Cable Protection During Construction:

- 7.1. Any organization anticipating construction must notify the base CCSO at ext. 5454 to obtain a clearance prior to digging ditches/trenches, post holes, driving steel or wooden posts/stakes or excavating.
- 7.2. The exact location of buried cables will be identified before clearance can be granted. When the base CCSO cannot identify buried cable locations, the base CCSO will contact the Wisconsin Bell

Telephone Company Outside Plant Division (Digger's Hotline 744-0208) to provide a crew to locate and mark cable runs.

7.3. The base Civil Engineer will ensure that the AF Form 103, **Base Civil Engineering Work Clearance Request**, is coordinated with the base CCSO.

8. Request for Communications - Computer Systems Services. Submit requests for Communications - Computer Systems Services on 440 AW Form 32, **Communications - Computer Systems Requirements Document**, to the base CCSO. Include a description of the services requested with justification for these services. The request will be signed by the requester, supervisor and resource manager.

9. Trouble Reports and Complaints:

9.1. Report all trouble/malfunctions of the base telephone system or DSN system to the BNCC, ext. 6001.

9.2. Any complaints or inquiries about the base telephone system should be brought to the attention of the base CCSO.

10. Base Telephone Directory:

10.1. For a description of the sections of a telephone directory, refer to AFI 33-111.

10.2. Upon request, provide the CCSO a listing for the organizational and personnel sections of the directory. If the personnel listing contains home telephone numbers, an AF Form 883, **Privacy Act Statement**, must accompany the listing.

10.3. Telephone subscribers will contact the BNCC to have changes or additions made to on-line telephone directory.

Paul R. Cooper, Col, USAFR
Commander