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**Communications and Information**

**TELEPHONE SYSTEMS MANAGEMENT**

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This instruction provides policy and procedures for requesting, operating, managing, maintaining, billing, and paying of telephone service at Kadena AB. It implements AFD 33-1, *Command, Control Communications, and Computer (C4) Systems*. It applies to all units assigned, attached, or tenant to the 18th Wing (18 WG). The use of a name of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

**SUMMARY OF REVISIONS**

Included information concerning commercial Personal Identification Number (PIN) numbers and morale calls. Changed information concerning number change charge, obscene calling procedures, Telephone Control Officer (TCO) grade requirement, and requester approval authority. Deleted handset left offhook information. New or revised material is indicated by a bar (|).

**1. Requesting Telephone Services:**

1.1. Requesting Official Telephone Service or Relocation:

1.1.1. Request for telephone and wire service such as changes, additions, and deletions to include commercial PIN numbers will be submitted on an AF Form 3215, **Communication-Computer Systems Requirements Document (CSR)**, 3 copies front and back, to 18th Communications Squadron Telephone Customer Service (18 CS/SCWPC) as early as possible, but not less than 30 working days prior to the required or preferred operational date.

1.1.2. Emergency AF Form 3215 requests (those requests requiring service in less than 30 working days) will be accompanied by a "Mission Impact Memorandum." This memorandum must state the nature of the impact and reason the unit was unable to conform with the time requirements stated in paragraph **1.1.1**. This memorandum should be delivered to 18 CS Telephone Cus-

tomers Service and must be signed by the group commander or equivalent. The 18 CS will assess scheduling inputs and make a final scheduling decision.

1.1.3. Attached to the AF Form 3215 will be a diagram to include building numbers, room numbers, placement of existing and proposed service, and where each number will ring.

1.1.4. New telephone requests must include the class of service and appropriate directory listing. Any changes in the user or function of the user of a telephone number that requires a change in the directory listing should be submitted in writing by the user or in person at Telephone Operations (18 CS/SCWO), Building 400, Kadena AB.

1.1.5. Incomplete or improperly filled out requests will be returned without action for resubmission. Other requests may be returned for reevaluation based on service that cannot be provided due to technical limitations or disapproval by the Chief of Telephone Systems. Requests that are returned will contain an explanation.

1.1.6. Requests for wire service for terminal equipment must contain pertinent circuit characteristic data such as levels used, voltage and amperage values, polarity, baud rates, type of keying, and frequency range of the terminal equipment. A request for a new circuit configuration that terminates at different organizations or functions must have the coordination of all those affected by that particular network termination. Only the office of primary responsibility for the originating equipment will submit the AF Form 3215.

## 1.2. Requesting and Terminating Class B Telephone Service.

1.2.1. Personnel living in government quarters may obtain or terminate service by visiting 18 CS Telephone Customer Service. There will be an installation charge equal to the monthly service charge when service is started. Government quarters residents are responsible for providing telephone instruments.

1.2.2. Personnel have the option of not having their quarters' telephone numbers listed in the telephone directory. The telephone operators cannot release unlisted numbers.

1.2.3. Concessionaires must send their requests for unofficial phone service to the Telephone Control Officer of their sponsoring organization. Concessionaires must provide the telephone instrument.

### 1.2.4. Contractors.

1.2.4.1. Contractors requesting unofficial phone service must complete a work order with Telephone Customer Service, Bldg 400. Contractors are responsible for supplying and installing all drop wire, post support, and protector on the post from base wire to demarcation point, normally located inside the building. The 18 CS will not be liable for drilling holes/entrance into private buildings. The 18 CS will be responsible for installing end equipment inside of the building (i.e., station protectors, telephone connecting blocks, etc). Contractors will provide the telephone instrument.

1.2.4.2. Contractors requesting official phone service must submit an AF Form 3215, stating telephone requirements. Attached to the AF Form 3215 will be a copy of the contractor's agreement with Department of Defense (DoD) or equivalent designating contractor as an official agency. Charges for telephone service will be billed to the unit the contractor is assigned too.

1.2.5. A free number change for a residence will only be done if the telephone directory office has the number listed incorrectly or the customer provides documentation from the 18th Security Forces Squadron indicating malicious calls. Other number changes will incur a one-time charge equal to 40 percent of the monthly service charge.

## 2. Operations:

2.1. Telephone operators will document toll calls.

2.2. The 18 CS will keep individual service records for each class B telephone subscriber. The directory clerk will keep name and number information for use in the telephone book.

2.3. Collect Calls. Personal calls made from a class B telephone may be placed on a collect basis if the called party accepts all charges. Directions on how to make a collect call are in the telephone directory. Incoming collect calls cannot be received at any base quarters or office extension.

2.4. Documented toll calls are sent on a monthly basis to unit TCOs to review for precedence abuse, individuals making numerous calls, and duration times. Certification of this review by the unit TCO is required. The Defense Information Systems Agency provides a list of Defense Switching Network (DSN) precedence calls originated during unannounced collection periods. The listing identifies suspected call abuse of excessively long duration. The caller will be identified through 18 CS telephone system flight file on toll tickets, and the unit TCO must certify to the validity of each of these toll tickets.

2.5. Telephone Abuse. Telephone abuse as described below or as determined by the 18 WG Communications-Computer Systems Officer (18 WG/CSO) will result in discontinuance of service. Restoration must be accompanied by a Report of Survey investigation, indicating the reason and/or circumstances surrounding the abuse, recurrence prevention, fixing of pecuniary liability, and a copy of the reimbursement (for example, Cash Collection Voucher, Statement of Charges, Report of Survey, or Government Property Lost/Damaged Certificate).

2.5.1. Unauthorized Movement of Government Assets. Under no circumstances will unauthorized personnel disconnect, install, or tamper with government-owned telephone instruments, wiring terminals, or any government equipment associated with the telephone system.

2.6. Cordless Telephones. The installation and use of cordless telephones is prohibited unless certified in writing by Nippon Telegraph and Telephone.

2.7. Obscene Calls. If obscene telephone calls are received, the subscriber should contact their first sergeant with the time and telephone number where the obscene call was received for possible phone trace. In the case of malicious or life-threatening phone calls, please contact the Police Desk.

2.8. Cellular Telephones. The use of government telephones to place calls to personal cellular telephones is prohibited; however, calls may be placed to government official cellular telephones for official business. For the establishment of official cellular telephone service, follow the procedures established in AFI 33-106, *Managing High Frequency Radios, Land Mobile Radios, Cellular Telephones, and the Military Affiliate Radio System*.

## 3. Management:

3.1. The 18 WG Communications-Computer Systems Officer will:

3.1.1. Maintain a current listing of all unit TCOs and the related host-tenant of the interservice support agreement number under which the service is provided.

3.1.2. Have telephone directories available for pickup by unit TCOs for further distribution.

3.2. Unit Commanders. Commanders will appoint, in writing, a primary and alternate TCO. AFI 33-111, *Telephone Systems Management*, outlines procedures for appointing TCOs. Appointments will be revalidated annually in July by submitting a new memorandum of appointment to 18 CS/SCWO with a final paragraph stating, "This memorandum supersedes our memorandum dated XX XXX XX."

3.3. Telephone Control Officer. The TCO has responsibilities for all unit telecommunications needs and oversees telephone management of the unit per AFI 33-111. Correspondence between the unit and 18 CS/SCWO will be through and signed by the primary/alternate TCO. This ensures the TCO is aware of all communications requirements being requested. It also provides one focal point to discuss requirements and information distribution. If an exception is required, submit a memorandum of justification for establishing an additional TCO to 18 CS/SCWO. The TCO will meet the following requirements:

3.3.1. Primary and alternate should be E-5 or above or civilian equivalent.

3.3.2. Appointment memorandum will be forwarded to 18 CS/SCWO.

3.4. The TCO will:

3.4.1. Manage and validate unit submission of AF Forms 3215 (CSRSD) through coordination within the unit. It must be determined how the request might affect other unit requirements. This ensures validity at the unit level of each request submitted.

3.4.2. Ensure the CSRSD is properly filled out with sufficient information for processing.

3.4.3. Ensure the work requested is mission essential.

3.4.4. Sufficiently justify the priority.

3.4.5. Annotate the CSRSD with the appropriate host-tenant or interservice support agreement number, if required.

3.4.6. Terminate the service when it is no longer required.

3.4.7. Authorize the request by signing the Requester Approval Authority of every CSRSD prior to submission. The alternate TCO will only sign CSRSDs in the absence of the primary TCO. In the absence of both the primary and alternate TCO, the unit commanders will sign the CSRSD.

3.4.8. Coordinate with the 18 CS when planning changes in unit requirements such as new building, building demolition, relocation of personnel, and changes in manpower or equipment affecting the unit's communications requirements.

3.4.9. Provide updates to the telephone directory. Annual updates are normally initiated by the 18 CS in June, and responses are required by the end of September. Ensure all required information is accurate and reflects the unit's desired listings for the directory. List only class C numbers in the directory if possible. Class A numbers should be kept open for outgoing calls. Any changes should be updated with the Directory Clerk in 18 CS/SCWOD.

3.4.10. Establish an effective telephone abuse prevention program within the unit. This program will include telephone equipment abuse as well as misuse of DSN. Using information provided by the CSO, follow up on suspected telephone and/or precedence abuse and advise the unit commander of confirmed cases of telephone abuse for appropriate action.

3.4.11. Review this publication annually to maintain familiarity with responsibilities. The 18 CS will provide annual TCO training.

3.4.12. Authorize the use of DSN to areas outside the PACAF calling area and official long-distance commercial calls using a control number system.

3.4.13. Ensure that DD Form 2056, **Telephone Monitoring Notification Decal**, is placed on all unit telephone instruments except on those approved for transmission of classified. The DD Forms 2056 will be obtained through the Base Publications Distribution Office. Non-Air Force organizations need to go through their normal procurement channels to obtain the forms.

3.4.14. Certify, in writing, the number of directories required for organizational use (normally one directory for every two telephones).

#### 4. Maintenance :

4.1. All subscribers are advised the Air Force will not guarantee the quantity or quality of service to be supplied and will not be held liable for any discontinuance or failure in the telephone service. In addition, 18 CS is not responsible for repair and/or replacement of individually procured telephone equipment, either privately owned or owned by DoD organization (i.e., answering machine, fax machine, special-ordered telephones, etc).

#### 5. Billing for Unofficial or Class B Service:

5.1. Subscribers' Responsibilities. The subscriber is responsible for payment of phone bills within 30 days of invoice date. Phone bills are usually delivered between the 10th and 20th of each month and cover phone service for the period of the first day through the last day of the previous month. Notification of any unpaid balances will be mailed to customers on a monthly basis.

5.2. Installation Charge. This charge will be billed any time the customer requests a phone be activated or moved. An exception will be made when the government is forcing the subscriber to relocate. There will be no charge if official orders or a memorandum the move is a government-forced move is provided. This memorandum should be obtained from the organization that is forcing the individual to move.

5.3. Subscribers have the option of direct dialing long distance. This option allows the subscriber to make long-distance calls without using a credit card or calling card. The following monthly limits are placed on the total dollar amount subscribers may charge to their account.

E1 - E3	\$500
E4 - E6	\$700
E7 - O9	\$900

When subscribers exceed their monthly limit, the ability to direct dial long distance will be suspended until the next month unless they make an advance payment for their long-distance toll charges.

5.4. Payment Procedures for Telephone Service. Air Force military members are required to pay their monthly phone bills using automatic payroll deductions from their military pay. Payments for other military services, DoD civilians, and contractors may be made in the following ways:

5.4.1. In person by cash, check, or money order at the Kadena Financial Services cashier's cage located in Bldg 721 or at any participating military banking facility.

5.4.2. By mailing a check or money order payable to AFO/US Treasury DSSN 6688 at 18 WG/FMFV, APO AP 96368-5260, or by using the drop box located outside the Kadena Financial Services Branch.

5.4.3. Final bills for all personnel must be paid in person at the Telephone Billing Office of Financial Services Branch not later than 3 days after termination of service.

5.4.4. All personnel terminating telephone service must process through 18 CS Telephone Customer Service 4 duty days prior to departure. For personnel PCSing, final bills must be paid by cash or check prior to departing Kadena AB. Personnel separating or retiring must pay final bills in cash 3 duty days after termination of service.

5.5. Delinquent Bills. Payment of phone bills is due 30 days from invoice date. If using the postal system, customers must mail their payment in sufficient time to reach the Kadena AB Financial Services Branch by the due date. Nonreceipt, loss, temporary duty (TDY), or leave will not serve as justification for nonpayment of monthly bills. Air Force members are responsible for ensuring monthly deductions are present on their Leave and Earnings Statement each month. Phone bills not paid by the due date are considered delinquent. When accounts become delinquent, the ability to make direct dial long distance calls will be suspended. Customers with a delinquent phone bill will be given due process of two follow-up memorandums. After the two memorandums are sent, the Telephone Billing Office will refer delinquent accounts to 18 CS for disconnection. If the delinquent amount has not been paid within 5 days after the disconnection memorandum, action will be taken to involuntarily deduct the amount owed from the individual's pay account.

5.6. Reapplication for class B phone service after disconnection or reactivation of direct dial long distance capability suspended due to nonpayment of telephone bills will be processed by 18 CS when the subscriber furnishes a memorandum from the Accounting and Finance Telephone Billing Office stating the account is paid in full. Subscribers will be charged the standard installation charge to have their phone service reinstated.

## **6. Health, Morale, and Welfare Calls:**

6.1. Health, Morale, and Welfare (HMW) calls are authorized over the DSN for military members and Department of the Air Force (DAF) civilians on TDY more than 14 days or who are serving in an unaccompanied status at overseas locations. Unaccompanied status is defined as separation from immediate family (anyone living within the immediate household).

6.2. Morale calls will be placed through the base telephone operators by dialing 632-4663 (632-HOME).

6.3. Outgoing calls will not incur toll charges for the government. Operators will use DSN to make morale calls. Calls may be off-netted to the commercial telephone system at the distant end when the

government does not incur toll charges. Toll charge calls may be placed if the called party agrees to accept charges or if toll charges are billed to a credit card or prepaid calling card.

6.4. Calls will not normally exceed 15 minutes in duration or once per week in frequency. Unit commanders can authorize more frequent calls when unusual circumstances warrant additional calls.

6.5. Unit commander support staff or unit TCOs will provide 18 CS/SCWOA a list of personnel deployed for more than 14 days. The list will include member's name and inclusive dates of the deployment. Listings can be E-mailed to 18 CS/SCWOA Morale Call or faxed to 634-3717, ATTN: Mr. Clay or Mrs. Ivie.

6.6. Listings of permanent party military and DAF civilians in unaccompanied status will be provided by 18 MSS/DPMD on a monthly basis.

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