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**Communications and Information**

**TELEPHONE SYSTEMS MANAGEMENT**

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This fighter wing instruction implements AFD 33-1, *Command, Control, Communications, and Computer (C4) Systems* and contains local guidelines and procedures for managing Air Force Telephone Systems at Misawa Air Base.

**SUMMARY OF REVISIONS**

Changes include: Updated TCO responsibilities.

**1. Control of Defense Switched Network (DSN) and Commercial Toll Calls.**

1.1. Use of DSN and commercial toll calls is authorized for command elements and agencies requiring long-distance telephone communications support of their mission and is restricted to essential official calls requiring a timeliness that cannot be achieved by other means (i.e., official or electronic mail). The length of a call is limited to the minimum time required to conduct the official business and should not normally exceed 10 minutes for each DSN call and 5 minutes for each commercial call.

1.2. Official commercial long-distance telephone calls will be made only when military telephone service to the destination is not available, the needs are extremely urgent, and a memorandum or electronic message cannot meet mission needs. Commercial long-distance calls for personal matters are strictly prohibited, except when necessary to cope with family or personal emergencies, as authorized in AFI 33-111, *Telephone Systems Management*.

1.3. Long distance callback services provided to base customers from stateside vendors are authorized to base class "B" customers only. This service will not be used from official base telephones. All service agreements at Misawa Air Base are restricted to "Customer-to-Company" only. All problems with service will be handled between customers and the service provider. There are no exceptions or waivers to this rule.

## 2. Unit Commanders' Responsibilities.

- 2.1. Ensure their organizations comply with this instruction.
- 2.2. Appoint in writing, IAW AFI 33-111, Para 11.1, a unit Telephone Control Officer (TCO) to manage the unit's telephone systems management program. Appointment letters must be submitted to the 35th Communications Squadron Wire Section (35 CS/SCMP).
- 2.3. Be responsible for DSN and commercial toll calls placed from their unit and ensure all assigned personnel are briefed on and comply with the provisions of this instruction.

## 3. TCO Responsibilities.

- 3.1. Unit TCOs will perform all duties as outlined in AFI 33-111, Para 11.2.1 through 11.2.9.
- 3.2. The 35 CS Telephone Billing Office (35 CS/SCMPC) will send out by e-mail, a detailed call listing to unit TCOs on a monthly basis
- 3.3. Unit TCOs should verify the call listing against the AF IMT 1072, **Authorized Long Distance Telephone Calls**, that they maintain; complete an AF IMT 649, **Verification of Long Distance Telephone Calls**; and return the information management tool (IMT) to 35 CS/SCMPC. Instructions for completing the AF IMT 649 are provided on the reverse of the IMT.
- 3.4. The deadline for returning AF IMT 649s to 35 CS/SCMPC is 2 weeks from receipt. A missed suspense will result in a second notification to the unit TCO and their flight commander and another 2-week deadline. Failure to meet the second deadline will result in unit commander notification.
- 3.5. TCOs are required to perform and submit an annual inventory of installed telephone equipment items and services on an annual basis to 35 CS/SCMPC as outlined in AFI 33-111, Para 11.2.4. First notification will go to the unit TCO, failure to submit on time will result in a second notification to the Flight CC, and the third and final notification will be sent to the Unit CC.
- 3.6. TCO training will be conducted, at a minimum, on an annual basis by the 35 CS. All assigned unit TCOs will be required to attend this training. Newly appointed TCOs will need to contact 35 CS/SCMPC to schedule training at an earlier date. Units failing to ensure their TCOs are properly trained can be denied or delayed telephone services.

## 4. Collect Calls.

- 4.1. Outgoing/incoming collect calls are **ONLY** allowed from/to class "B" telephones. Personal or unofficial long-distance calls will not be allowed from official telephones. This includes requests that the calls be charged to private residents.
- 4.2. Base operators will not process incoming collect calls to official base lines. Callers will be directed to use direct-dial procedures.

**5. Fraud, Waste, and Abuse (FW&A) Hotline.** Calls made from organizations on Misawa Air Base to the FW&A hotline routed through the base switchboard will be made on a "no names asked" basis. Toll tickets will not be used for DSN calls made to FW&A hotlines. Base switchboard supervisors will ensure an up-to-date list of authorized FW&A hotlines is available upon request. As a minimum, the list will include DSN numbers of FW&A hotlines for the Department of Defense, Air Force, Army, and Navy.

## **6. Commercial and Home Business Lines.**

6.1. The unit TCO will process requests for commercial business lines through the 35 CS Telephone Customer Service Office, Bldg 512, using AF IMT 3215, **IT/NSS Requirements Document**. Commercial lines will have a "B-2", "B-5", "B-6", "B-7", or "B-8" telephone classification.

6.2. Only authorized personnel within the 35 CS can request information or services from local or international telephone agencies. All base communication needs will be coordinated with 35 CS/SCMP.

6.3. All home business operators should request service directly from 35 CS Telephone Customer Service. Home business lines will have a "B-1" or "B-4" telephone classification.

## **7. On/Off-Netting Through the Base Switchboard.**

7.1. Off-netting calls from a DSN number to an off-base number will only be permitted to the local 0176 prefix. Off-netting to cellular telephones is strictly prohibited.

7.2. On-netting from off-base commercial numbers to the DSN will be controlled by the 35 CS/CC.

7.3. Only personnel maintained on the base DSN access listing or unit morale call list will be allowed access to the DSN through the base switchboard when calling from other than a class "A" line. Access to base switchboard DSN lines may be obtained by submitting an access memorandum signed by the unit commander to 35 CS/SCMP.

## **8. Health, Morale, and Welfare (HMW) Calls.**

8.1. HMW call policy at Misawa will be limited to two phone calls per week. Each call is not to exceed 15 minutes in duration. In this case, a week is defined as Sunday, 0001 hrs to following Saturday at midnight.

8.2. Each unit will be required to provide 35 CS/SCMP an alphabetical listing of personnel (to include name, rank, last 4 of SSN, tour type and DEROS/TDY dates) authorized to place morale calls IAW AFI 33-111. This list will be used by base operators to maintain positive control over the HMW call program. Units should submit updated letters at least monthly or as changes in personnel status require.

## **9. Official Commercial Calls and Use of Personal Identification Numbers (PIN).**

9.1. Official government phones will not have direct long-distance dialing capability. Direct dial commercial calls will be available only within the local area. Exceptions must be approved by 35 CS/CC based on mission requirements.

9.2. Individuals who frequently make long-distance toll calls as part of their official duties can be issued PIN numbers by their TCO to access this service. Unit TCOs will issue telephone control numbers to individuals who make infrequent long-distance toll calls.

9.3. Individuals receiving PIN numbers will be briefed by their unit TCO that the PIN is for official use only. Use of the PIN for personal calls charged to the Air Force could result in punitive actions and require the member to reimburse the Air Force for all toll calls charged to that PIN. It is the PIN holder's responsibility to prevent disclosure of the PIN to unauthorized individuals.

9.4. To be issued a PIN, an AF IMT 3215, must be submitted to 35 CS Wire Section. The requesting unit's commander and TCO must endorse the AF IMT 3215. A separate AF IMT 3215 must be submitted for each individual requesting a PIN. The requirement for the PIN must be fully justified and the justification must demonstrate how this capability is required by the individual to complete their mission. After processing, 35 CS/SCMP will issue the PIN to the authorized PIN holder with a letter providing instructions on its use.

**10. DSN Call Data Review Process:** All telephone data requested by the Defense Information Systems Agency or other agencies shall be provided by developing a report from the base telephone switch. No DSN toll tickets will be used by the base telephone operators for this purpose.

### **11. Base Billing Information.**

11.1. All active duty Air Force members will have their Class B bills collected by payroll deduction.

11.2. Only international and domestic telephone charges will be provided to base customers. Billing information must be requested in person with proper identification required at 35 CS Telephone Billing Office, Bldg 512.

11.3. Base security personnel (i.e., 35th Security Forces Squadron Investigations or Air Force Office of Special Investigations) will handle all other telephone call information requests.

11.4. Billing discrepancies will be handled on a case-by-case basis. Base telephone customers will report all billing discrepancies to the 35th Comptroller Squadron Telephone Billing Section (35 CPTS/FMFL) in Bldg 656.

### **12. Monthly Unofficial Toll Charge Limits.**

12.1. To control the number of non-collections on excessive toll charges, the 35 CS and the 35 CPTS will limit total monthly toll calls to a pre-set amount based on rank/grade.

12.2. Pre-set total monthly limits are:

E1 - E4 - \$500.00

E5 - E6 - \$700.00

E7 and above (including civilian employees) - \$900.00

12.3. 35 CS Telephone Billing Office will notify customers by mail or phone when their toll charge limit has been exceeded. Customers will have 10 days from time of notification to make payment through 35 CPTS Telephone Billing Section. If prompt payment is not made, toll charge dialing capabilities will be restricted until payment is made. Early payment of accrued toll charges can be made through 35 CPTS/FMFL to prevent service interruption.

### **13. Delinquent Telephone Bills.**

13.1. The 35 CPTS will provide follow-up billings to all customers approximately 30 days after the due date of the original bill. These billings will reflect the original invoice amount plus interest that is charged based on the number of days the original bill is overdue. A second follow-up bill will be sent to the customer approximately 60 days after the due date of the original bill. At that time, telephone service will be suspended until the bill is paid in full, including any charges incurred after the original

bill went over 60 days. Accounts that reach the 60-day delinquent point on more than one occasion will be unconditionally suspended for 6 months. For active duty Air Force members only, if their bill exceeds their end-of-month pay, all telephone services will be suspended until the bill is paid in full. These accounts will be suspended for 6 months if their bill exceeds the end-of-month pay on more than one occasion.

13.2. Customers departing Misawa for an extended period of time (i.e. over 60 days) are permitted to temporarily suspend their telephone service, retain their existing phone number, and be relieved of the regular monthly service charges. Customers wishing to do so must request this service suspension in person by visiting the 35 CS Class B Service Desk in Bldg 512. Customers not on payroll deduction will be provided a current bill of all calls made to date that they can pay at base finance. Upon return, customers can request reactivation of their service and will be charged a \$1.00 service activation fee.

#### **14. Releasing Installation Telephone Directories to the Public.**

14.1. Class "A" users (Official). Only unit TCOs may pick up installation telephone directories for their units. Unit TCOs are responsible for disposing of old directories when no longer needed.

14.2. Class "B" users (Unofficial). Users are authorized one installation telephone directory per household and should exchange their old directory for a new one at the 35 CS Telephone Customer Service Office. Off-base military and DoD civilians are authorized one installation telephone directory per household.

14.3. Release of installation telephone directories to the general public (e.g. requests from off-base businesses and commercial companies and private individuals) is not allowed IAW AFI 33-111, Para 45.1 and DoD 5400.7-R, Chapter 3, Para C3.2.1.6.2.2., *DoD Freedom of Information Act Program*.

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Commander