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Communications and Information

**CONTROL OF DEFENSE SWITCHED
NETWORK (DSN) AND COMMERCIAL TOLL
CALLS**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements AFD 33-1, *Command, Control, Communications, and Computer (C4) Systems*. It assigns responsibilities and establishes procedures for controlling DSN and commercial toll calls placed with the assistance of switchboard operators. It applies to all 374th Airlift Wing and all organizations having DSN and commercial access through Yokota Air Base switchboard.

1. General Provisions:

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 (e.g., official or electronic mail). The length of a call is limited to the minimum time required to accomplish the official business being conducted and will not normally exceed 10 minutes for each DSN call and 5 minutes for each commercial call. Except for calls between mainland Japan and Okinawa, and calls between special DSN instruments, DSN will not be used for calls within Japan.

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 the needs. Commercial long-distance calls for personal matters are strictly prohibited, except when necessary to cope with a family or personal emergency as authorized in AFR 700-8, Volume I, paragraph 1-53. Health, morale, and welfare (HMW) calls over DSN from mainland Japan are prohibited.

2. Responsibilities Assigned:

2.1. All commanders will:

2.1.1. Be responsible for DSN and commercial toll calls placed from within their areas of responsibility. They will ensure all assigned personnel are briefed on and comply with the provisions of this instruction.

2.1.2. Establish procedures to ensure DSN and commercial control data is reviewed, appropriate action is taken to ensure only mission essential calls are being made, appropriate voice precedences are being assigned, and length of calls is kept to a minimum.

2.2. Each affected organization will appoint, in writing, a telephone control officer (TCO) and an alternate TCO to authorize and control operator-assisted DSN and commercial toll calls. Primary and alternate TCOs will be staff sergeants or GS-5 or above, when available. Exceptions to this minimum grade requirement may be accepted on a case-by-case basis with a written justification. Send the appointment memorandum, with a justification memorandum (if necessary), to Telephone Requirements, 374th Communications Squadron (374 CS/SCMP), for record purposes.

2.3. The Base Telephone Operations Manager (374 CS/SCMP) will:

2.3.1. Give direction, guidance, and advice to commanders and TCOs on abuses of DSN and commercial services.

2.3.2. Ensure the switchboard supervisor send toll tickets to the TCOs per paragraph 4.1.

2.3.3. Establish a thorough and continuing education program for all personnel concerning the proper use of DSN and commercial toll services. As a minimum, all personnel should be made aware of the importance of the following:

2.3.3.1. Using DSN for government official business only.

2.3.3.2. Obtaining telephone control numbers from their unit TCOs.

2.3.3.3. Assigning proper precedence to DSN calls in accordance with the Joint Uniform Telephone Communications Precedence System (JUTCPS) instructions contained in the current US Forces, Japan (USFJ), Telephone Directory.

2.3.3.4. Keeping calls brief by preparing subject matter beforehand and obtaining DSN numbers of parties to be called before contacting the operator.

2.3.3.5. Not discussing classified information during DSN calls, except when using a secure telephone unit such as a STU-III in secure mode.

2.3.4. Segregate, by organization or staff agency, the toll tickets or computer listings for each call placed during the billing period.

2.4. TCOs will:

2.4.1. Review toll tickets sent by the switchboard supervisor per paragraph 4.1. for abuses of DSN, JUTCPS, or commercial toll services.

2.4.2. Review listings and certify official calls by completing AF Form 649, **Verification of Long Distance Telephone Calls**. Annotate on the AF Form 649 any discrepancies between the listing and the AF Form 1072, **Authorized Long Distance Telephone Calls**, and return the AF Form 649 to 374 CS/SCMP within 10 working days.

2.4.3. Advise the commander or staff agency chief on appropriate actions to take when personnel are abusing or misusing DSN or commercial toll services.

3. Fraud, Waste, and Abuse (FW&A) Hotlines. Tickets will not be prepared for DSN calls to FW&A hotlines. Such calls will be on a "no names asked" basis. The switchboard supervisor will ensure operators have a ready access to an up-to-date list of authorized FW&A hotlines to verify hotline numbers. As a

minimum, the list will include DSN numbers of FW&A hotlines for the Department of Defense, Air Force, Army, and Navy.

4. DSN Call Data Review Process:

4.1. Periodically, the Defense Information Systems Agency (DISA) Pacific, directs operators to collect DSN calling data by ticketing DSN calls for a specific time period. These tickets will be held by the 374 CS until they receive the DISA DSN call summaries and journals. The switchboard supervisor will ensure DSN tickets are checked against identified calls, and provide the results to each TCO for review with a transmittal memorandum.

4.2. Operators may also be required to ticket calls for special-purpose surveys when directed by higher headquarters.

5. Commercial Telephone Main Lines. These lines are present in some offices where base telephone service is not available or adequate. TCOs will maintain the AF Form 1072 to record calls placed over such lines and certify monthly charges by completing the AF Form 649 from 374 SC/SCMP with their respective listings.

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Commander