BY ORDER OF THE SECRETARY OF THE AIR FORCE

AIR FORCE INSTRUCTION 33-111

1 JUNE 2001

AIR FORCE SPACE COMMAND Supplement 1

1 MARCH 2002

Communications and Information

TELEPHONE SYSTEMS MANAGEMENT

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: This publication is available digitally on the AFDPO WWW site at: http://afpubs.hq.af.mil.

OPR: HQ AFCA/GCLV (CMSgt McKenzie) Certified by: HQ USAF/SCXX (Col Pricer)
Supersedes AFI 33-111, 1 May 1998. Pages: 65
AFI33-111_AFSPCSUP1, 1 Feb 99 Distribution: F

This instruction contains guidelines and procedures for managing Air Force telephone systems. It implements Air Force Policy Directive (AFPD) 33-1, *Command, Control, Communications, and Computer (C4) Systems*; United States Comptroller Decisions B-199793, January 27, 1982; B-217996, October 21, 1985; and B-223837, January 23, 1987; Defense Information Systems Agency Circulars (DISAC) 310-70-78, *DSN Phase I Systems Management Guide*, 24 February 1998; and 310-130-1, *Submission of Telecommunications Service Requests*, 4 April 2000; Chairman of the Joint Chiefs of Staff Instructions (CJCSI) 6211.02A, *Defense Information System Network and Connected Systems*, 22 May 1996; and 6215.01, *Policy for the Defense Switched Network*, 1 February 1995; and Department of Defense Directives (DoDD) 4640.1, *Telephone Monitoring and Recording*, January 15, 1980, with Change 1 dated November 16, 1994; 4640.6, *Communications Security Telephone Monitoring and Recording*, June 26, 1981; and 4640.13, *Management of Base and Long-Haul Telecommunications Equipment and Services*, December 5, 1991. **Military personnel who violate paragraph 8.3 of this Air Force instruction (AFI) are subject to punitive action under Article 92 of the *Uniform Code of Military Justice* (UCMJ). Violations of paragraph 8.3 by civilian employees may result in administrative or other disciplinary actions under AFI 36-704, *Discipline and Adverse Action*.** The *Paperwork Reduction Act of 1974* as amended in 1995 and AFI 33-360, Volume 2 (AFI 33-360V2), *Forms Management Program*, affects this publication. Direct questions or comments on the content of this instruction through appropriate command channels to Headquarters Air Force Communications Agency (HQ AFCA/GCLV), 203 W. Losey Street, Room 3065, Scott AFB IL 62225-5222. Refer recommended changes and conflicts between this and other publications to HQ AFCA/ITPP, 203 W. Losey Street, Room 2110, Scott AFB IL 62225-5222, using Air Force (AF) Form 847, **Recommendation for Change of Publication.** See **Attachment 1** for a Glossary of References and Supporting Information. Maintain and dispose of all records created as a result of prescribed processes according to Air Force Manual (AFMAN) 37-139, *Records Disposition Schedule* (will convert to AFMAN 33-322V4).

(AFSPC) The OPR for this supplement is AFSPC CSS/SCIS (MSgt Peter Jones). This supplement implements and extends the guidance of Air Force Instruction (AFI) 33-111, *Telephone Systems Management.* The AFI is published word-for-word without editorial review. Air Force Space Command (AFSPC) supplemental material is indicated in bold face. This supplement describes AFSPC's procedures for use in conjunction with the basic AFI. This instruction applies to HQ AFSPC, subordinate units, and all organizations receiving telephone support from AFSPC assets. This supplement does not apply to Air Force Reserve Command nor Air National Guard units. Upon receipt of this integrated supplement discard the Air Force basic publication.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

This revision reflects changes in the use of personal calls over official telephones, establishment of major command (MAJCOM) Government Emergency Telecommunications Service (GETS) actions (paragraph **9.7.**), integration of new military family housing (MFH) funding guidance (paragraph **A2.4.**), Air Force Audit Agency recommendations (paragraph **9.9.**), and inclusion of a separate telephone systems security checklist incorporating AFSSI 5033 (**Attachment 7**). Added new paragraph **13.**, Air Force Policy on Use of Toll-Free (800, 888, 877, 866) Numbers. Added policies for Defense Switched Network (DSN) Access (paragraph **15.**), DSN/commercial dialing standard (paragraph **16.**), configuration management policy (paragraph **19.**), voice mail policy (paragraph **20.**), Integrated Services Digital Network (ISDN) (paragraph **21.**), and 911 and Enhanced 911 (E911) (paragraph **22.**). Clarifies and/or modifies wording in numerous paragraphs throughout the document. Also added voice mail systems (VMS) security (paragraph **A7.9.**). Updated and added new references in **Attachment 1**, Class B rates in **Attachment 4**, and checklist items in **Attachment 6**. The (|) preceding the title indicates a major revision from the previous edition. **NOTE**: This AFI incorporates Air Force Systems Security Instruction (AFSSI) 5033, *Telephone Systems Security*.

(AFSPC) This publication needs to be reviewed in its entirety. The basic publication was rewritten 1 June 2001. This supplement was revised to match the new numbering scheme of the basic. A bar (|) indicates a revision from previous edition.

Section ATelephone Service Procedures5
1.Requesting Telephone and Telephone-Related Service 5
2.Competitive Long Distance Telephone Service 5
3.Long Distance Calls From Base Telephones 5
4.Collect Calls to Air Force Installations 6
5.Personal Calls Over Official Telephones 6
6.Health, Morale, and Welfare (HMW) Calls 6
7.Official Telephones in Personal Quarters 7
8.Using Federal Telecommunications System-2000/2001 Calling Cards 8
Section BResponsibilities for Telephone Service9
9.Major Commands 9
10.Base Communications and Information Systems Officer 10
11.Base Organizational Commanders 12
Section CTelephone Systems and Networks13
12.Air Force Policy on Use of the Federal Telecommunications System (FTS-2000/2001) and International Direct Distance Dialing 13
13.Air Force Policy on Use of Toll-Free (800, 888, 877 or 866) Numbers 14
14.Air Force Policy for Use of 900 Telephone Numbers 14
15.Defense Switched Network Access 14
16.Defense Switched Network/Commercial Dialing Standard 14
17.Defense Switched Network On- or Off-Net Calling 15
18.Air Force Policy on Lead Telecommunications Cables 15
Section DSpecial Telephone Features and Services16
19.Configuration Management Policy 16
20.Voice Mail Policy 16
21.Integrated Services Digital Network (ISDN) 16
22.911 and Enhanced 911 (E911) 16
23.Single-Line Telephone Concept 17
24.Key System Approval Authority 17
25.Cellular Telephone Service 17
26.Special Telephone Features and Services for Specific Base Activities 18
27.Telephone Service for Geographically Separated Units 18
28.Unofficial Commercial Telephone Service 18

Section ESecure Telephone Service19

29.Secure Voice Procedures 19

Section FTelephone Monitoring and Recording Procedures20

30.Categories 20

31.Controlling Recordings 21

32.Prohibited Monitoring and Recording Activities 21

33.Requesting Exceptions to Recording Policy 21

34.Unauthorized Monitoring or Recording Devices 21

Section GBilling for Telephone and Other Commercial Communications Services22

35.Verifying Bills 22

36.Processing the Bills 23

37.Judgmental Sampling of .Toll. Calls 23

38.Federal Telecommunications System-2000/2001 Verification 23

39.Verifying Other Charges, Credits, Local Service, and Equipment Charges (Recurring and Nonrecurring Charges) 23

40.Verifying Commercial Long Distance Calls, Federal Telecommunications System-2000/2001, or Equivalent Charges With Air Force Forms 1072 or 649, Verification of Long Distance Telephone Calls 24

41.Adjusting Billing Errors 25

42.Sending Bills to the Financial Service Office 25

43.Certifying Payment on Standard Form 1034 25

44.Coinless or Coinbox Telephone Revenue 26

Section HCharges for Base Telephone Services26

45.Charges for Base Telephone Services 26

Section ITelephone Systems Security26

46.Security of the Base Telephone System 26

Section JTelephone Directories27

47.Publishing Directories 27

48.Listing Organizations in Non-Government Directories 27

49.Releasing Telephone Directory Information 27

50.Releasing Installation Telephone Directories to the Public 27

51.Responsibilities for Publishing Telephone Directories 28

52.General Format Standards 28

53.Checklists 28
54.Class of Telephone Service 28
55.Music on Hold Policy 29
56.Cordless Phone Policy 30
57.Telephone Instrument Maintenance 30
58.Information Collections, Records, and Forms 30
Attachment 1.GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION 32
Attachment 2.CONDITIONS FOR OFFICIAL TELEPHONE SERVICE IN PERSONAL QUARTERS 41
Attachment 3.SPECIAL TELEPHONE FEATURES AND SERVICES FOR SPECIFIC BASE ACTIVITIES 42
Attachment 4.CHARGES FOR BASE TELEPHONE SERVICES 45
Attachment 5.FORMAT STANDARDS FOR TELEPHONE DIRECTORIES 50
Attachment 6.TELEPHONE SYSTEMS MANAGEMENT CHECKLIST 53
Attachment 7.TELEPHONE SYSTEMS SECURITY CHECKLIST 56

Section A—Telephone Service Procedures

1. Requesting Telephone and Telephone-Related Service .

1.1. Major Command (MAJCOM) and Base Communications and Information Systems Officer (CSO):

1.1.1. Conduct scheduled inventories of commercial/leased circuit requirements. Develop base telephone service requirements and process requirements timely to establish, add, change, or delete telephone services according to AFI 33-103, Requirements Development and Processing, and any MAJCOM or contracting agency supplemental procedures.

1.1.2. Establish a competitive contract using AF Form 9, Request for Purchase, or communications service authorization (CSA) using AF Form 1218, Request for Communications Service. Headquarters 38th Engineering Installation Group (HQ 38 EIG) at Tinker AFB OK, is the sole Air Force contracting agency for issuing CSAs. A CSA is needed in areas where a public utility commission requires tariffed or regulated services (e.g., central office trunking, business lines, foreign exchange [FX] service). Ensure funds are available and certified prior to contract award.

1.1.3. Solicit and obtain competitive bids or proposals through designated and appropriate procurement channels for all telephone services.

1.1.4. Use AF Form 1218 to establish new CSAs or to submit changes to existing CSAs.

1.1.4.1. (Added-AFSPC) AF Form 1218, Request for Communications Service, for AFSPC units/sites must be forwarded to AFSPC CSS/SCIS, 150 Vandenberg St., Ste 1105, Peterson AFB CO 80914-4730, for processing and submittal to the contracting officer. Any changes required to an existing Communications Service Authorization (CSA) must be requested via AF Form 1218 and approved by the contracting officer

before authorizing vendor to proceed. Formal training in AF Form 1218 preparation is provided by 38 EIG/PKK, request training allocations through AFSPC CSS/SCIS.

1.1.4.2. (Added-AFSPC) Base Communications and Information Systems Officer (CSO) develops tracking methods to ensure maximum limit authorizations are not exceeded. When maximum limits reach 80 percent, AF Form 1218 will be submitted IAW para. 1.1 for maximum limit increases.

1.1.5. Ensure that the special telephone requirements of people with disabilities are addressed. Electronic and information technology accessibility standards are available on the Internet at http://www.access-board.gov/sec508/508standards.htm.

1.2. MAJCOMs:

1.2.1. Establish procedures ensuring new or changes to existing CSAs are consistent with the Defense Federal Acquisition Regulation Supplement (DFARS). Plan and schedule timely establishment and/or renewal of telephone service contracts with required agencies and the contracting officer (DFARS Part 239, *Acquisition of Information Technology*, Subpart 239.74, *TELECOMMUNICATIONS SERVICES*).

1.2.2. Establish procedures requiring the base CSO to verify proposed leased regulated services do not exceed current CSAs.

1.2.3. Monitor CSAs under their control for adequate funding authority and to ensure that decentralized reporting of expenditures is accomplished as prescribed by the contracting officer.

1.2.4. Make sure installations consider residual value and obtain contractor estimates of regulated lease costs when completing CSA economic analysis.

2. Competitive Long Distance Telephone Service . Follow the guidelines in AFI 33-116, *Long-Haul Telecommunications Management*, to request competitive long distance telephone service. MAJCOM may provide flat rate, long distance, non-reimbursable telephone service to tenants authorized Class A-1 service if the host base also uses this service. When the host base does not require flat rate, long distance service, such a service is a special requirement and the tenant must pay for it.

3. Long Distance Calls From Base Telephones .

3.1. Use Defense Switched Network (DSN), not commercial long distance carriers, to call other Department of Defense (DoD) activities unless DSN service is not available in a timely manner. Use the DSN system only for official business or in the interest of the government, and it is the first choice for all new and existing switched voice telecommunications requirements.

3.2. Federal Telecommunications System (FTS)-2000/2001 and International Direct Distance Dialing (ID3) (formally International Switched Voice Services) are authorized commercial long distance networks (see paragraph **12.**).

3.3. For verification purposes, document all commercial long distance calls on AF Form 1072, **Authorized Long Distance Telephone Calls**, or an equivalent base form. When a call accounting system is used (e.g., telephone call accounting software [UCALL], telecommunications management system [TMS], etc.), AF Form 1072 or equivalent is not required.

3.4. Callers without direct long distance dialing capability must request a control or billing account number from their telephone control officer (TCO). Give the control or billing account number to the base switchboard operator.

3.5. Program all base telephone switches, including contract-maintained and leased telephone switches, to block the use of FTS-2000/2001 for dialing local telephone numbers or chargeable directory assistance telephone numbers. Allow the capability to dial directory assistance telephone numbers to the base switchboard.

3.6. (Added-AFSPC) In an effort to keep the number of direct access long-distance telephone service users and phones to a minimum, the base switchboard will place calls for long-distance users who do not justify direct access to the FTS2001.

4. Collect Calls to Air Force Installations . The wing commander makes local policy for handling incoming official collect calls.

4.1. (Added-AFSPC) If/when a wing commander authorizes acceptance of collect calls, AF Form 1218 must be submitted by the base CSO to obtain CSA authorization to ensure contract vehicle is in place to allow payment for collect calls.

5. Personal Calls Over Official Telephones . Commanders and supervisors may allow personal calls during work hours using official telephones if:

5.1. The telephone call does not interfere with official duties.

5.2. The calls do not exceed reasonable duration and frequency, and whenever possible, are made during the employee's personal time such as after-duty hours or lunch periods.

5.3. The telephone calls serve a legitimate public interest (such as usage reduces time away from the work area or improves unit morale).

5.4. The telephone call does not reflect adversely on DoD or the Air Force (e.g., uses involving pornography; unofficial advertising, soliciting, or selling; and inappropriate discussion of classified information).

5.5. The government does not incur any long distance or per-call charges above and beyond normal local charges. Determine normal local charges based upon historical averages.

5.6. (Added-AFSPC) FTS2001 can be used for urgent emergency personal calls. These calls must be cleared through local commanders and supervisors.

6. Health, Morale, and Welfare (HMW) Calls . HMW calls are authorized over the DSN as prescribed in CJCSI 6215.01. HMW calls are not authorized on cellular telephones (CT) or FTS-2000/2001. You can obtain copies of CJCS publications at http://www.dtic.mil/doctrine/jel/.

6.1. HMW calls are intended for military and Department of the Air Force civilians. HMW calls are authorized when:

6.1.1. In an unaccompanied status at overseas or remote geographic locations. Unaccompanied status is defined as separation from immediate family (anyone living within the immediate household).

6.1.2. Performing extended temporary duty (TDY) for more than 14 days.

6.2. Military and civilian member's immediate family (anyone living within the immediate household) are permitted to place calls as part of the Family Support "Hearts Apart" or similar programs.

6.3. Place HMW calls at routine precedence, normally not to exceed 15 minutes.

6.4. HMW calls should not exceed a reasonable frequency as designated by the installation commander in conjunction with the base CSO. Reasonable frequency is normally considered no more than once a week. ***EXCEPTION:*** Emergency calls may exceed the established threshold.

6.5. Extending HMW calls to a commercial number (off-netting) is authorized, provided it does not interfere with operational requirements. No off-net HMW call will incur a toll charge to the government even if the intent is to reimburse the government. If the call incurs a toll charge, base operators may extend the call if the caller uses a credit/calling card to charge the call or the called party agrees to accept the charges.

6.6. On-netting of HMW calls is permissible when placed from within the continental United States (CONUS) as part of Family Support "Hearts Apart" or other similar programs.

6.7. To maximize customer service without degrading mission requirements, base CSOs should establish and publish the best times to make HMW calls.

6.8. For overseas locations, commanders in chief (CINC) should establish policy (according to CJCSIs 6211.02A and 6215.01) for positive control of on-net and off-net access within their areas of responsibility. Make sure the use of DSN for HMW calls is in compliance with theater CINC policy.

7. Official Telephones in Personal Quarters .

7.1. Title 31, United States Code (U.S.C.), Section 1348 (31 U.S.C. 1348) (*MONEY AND FINANCE; THE BUDGET PROCESS; APPROPRIATIONS; LIMITATIONS, EXCEPTIONS, AND PENALTIES; Telephone installation and charges*) permits certain officials to have government-assigned telephones installed and maintained in their quarters, if necessary for national defense purposes. Limited telephone service for official use may be provided to those officials (see United States Comptroller Decisions B-199793 and B-223837). Do not delegate the authority to designate these personnel to members below wing commanders or equivalent levels. Base such designations on functional position and mission impact.

7.1. (AFSPC) Authority to designate official telephones in personal quarters resides with wing commanders.

7.1.1. See **Attachment 2** for conditions and arrangements for official telephone service in quarters.

7.1.2. Personnel authorized official telephone service in quarters must provide separate personal telephone service at their own expense from the local commercial telephone company or the government-furnished exchange (Class B service)(see paragraph **28.1.**).

7.1.3. When local, unofficial service is not available or the waiting period for service is unacceptable, the MAJCOM/SC may waive the requirements of paragraph **7.1.2.** to permit dual usage of the official telephone. The user must pay:

7.1.3. (AFSPC) Request waivers for unofficial services in quarters through AFSPC CSS/SCI.

7.1.3.1. The one-time cost, if any, for conversion to this service.

7.1.3.2. A monthly service charge equal to the charge for Class B service.

7.1.3.3. The cost of toll calls or other charges for unofficial use.

7.2. Flexiplace/Telecommunicating Support to Alternative Work Sites. Public Law (P.L.) 104-52, *Treasury, Postal Service, and General Government Appropriations Act of* 1996, Section 620 (31 U.S.C. 1348 note), provides that appropriated funds may be used to install telephone lines and necessary equipment, and to pay monthly charges in any private residence or private apartment of an employee who is authorized to work at home in accordance with guidelines issued by the Office of Personnel Management. The head of the department, division, bureau, or office must certify that adequate safeguards against private misuse exist, and that the service is necessary for direct support of the agency's mission.

7.2.1. Unit commanders, in coordination with the local personnel office, may authorize personnel to work at an approved flexiplace location. Unit commanders may also authorize the installation of a personal computer, applicable software, modems, fax machines, and data (telephone) lines to support access at the alternate work location (see Federal Personnel Manual System, FPM Letter 368-1 dated 26 March 1991, Subject: Federal Flexible Workplace Project; and P.L. 104-52.) Unit commanders should work with the supporting communications unit to identify the necessary support requirements and restrictions.

7.2.2. The unit commander authorizing the alternate work location must:

7.2.2.1. Determine government-provided communications service is necessary for direct support of the agency's mission.

7.2.2.2. Fund necessary equipment and phone lines needed to support the mission.

7.2.2.3. Make sure the alternate work location is an economical option to having the individual work in the office.

7.2.2.4. Authorize payment for installation and monthly recurring charges.

7.2.2.5. Certify that adequate monitoring capability and safeguards against private misuse exist. Such certification should accompany a signed employee flexiplace agreement.

7.2.2.6. Account for government-provided equipment on a hand receipt and inventory annually.

7.2.3. After approval, base communications units will work with the requiring activity to establish the service and required safeguards.

7.2.4. Because of the restrictions pertaining to the use of appropriated funds to support telephone service in private quarters, requesting unit commanders must certify that support requested under this provision is for an approved flexiplace location as defined by Air Force personnel guidance. Certification must accompany the communications and information systems requirement and be retained by the communications office as long as service or equipment is provided to the flexiplace location.

8. Using Federal Telecommunications System-2000/2001 Calling Cards (Including International Direct Distance Dialing).

8.1. MAJCOM commanders may approve the use of telephone calling cards when obtained from the FTS-2000/2001 contract. They may delegate this authority to the wing commander.

8.1. (AFSPC) The wing commander approves the use of long-distance telephone calling cards on the base. This may be delegated to the Base CSO.

8.2. Cardholders must sign the following statement and calling card/credit card issuers must keep the signed statement on file as long as the person has the card:

"I (NAME) acknowledge receiving telephone calling card number (NUMBER) on (DATE). I further acknowledge that this card is for official use only. I must safeguard this card from loss and fraudulent or unofficial use. My failure to do so may result in disciplinary action and direct billing. I agree to return the card to the issuing office when I am transferred, separated from the service, or no longer require it to perform my official duties.

_____

(Signature)"

8.3. Calling cards are issued for official use only. Cardholders must not use the calling card for any purpose other than official use. Military cardholders that use the card for unofficial purposes violate Article 92 of the UCMJ and are subject to disciplinary action. Similarly, unofficial use by a civilian employee may result in administrative disciplinary action under AFI 36-704.

8.4. For verification and audit purposes, each cardholder must provide the TCO with sufficient information to complete AF Form 1072 (or equivalent) when requested by the TCO or base communications unit.

8.5. Host MAJCOMs may permit using calling cards from home station. The host must fund costs according to AFI 65-601V1, *Budget Guidance and Procedures*.

8.5. (AFSPC) Long-distance telephone calling cards may be used from home station for official calls; user determines need.

8.6. Issue calling cards to government personnel to make official calls from TDY locations that do not have DSN access. This will minimize calls placed through more expensive hotel/motel private branch exchanges (PBX).

8.7. All host communications units will develop procedures for issuing and recovering FTS-2001/ID3 calling cards. Maintain a master list of all calling card users on base.

Section B—Responsibilities for Telephone Service

9. Major Commands .

9.1. Make sure installations under their command complete annual physical inventories of all leased telephone services and equipment used on the installation.

9.1.1. (Added-AFSPC) Certification of funds for the next FY will be provided to AFSPC CSS/SCIS not later than 1 Aug of the current year.

9.2. Make sure installations establish internal controls over leased telephone services and monthly lease payments.

9.3. Conduct reviews to determine if installations have a complete and valid inventory of base telecommunications equipment and services, and have established inventory controls.

9.4. Require installations under their command to validate the telephone bill as official before authorizing payment. See **Section G** for billing procedures.

9.5. Provide CSA training for personnel who process regulated telecommunication services. HQ 38 EIG offers CSA training.

9.5. (AFSPC) Forward training request to AFSPC CSS/SCIS for scheduling with 38 EIG/PKK.

9.6. Obtain advice on legal issues from HQ AFCA/JA who represents the Air Force on legal issues related to telephone systems. Advice and assistance to base communications and legal offices on telephone issues is also provided.

9.7. Establish a tracking program or focal point for Government Emergency Telecommunications Service (GETS) personal identification numbers (PIN) for installations under their command. Access the following Web link for more information: http://www.ncs.gov.

9.8. Follow telephone systems security procedures as outlined in **Attachment 7**.

9.9. Should review their applicable DSN monthly service invoices to identify any major billing errors and calling costs, enabling faster resolution of problems.

9.10. Plan for future telephone system upgrades through the fiscal year (FY) and the program objective memorandum (POM) processes.

10. Base Communications and Information Systems Officer .

10.1. Operations. The base CSO or a designated representative:

10.1.1. Ensures telephone service meets installation mission requirements and complies with DoDD 4640.13.

10.1.2. Supervises overall operation and maintenance of base telephone and telephone-related facilities. The CSO does not supervise customer-owned telephone devices.

10.1.3. Inventories leased telephone services annually, reconciles all discrepancies, updates the inventory for added or deleted services, and verifies the amount and type of service authorized on the CSA.

10.1.3. (AFSPC) Send notice of completion with the Annual Funds Certification (AFI 33-111_AFSPCSUP1, para. 9.1.1) to AFSPC CSS/SCIS.

10.1.4. Controls on- and/or off-netting to ensure it does not negatively affect the overall base mission.

10.1.5. Verifies how much government-owned base telephone equipment or circuits a contractor uses and gives this information to the appropriate contracting officer for payment.

10.1.6. Certifies to the base financial services office (FSO) that charges and services are proper and correct, and verifies credits. See **Section G** for billing procedures.

10.1.7. Requests reimbursement for overpayment of telephone billing charges from servicing vendors.

10.1.8. Maintains a master list of numbers and locations of coin-operated and coinless (calling card) telephones, as well as official cellular telephones leased by the base. (*NOTE:* These telephones will still operate if the base telephone switch fails.)

10.1.9. Establishes local policy and provides guidance to TCOs.

10.1.10. Establishes a customer education program on telephone services and features.

10.1.11. Establishes guidelines to ensure FTS-2000/2001 users are informed of the proper procedures to report mis-dialed or wrong numbers.

10.1.12. Briefs all TCOs on their duties and responsibilities.

10.1.13. Holds personnel (including unit TCO) responsible and accountable for implementing this instruction and its billing controls. Initiates appropriate administrative or disciplinary action when these individuals do not comply.

10.1.14. Establishes a point of contact for all GETS matters, preferably within the communications unit or similar function.

10.2. Maintenance. The base CSO or a designated representative:

10.2.1. Sets up positive controls to prevent unauthorized telephone switching system software modifications except from specific programming and maintenance stations.

10.2.2. Appoints personnel to secure the remote diagnostic support (RDS) service. Provides maintenance diagnostics from these positions or from RDS facilities conforming to the criteria in **Section I**.

10.2.3. Establishes procedures to promptly restore telephone service:

10.2.3.1. Compiles a circuit restoration priority list and updates annually or sooner if mission requirements dictate a change.

10.2.3.2. Validates the list with base-level authorities following initial compilation and each update.

10.2.3.3. Gives a copy of the restoration priority listing to the servicing commercial telephone company. This list should only include circuits required to accomplish the mission.

10.2.3.4. Prepares emergency procedures to restore contractor- or Air Force-owned and maintained systems.

10.2.3.5. Ensures that emergency procedures include criteria for notifying the local security and law enforcement office, the local Air Force Office of Special Investigations (AFOSI), and the procuring contracting officer, if any.

10.2.3.6. Asks the contracting officer to determine whether the government must pay for repairs for leased systems damaged by natural phenomena.

10.2.4. After major outages involving the voice network or equipment, prepares applicable operation reports (OPREP) and situation reports (SITREP) as prescribed in AFMAN 10-206, *Operational Reporting*.

10.2.5. Ensures applicable data on voice switching systems and personnel are submitted monthly as prescribed in AFI 10-201, *Status of Resources and Training System (SORTS)*.

10.2.5. (AFSPC) Provide a copy to AFSPC CSS/SCI with emphasis on battery backup (UPS) systems and contractor maintenance issues (ie. how well they are meeting the Performance Statement Of Work).

10.2.6. Improves precedence circuit efficiencies:

10.2.6.1. Conducts a revalidation of all dedicated precedence circuits using CJCSI 6215.01. Discontinues any precedence circuits no longer justified. Re-homes remaining precedence circuits behind local base switches, wherever possible, to save dedicated precedence costs.

10.2.6.2. Limits dedicated 4-wire precedence circuits to locations or organizations that cannot be serviced by the local base switch.

10.2.6.3. Ensures existing precedence access threshold (PAT) trunk and instrument settings are authorized.

10.2.6.4. Documents all precedence requirements on appropriate communications and information systems requirements documents and/or circuit history records so they can be more efficiently managed.

10.3. Construction. The base CSO or a designated representative:

10.3.1. Monitors construction activity to protect government-owned or commercially leased systems cables (aerial and buried) during excavation or construction and ensures digging permits are reviewed and processed prior to any excavation work.

10.3.2. Makes sure communications personnel follow AFI 32-1001, *Operations Management*, when excavating for communications and information cables or facilities.

10.3.3. Maintains liaison with base civil engineers, communications systems engineers, appropriate servicing contracting officers, commercial telephone companies, and other agencies responsible for construction activities.

10.3.4. Assists the base civil engineers and users in developing prewiring, cable, and service requirements for all construction projects.

10.4. Statements of Work (SOW). The base CSO or a designated representative:

10.4.1. Reviews SOWs for base pay telephone service to make sure this service does not interfere with base official telephone service.

10.4.2. Sends SOWs to the wing commander for final approval.

10.4.3. Reports suspected or documented contract performance deficiencies to the appropriate servicing contracting officer.

10.4.4. Provides the base budget office cost estimates for telephone facilities and services for current and subsequent FYs.

10.4.5. Provides group billing numbers, trunks, in-dial stations, or other appropriate identifying numbers to the TCOs for billing identification.

10.4.6. Informs the appropriate servicing contracting officer well in advance of requirements for non-tariff telephone services.

10.4.7. Makes sure contracts cover any commercial activity providing systems services or equipment falling within the management responsibility of the base communications activity. Refer to AFI 33-104, *Base-Level Planning and Implementation.*

10.4.8. Maintains a current copy of all applicable CSAs with the necessary tariff information to ensure proper monthly telecommunications certification.

11. Base Organizational Commanders .

11.1. Appoint Primary and Alternate TCOs. The unit's TCO is the individual who authorizes and controls long distance telephone toll calls and acts as the focal point for reviewing all unit communications requirements before submitting them to the communications squadron.

11.2. The TCO:

11.2.1. Authorizes, controls, and maintains a record (AF Form 1072 or other MAJCOM-approved document) of unit long distance toll calls. See paragraph **3.3.** for applicability.

11.2.1. (AFSPC) If your switch has the capability to identify all long-distance calls by extension or user, the AF Form 1072, Authorized Long Distance Telephone Calls, is optional. The switch call detail listing serves as the record of call usage and can be used for validation and verification.

11.2.2. Reviews and submits subscribers' telephone work order requests for installation, removal, and relocation of telephone services; and makes sure subscribers return unused telephone equipment to telephone systems personnel.

11.2.3. Gives the CSO an estimate of funds required by the activity for commercial long distance telephone calls.

11.2.4. Performs and submits an annual inventory of installed telephone equipment items and services to the base CSO. To help validate the equipment and numbers being used, the CSO provides to each TCO a listing of all installed equipment, numbers, and services currently assigned to the TCOs applicable unit or section. The CSO obtains this data from the current TMS or equivalent record-keeping system.

11.2.5. Verifies unit mission telephone equipment items and services listed on the inventory listing are as specified in DoDD 4640.13.

11.2.6. Certifies authorized official calls listed on AF Form 1072 or equivalent document and implements controls over billings within their areas of responsibility.

11.2.7. Instructs the calling party to use a specific billing number or control number (telephone number or group billing number) for billing procedures when placing operator-assisted long distance calls. Establishes internal procedures with further controls to satisfy local requirements.

11.2.8. Distributes customer education materials from the base CSO.

11.2.9. Performs any additional TCO duties as determined by the base CSO and local policy (see **Section G** for billing procedures).

Section C—Telephone Systems and Networks

12. Air Force Policy on Use of the Federal Telecommunications System (FTS-2000/2001) and International Direct Distance Dialing. The following applies:

12.1. Use AFI 33-103 to develop and process requests for FTS-2000/2001 and ID3 service.

12.2. Send all approved requests for FTS-2000/2001 and ID3 service through the host MAJCOM/ field operating agency (FOA) prior to forwarding to appropriate Defense Information Systems Agency (DISA) office for processing. DISAC 310-130-1 procedures apply. You can obtain copies of DISA publications at http://www.disa.mil/pubs/pubs01.html.

12.2. (AFSPC) Send Request for Service (RFS) to AFSPC CSS/SCSC, 150 Vandenberg St, Ste 1105, Peterson AFB CO 80914-4730.

12.3. Use of FTS-2000/2001 is mandatory for DoD and Air Force non-command and control communications, inter-local access and transport area requirements, unless you can provide service on a dedicated common-user system without the expenditure of appropriated funds to expand the network.

12.3. (AFSPC) Federal Telephone Service 2001 (FTS-2001) is the only authorized AF CONUS long-distance service provider. Special long distance requirements that cannot utilize FTS2001 require a waiver. AFSPC CSS/SCI provides waiver guidance on a case-by-case basis.

12.4. To better control and reduce the overall cost the Air Force pays for long distance telephone calls, Headquarters United States Air Force (HQ USAF/SC) mandates the use of PINs when making an FTS-2000/2001 telephone call. Under this policy, MAJCOMs will ensure their bases develop, implement, and control PIN assignments to authorized FTS-2000/2001 users. Program all Northern Telecom (NORTEL) digital telephone switches to accept PINs for processing FTS-2000/2001 calls. Units that do not have a NORTEL telephone system installed on their base must assess the cost of required software and equipment for implementing PINs versus the benefits of reducing the total cost of providing FTS-2000/2001 service. Limit PIN length to six numeric or alphanumeric characters.

12.4. (AFSPC) Personal Identification Numbers (PINs) will be assigned to selected individuals/ groups who have a valid continual/urgent need for direct access. FTS2001 Administrators will hold to a minimum the number of individuals and phones having direct access to FTS2001. Requesters must show mission criticality, urgency, or frequent administrative use as justification for on-net system access. Users of the FTS2001 who cannot justify a PIN will place their calls through the local switchboard operator.

12.5. (Added-AFSPC) Government employees are accountable for service and usage of government property. Unauthorized use of FTS2001 for personal or unofficial business is a violation. Violators are responsible for paying for the cost of the call, the additional DITCO/GSA surcharges, and any local communications unit administrative costs incurred (suggest $20). FTS2001 Administrators will report violators to their respective commander for appropriate disciplinary actions.

13. Air Force Policy on Use of Toll-Free (800, 888, 877 or 866) Numbers . The following applies:

13.1. Authorized for official business only. Do not advertise toll free numbers to unauthorized organizations or personnel to use for easier call back purposes.

13.2. Order new toll free numbers from the FTS-2000/2001 contract. Submit requirements according to AFI 33-116.

13.3. Include total monthly billing and usage charges for all toll free numbers on the installation's monthly FTS-2000/2001 bill. If warranted, monthly service and usage charges for dedicated toll free numbers can be reimbursed by using organizations.

13.4. Do not install toll free numbers to modems unless provisions in **Attachment 7** and AFI 33-115V1, *Network Management*, are fully met.

13.5. See **Attachment 7** for related restrictions on voice mail systems.

13.6. Area codes 880, 881, 882 are not toll free. These codes provide a way to extend toll-free calling beyond the borders of the country in which the party paying for the calls resides. These codes are used primarily to allow Caribbean callers to reach toll-free numbers in the United States. With this arrangement, the caller pays for the international segment of the call (to the U.S. gateway), and the called party pays for the remainder.

14. Air Force Policy for Use of 900 Telephone Numbers . The following applies:

14.1. Authorized for official business only.

14.2. MAJCOM establishes approval authority.

14.2. (AFSPC) For AFSPC approval authority to use 1-900 telephone numbers contact AFSPC CSS/SCI.

14.3. Follow the guidelines established in paragraph **3.** for long distance calling.

14.4. For direct dialing of 900 telephone numbers, the following guidelines apply:

14.4.1. Establish a separate class of service for 900-number capabilities.

14.4.2. Establish customer account codes for each organization with 900-number capabilities.

14.4.3. Establish an authorization code for each user authorized to dial 900 numbers.

14.5. For operator-assisted calling of 900 numbers, follow the guidelines established in paragraph **3.**

15. Defense Switched Network Access . DISAC 310-225-1, *DSN User Services Guide*, 2 April 1998, publishes management guidelines for PAT settings.

15.1. The ratio of FLASH OVERRIDE and FLASH DSN PAT settings versus number of users will be one for one to ensure non-blocking access for these type calls.

15.2. The ratio of IMMEDIATE and PRIORITY DSN PAT settings versus number of users will be no higher than those listed in Tables T6.1 and T6.2 of DISAC 310-225-1.

16. Defense Switched Network/Commercial Dialing Standard . By 31 December 2001, all sites must comply with the following standard DSN and commercial dialing access plan. Digits for DSN/commercial access:

90 DSN FLASH OVERRIDE

91 DSN FLASH

92 DSN IMMEDIATE

93 DSN PRIORITY

94 DSN ROUTINE

98 FTS-2000/2001/ID3

99 COMMERCIAL LOCAL

16.1. For bases/sites where it could be cost prohibitive to implement, submit waiver request, with economic justification, through your MAJCOM telephone office to HQ AFCA/GCLV, 203 W. Losey Street, Room 3065, Scott AFB, IL 62225-5222 for approval/disapproval.

16.1. (AFSPC) Submit waiver request through AFSPC CSS/SCIS.

17. Defense Switched Network On- or Off-Net Calling .

17.1. Authorized Actions:

17.1.1. Placing an official call to a DSN operator (base operator) from a commercial network and having the operator extend the call over DSN to a DSN number (on-netting).

17.1.2. Placing an official call to a DSN operator from a DSN number and having the operator extend the call to a local commercial number (off-netting).

17.1.3. Placing HMW calls as authorized in CJCSI 6211.02A (see paragraph **6.**, this AFI).

17.2. Prohibited Actions. Automatic on- and off-netting of calls is prohibited except as authorized in CJCSI 6215.01.

17.2.1. DISA must approve plans for automatic interconnection. Forward your proposed plan through your MAJCOM for review and endorsement. MAJCOMs will then forward the plan to HQ AFCA/GCL and HQ USAF/SCMN for further staffing, then on to DISA for approval.

17.2.1. (AFSPC) Send Requests for Automatic interconnection to AFSPC CSS/SCIS and AFSPC CSS/SCSC (in turn).

17.2.2. Plans must include positive identification of users, detection and prevention of fraud, call identification, call accounting, and official calls only. If DISA approves the plan, use automatic interconnection for official business only.

18. Air Force Policy on Lead Telecommunications Cables . The following applies:

18.1. For Commercial Telephone Company-Owned Cables:

18.1.1. Do not accept “abandoned” cables from any commercial telephone company without first consulting your base legal office, base civil engineering environmental flight, installation bio-environmental engineer, the environmental management office, and MAJCOM. Abandoned cables often contain materials (i.e., lead) which are environmental hazards. Accepting ownership may make the Air Force responsible for its removal and liable for any damages caused by the hazardous materials.

18.1.1. (AFSPC) Before accepting "abandoned" cables from any commercial telephone company contact AFSPC CSS/SCI.

18.2. For Government-Owned Cables:

18.2.1. Coordinate with base civil engineering environmental flight or environmental management office, and the installation bio-environmental engineer before repairing, excavating, or removing cables suspected of containing lead. The environmental engineering team can offer advice on how to minimize health risks and Air Force liability.

Section D—Special Telephone Features and Services

19. Configuration Management Policy .

19. (AFSPC) Submit all new major requirements (to include additions and/or upgrades) to AFSPC CSS/SCI prior to requesting ROM or FFP from WIDTS program office.

19.1. To manage and control the hardware and software configuration of Air Force telephone systems, any new major requirements (to include additions and/or upgrades) to the base telephone system, submitted by a base or vendor must be processed and approved through the MAJCOM telephone office and to the official telephone logistical support office, Integrated Digital Telecommunications Systems (IDTS) at Hill AFB, Utah.

19.2. Any new proposed requirement not addressed in the IDTS systems interface baseline specification will require consideration by the telephone systems' functional review board and subsequently the telephone systems' configuration control board.

20. Voice Mail Policy .

20.1. When procuring new or replacement voice mail system (VMS), installations will integrate with either the base telephone switch or the telephone service provider and avoid stand-alone systems.

20.2. Communications units should evaluate the base-wide requirement for voice mail and plan for a base-wide solution.

20.2.1. When evaluating options for satisfying user needs, the analysis must examine service and total costs to acquire, install, support, and sustain the system over its expected life cycle.

20.3. The MAJCOM/SC can approve a waiver to purchase new or expand existing stand-alone VMS when the mission and business case is compelling and documented.

20.3. (AFSPC) Send waiver request through AFSPC CSS/SCIS.

20.4. Existing stand-alone VMS can remain in place if it is economical to do so or necessary from a mission standpoint.

20.5. (Added-AFSPC) Every installation will review existing on-call VMS maintenance and service contracts to ensure they have a cost effective support arrangement matched to mission needs. There is strong evidence indicating that we are paying substantial sums for contract support we do not need or can obtain from alternate sources.

21. Integrated Services Digital Network (ISDN) . Where possible, installations should change their existing local, long distance, and DSN trunks from standard T-1 service to ISDN primary rate interface (PRI). ISDN PRI trunks provide several advantages over regular T-1 trunks, including automatic number identification (ANI) for more detailed billing records, ANI support for Enhanced 911 (E911) systems,

much faster call set up and tear down, caller identification ("Caller ID") for identification purposes, support for the new secure telephone equipment (STE), and support for dial-up video teleconferencing services.

22. 911 and Enhanced 911 .

22.1. Installations will implement a single number to dial for all police, fire, and medical emergencies.

22.1.1. CONUS installations (to include Hawaii and Alaska) will use 911 as the emergency response number.

22.1.2. Overseas installations will use 911 as the emergency response number unless this conflicts with other host nation emergency response numbers.

22.2. CONUS installations (to include Hawaii and Alaska) should migrate to an E911 system by either an intergovernmental agreement with the local E911 system or by implementing a campus-type E911 system.

22.2.1. E911 calls need to provide both ANI and automatic location identification (ALI) information to emergency response centers.

22.2.2. CONUS installations (to include Hawaii and Alaska) should ensure 911 calls from base housing, dormitories, and other commercial numbers on installations are routed to the proper emergency response center.

23. Single-Line Telephone Concept . Modern telephone systems technology offers many opportunities to meet customer needs in new and different ways. Air Force will take advantage of the modern telephone switches and key systems to replace older key systems and reduce the cost of systems operation and maintenance. Before installing or continuing to use key systems, evaluate the systems that are available and select the system that meets the need at the least total cost to the Air Force. To ensure the Air Force takes advantage of these new systems, all bases should have their systems telecommunications engineering manager-base level (STEM-B) include a 5-year migration plan to the single-line telephone concept in their base blueprint document. MAJCOMs should also include telephone switching and/or distribution systems' upgrades in their planning during the POM process.

24. Key System Approval Authority . To help ensure the Air Force is taking advantage of our modern exchanges, requirements for new key systems at locations served by base electronic exchanges require MAJCOM/SC approval. MAJCOM/SCs may approve the purchase of new key systems only when the key system provides the best overall solution to satisfy the operational requirement. The MAJCOMs will keep waivers for new key systems on file.

24.1. (Added-AFSPC) Forward requirements for new key systems though AFSPC CSS/SCI.

25. Cellular Telephone Service . CT service is a non-core service. Use these services only when they are the most cost-effective way to provide the necessary communications. For inventory control and establishment of CT service, follow the procedures established in AFI 33-106, *Managing High Frequency Radios, Land Mobile Radios, Cellular Telephones, and the Military Affiliate Radio System*.

25. (AFSPC) Wing Commanders are responsible for approving, funding, and tracking cellular telephones (CT) service within their respective wings. For specific guidance, see AFI 33-106, *Managing*

***High Frequency Radios, Land Mobile Radios, Cellular Telephones, and the Military Affilate Radio System*, paras. 4.6.10 – 4.6.14 and Attachment 5**.

25.1. Use a regular telephone (land lines) as a first priority when and where available. Cellular services are generally more expensive; limit their use.

25.2. Recommend the communications unit organize a consolidated cell phone contract for each installation in order to take advantage of volume pricing. Recommend consolidated CT contracts include wording that enables decentralized billing to individual units. Using organizations are responsible for payment of their unit CT bills using unit funds, where contractually applicable. Units need to work closely with the local contracting office to determine the best procedure. Wings/bases may elect to use centralized payment processes upon receipt of written approval from their MAJCOM/SC and MAJCOM/FM.

25.3. The International Merchant Purchase Authorization Card (IMPAC) is authorized for use in making and/or paying for purchases of supplies and services. The IMPAC may be used by contracting officers and other individuals designated according to the *Federal Acquisition Regulation* (FAR). You may only use the card for purchases that are authorized by law or regulation.

25.4. The using organization will get base CSO approval prior to purchasing CT equipment and services. See AFI 33-106 for further guidance.

25.5. An occasional personal call on a CT is justified under some circumstances (e.g., call home to inform family when delayed by official business or in emergency situations). However, you must reimburse the government for personal calls that cause the cellular phone bill to exceed its monthly-allotted usage charge. Personal calls on government cell phones should be the exception, not the rule.

25.5. (AFSPC) The CT user must use the cash collection voucher process to reimburse costs associated with "unauthorized personal use" (see AFI 33-111, para 5). Wings are authorized to manage the reimbursement process in the most effective manner, while complying with the applicable regulations. Wings may also add a processing fee, for the cost to the government in processing the cash collection.

25.6. (Added-AFSPC) CTs are issued specifically for government use only, not for personal use. In rare and exceptional circumstances a supervisor may authorize personal use of a government provided CT. The authorization must be in keeping with the intent of paragraph 2301a of the Joint Ethics Regulation. Any use other than that specifically authorized by the supervisor is "unauthorized personal use".

25.7. (Added-AFSPC) Call detail records/bills associated with CTs will be verified in full. Statistical sampling is not allowed. This is initiated to focus the user on the danger of cloned phones and resultant illegal calls billed to the Air Force.

26. Special Telephone Features and Services for Specific Base Activities . See **Attachment 3**.

27. Telephone Service for Geographically Separated Units . Small off-base units, such as Reserve Officers' Training Corps detachments, get telephone services through the commander of a host support base. The host support base communications unit activity processes bills using a fund citation provided by the parent MAJCOM.

28. Unofficial Commercial Telephone Service .

28.1. In Quarters:

28.1.1. The base communications unit may install and maintain unofficial telephone wiring for dormitories, family housing, visiting airmen's quarters, visiting officers' quarters, temporary lodging facilities, etc. In addition, they may install and maintain wiring to these activities when unusual conditions warrant it. See paragraph **A2.4.** for further restrictions on installing and funding for family housing.

28.1.2. At locations without a communications unit, the senior ranking individual designates a responsible activity to perform these duties except when the host base employs local contract service. The base housing manager reimburses authorized expenses incurred by military housing occupants. The base may service billeted facilities by a base-awarded contract.

28.1.3. If the housing manager requires it, occupants must restore all telephone wiring and outlets to the original configuration before clearing quarters.

28.1.4. In order to provide dial-tone access to customers in barracks and other unofficial facilities on base, appropriated funds may be expended for maintenance and construction of infrastructure connecting such sites and the commercial telecommunications service provider's points of presence. Use military family housing (MFH) appropriated funds to pay for housing connectivity. Contact HQ AFCA/JA on issues related to establishing minimum points of presence.

28.1.5. The individual subscriber must pay for renting, acquiring, and maintaining equipment, as well as all usage charges for personal telephone service.

28.2. In Air Force-Owned Facilities Other Than Quarters:

28.2.1. Subscribers install and maintain new wiring for unofficial service consistent with their organizational policy.

28.2.2. The subscriber must get authorization to install telephone equipment (see AFI 32-9003, *Granting Temporary Use of Air Force Real Property*), where non-Air Force-owned wiring exists in or on Air Force real property.

28.2.2.1. The base CSO coordinates all such requests.

28.2.2.2. Unless specifically approved, the authorization is a permit for DoD subscribers and a revocable license for non-DoD subscribers.

28.2.3. Unless modified by the real estate document (e.g., lease, outgrant, etc.) or contract, the base CSO maintains all permanently installed building wiring that existed in the facility before occupancy by the subscriber.

28.3. Non-Government-Owned Facilities on Air Force Property. These facilities include self-sustaining banks, credit unions on CONUS bases, and other commercial activities. The subscriber installs, repairs, and maintains all outlets and associated wiring.

28.4. General Unofficial Commercial Telephone Service:

28.4.1. The subscriber funds all costs.

28.4.2. The base communications activity handles repairs when government-owned or -leased facilities or equipment are part of the circuitry.

Section E—Secure Telephone Service

29. Secure Voice Procedures .

29.1. Acquiring Equipment:

29.1.1. Only the Assistant Secretary of Defense for Command, Control, Communications, and Intelligence (ASD/C3I) can approve acquiring secure digital switching systems for secure voice use.

29.1.2. MAJCOMs, FOAs, or direct reporting units can approve acquisition of other secure voice systems.

29.1.2. (AFSPC) Process requests through AFSPC CSS/SCI.

29.2. Processing Purchase Requests:

29.2.1. Process Defense Red Switch Network (DRSN) requirements per CJCSI 6215.01 or AFMAN 14-304, (FOUO) The Security, Use, and Dissemination of Sensitive Compartmented Information (SCI).

29.2.1. (AFSPC) Process DRSN requirements through AFSPC CSS/SCIS.

29.2.2. FLASH OVERRIDE and FLASH subscribers. MAJCOMs are responsible for class-marking RED switch subscribers and making sure these subscribers are not blocked. (The number of FLASH OVERRIDE subscribers may not exceed the number of FLASH OVERRIDE and FLASH trunks.)

29.2.3. Use the procedures in CJCSI 6215.01 to approve changes in location, maximum calling area, and maximum calling precedence.

29.2.4. Use the procedures in CJCSI 6215.01 to approve new requirements for FLASH OVERRIDE and FLASH, out-of-area calling capability, and secure voice communications terminals in quarters.

29.2.5. The telephone security group approves and processes new hardware requirements or changes to existing hardware according to AFMAN 14-304 and DoDD 5000.1, Defense Acquisition, March 15, 1996, with Change 1 dated May 21, 1999.

29.2.6. MAJCOMs approve secure terminal equipment such as secure telephone units (STU), STE, Telecommunications Service Priority (TSP) System-2000, VINSON, PARKHILL, and Digital Subscriber Voice Terminal.

29.2.6. (AFSPC) Process requests through AFSPC CSS/SCI.

29.2.6.1. Order supporting STU-III key material per AFI 33-209, Operational Instruction for the Secure Telephone Unit (STU-III) Type 1.

29.2.6.2. Order supporting key material for all other secure terminals per AFKAG-2, AF COMSEC Accounting Manual. MAJCOMs must inform users of security limitations for their facilities.

29.2.6.3. AFMAN 14-304 gives procedures for processing Sensitive Compartmented Information (SCI) requirements.

29.2.6.4. MAJCOMs manage secure telephone service in motor vehicles.

29.2.6.5. Use secure voice systems to secure information up to and including TOP SECRET/ SCI.

29.2.6.6. To minimize security risks, MAJCOMs must implement and follow appropriate procedures in national directives; DoDDs; AFMAN 14-304; AFPD 33-2, Information Protection (subject will change to Information Assurance when publication is revised); AFSSIs; Air Force systems security memorandums; and program security classification guides. Secure voice users must conform with Air Force Joint Instruction (AFJI) 31-102, Physical Security; AFIs 31-101V1, The Air Force Physical Security Program; 33-203, Emission Security; and 33-220, On-Hook Telephone Security (see **Section I**).

29.3. Suggesting Improvements for Secure Voice Systems or Equipment:

29.3.1. Submit all suggestions, modification requests, and other recommendations to secure voice systems or equipment to HQ AFCA/GCLV, 203 W. Losey Street, Room 3065, Scott AFB IL 62225-5222, for evaluation. This procedure applies to all hardware, firmware, and software recommendations to secure voice systems.

29.3.2. After evaluating suggestions, HQ AFCA/GCLV processes them according to directives and publications.

29.3.3. HQ AFCA/GCLV coordinates recommendations with HQ Air Force Materiel Command before getting HQ USAF approval.

Section F—Telephone Monitoring and Recording Procedures

30. Categories . Three sets of authorizations and procedures govern monitoring and recording telephone conversations:

30.1. See AFI 33-219, Telecommunications Monitoring and Assessment Program (TMAP); DoDD 4640.6; and AFPD 33-2 for information on monitoring and recording procedures for information protection purposes.

30.2. See AFI 71-101V1, Criminal Investigations, for guidelines on using telephones for technical surveillance activities for law enforcement purposes, including bomb threats.

30.3. See DoDD 4640.1 for guidelines on monitoring and recording telephone communications by management activities, command, intelligence, emergency centers, and the Armed Forces Radio and Television Service.

31. Controlling Recordings. Activities recording telephone conversations must:

31.1. Use acquired information only to accomplish the Air Force or DoD mission.

31.2. Allocate funds for telephone monitoring, recording equipment, and necessary expenses.

31.3. Control access to recorded tapes.

31.4. Notify appropriate individuals if a doubt exists that a party is not aware of the recording and monitoring practices. Publish recording practices in the base telephone directory advising users that use of government telephones constitutes consent by the user to communications security (COMSEC) monitoring.

31.5. Mark recorded tapes with the appropriate classification and handle according to security directives.

31.6. Destroy recorded data as soon as possible, consistent with operational need, normally within 30 days after recording.

32. Prohibited Monitoring and Recording Activities . You will not:

32.1. Record conversations for information systems management purposes (e.g., monitoring to determine voice quality).

32.2. Monitor telephone conversations to determine whether the communication is for official purposes.

32.3. Use pen registers or similar equipment unless in accordance with AFI 71-101V1.

33. Requesting Exceptions to Recording Policy . Request waivers to this policy from HQ USAF/SCMI, 1250 Air Force Pentagon, Washington DC 20330-1250.

34. Unauthorized Monitoring or Recording Devices . The discovery of unauthorized monitoring or a suspected device is classified SECRET/NOFORN (Not Releasable to Foreign Nationals). If you discover or suspect that individuals are using unauthorized monitoring or recording devices:

34.1. Leave the device or wires in place and secure the area to prevent tampering or removal.

34.2. Notify the nearest AFOSI office by the most secure means available; do this from outside the affected area (see AFI 71-101V1).

34.3. Do not disseminate information concerning suspected monitoring or recording devices without specific authorization of the USAF Technical Surveillance Countermeasures (TSCM) Program Administrator at HQ AFOSI. Brief only personnel with a need to know and hold these briefings at the local AFOSI office or at a location determined by the USAF TSCM Program Administrator.

34.4. Continue normal activity in the area, consistent with essential security precautions.

34.5. Contact local telephone representatives for assistance only when directed by the wing commander or AFOSI personnel.

Section G—Billing for Telephone and Other Commercial Communications Services

35. Verifying Bills . There are many types of commercial communications services that are billed to the Air Force. The procedures below are designed specifically for telephone service. Bases should adopt and use these procedures, where applicable, for other commercial services such as CTs, International Maritime Satellite, etc.

35.1. Billing and Paying. Federal agencies must pay applicable interest or late charges if they do not make payments by due dates. The receiving unit (addressee) must date-stamp all telephone company bills immediately on receipt. Use the date-stamp to determine the payment due date when a tariff or contract does not show a due date. The CSO or a designated representative certifies the bill's accuracy before sending it to the base FSO for payment. Each organization's IMPAC billing official will verify accuracy of CT bills paid using the IMPAC prior to payment of the bill. The following guidelines apply:

35.1.1. Prompt Payment Act (31 U.S.C. 3901).

35.1.1.1. Submit certified bills to the FSO for payment not later than (NLT) 6 working days before the due date.

35.1.1.2. Where a state's public utilities commission or other regulatory agency has approved a late payment tariff, use the tariff due date. You must pay late charges if you don't pay the bill by the due date.

35.1.1.3. Where you purchase or lease services or equipment under a contract, make the payment by the date specified in the contract. When the contract has no tariff or contract due date, make the payment NLT 30 days after you receive it. If a bill is not date-stamped, make the payment NLT 30 days after the invoice date.

35.1.2. FTS-2000/2001 Billing Procedures. Each CONUS MAJCOM/SC, or equivalent, must establish a local facility program designator code for each base in coordination with the base CSO. This procedure keeps funding control at the user level, with the base CSO issuing funding authority to the Defense Information Technology Contracting Organization (DITCO) annually.

35.1.2.1. Billing procedures. Each month the contractor gives the base the call detail record (CDR). DITCO gives the CSO the customer cost and obligation data. The CSO has 10 days to dispute charges.

35.1.2.1.1. Given no billing discrepancies, DITCO charges the base using transaction for others (TFO) or transaction by others (TBO) procedures.

35.1.2.1.2. If billing discrepancies do not exceed $1,000, DITCO still charges the base using TFO or TBO procedures. DITCO gives the base a credit after resolving the dispute.

35.1.2.1.3. If billing discrepancies are equal to or more than $1,000:

35.1.2.1.3.1. DITCO adjusts the base's bill if they agree the charges are incorrect.

35.1.2.1.3.2. The appropriate base authority settles each unresolved discrepancy on a case-by-case basis if DITCO disagrees. Disburse the undisputed amount using TFO or TBO procedures. The base has 60 days to present evidence to DITCO regarding the disputed amount before paying the bill using TFO or TBO procedures.

35.1.2.2. Resolving FTS-2000/2001 CDR disputes. The CSO documents disputes not resolved during the 10-day period by preparing an adjustment request and sending it to DISA/DITCO/RRA, 2300 East Drive, Scott AFB IL 62225-5406. DITCO must receive the adjustment request within 60 days of receiving the CDR. Notify the CSO when the parties reach resolution and you make adjustments.

35.1.3. Collection for Unauthorized Use of FTS-2000/2001. Compute the cost of all unofficial FTS-2000/2001 calls on the basis of the commercial rate of the FTS-2000/2001 service provider. Also calculate the administrative costs of determining the call was unauthorized, plus the cost of processing the collection. If the unit collects the cost of the unauthorized call before receiving the bill, the CSO deposits the payment into the Appropriation or Suspense Account 57X6500 and transfers funds from the suspense account to the appropriation that paid the bill.

36. Processing the Bills . The communications unit (addressee) separates the telephone bills into groups (i.e., recurring, nonrecurring, FTS-2000/2001 long distance direct-dial or equivalent service, and specialized or dedicated equipment or service) for historical comparison or verification. The CSO will:

36.1. Certify the voucher (Standard Form [SF] 1034, **Public Voucher for Purchases and Services Other Than Personal**) and send to the FSO for processing.

36.2. Maintain a monthly summary spreadsheet showing the totals of individual monthly spreadsheets (including automated or manual spreadsheets) for different types of charges (e.g., recurring, FTS-2000/2001, tolls).

37. Judgmental Sampling of "Toll" Calls . The CSO will establish local verification procedures to certify bills or categories of bills (e.g., repetitive one-time service bills for installation, removal, or relocation of instruments) as official. The CSO need not verify every "toll" call. The CSO may use other procedures, such as a statistical sampling or historical data, to satisfy the requirement if they provide a high degree of reliability or certainty that certified calls were official.

38. Federal Telecommunications System-2000/2001 Verification . Use a judgmental sampling to verify bills for FTS-2000/2001. The General Services Administration (GSA) is the government's contracting agency for the FTS-2000/2001 and disburses funds to the contractor. GSA states that the government is liable for all calls placed over the FTS-2000/2001. The purpose of verification is not to certify the bill for payment but to protect the system from abuse by collecting payment from those making unofficial calls. Credit the amount collected to the account that originally paid the bill. Once a month DITCO distributes a hard copy of the FTS-2000/2001 bill to the communications units. An electronic copy is also available from DITCO. CSOs should consider automating the process of verifying the bill.

39. Verifying Other Charges, Credits, Local Service, and Equipment Charges (Recurring and Nonrecurring Charges). At some bases, the telephone bill includes bulk message unit charges for directory assistance calls, dial 9 access, and interzone calls. Handle these charges as an additional cost to the city trunk bill. The base CSO or a designated representative (not the billing activity) compares charges for billed local service and equipment with government records and CSAs or other contracts.

39.1. Comparing Billing. Use the date and nature of the service to compare items charged to the authorization document. The base CSO (not the billing activity):

39.1.1. Compares dates on the "explanation of other charges and credits" with the dates shown on the corresponding authorization document (e.g., Department of Defense [DD] Form 1367, **Commercial Communication Work Order**, and AF Form 9).

39.1.2. Compares nonrecurring and monthly recurring charges with those authorized on the corresponding authorization document (contract or DD Form 428, **Communication Service Authorization**).

39.1.3. Compares fractional charges and credits for service started or discontinued (nonrecurring charges) based on monthly rates.

39.2. Correcting Differences. To correct differences in entries on the "explanation of other charges and credits":

39.2.1. Enter the appropriate charge and the date of changes if the authorization document is incorrect.

39.2.2. Return the authorization document to the issuing agency with a letter explaining the required correction if the contract is wrong.

40. Verifying Commercial Long Distance Calls, Federal Telecommunications System-2000/2001, or Equivalent Charges With Air Force Forms 1072 or 649, *Verification of Long Distance Telephone Calls*.

40.1. Unofficial Toll Calls. The Air Force will not pay for unofficial toll calls placed from official telephones except over the FTS-2000/2001. For unofficial toll calls, the base:

40.1.1. Communications unit tries to find out who placed the unauthorized calls, and if necessary, asks the telephone company for help.

40.1.2. Communications unit helps unit commanders identify those making unofficial calls and gives a list of these individuals to the FSO for collection according to Defense Finance and Accounting Service-Denver Regulation (DFAS-DE 7010.2-R, *Commercial Transactions at Base Level*, January 31, 1996. The list includes name, social security number, unit of assignment, date of the call, city and number called, and amount owed. Ensure *Privacy Act of 1974* (5 U.S.C. 552) procedures are followed.

40.1.3. The FSO collects the unofficial total charge and deposits payment into Suspense Account 57X6500 and sends a copy of DD Form 1131, Cash Collection Voucher, to the billing activity.

40.1.4. Billing activity cites the amount collected and the suspense account on the next payment voucher.

40.1.5. Refers remaining unidentified calls to a telephone company representative. The referral document includes a written statement that investigation prohibits payment because the calls were unauthorized and that the Air Force judges that further investigation or collection efforts are not justified.

40.2. Class B Service Billing. The base CSO sends the certified billing statement and Class B billing information to the base FSO for processing, according to DFAS-DE 7010.2-R.

40.2.1. The FSO collects charges for the toll calls in Suspense Account 57X6500 and cites the suspense account for the next payment voucher to the telephone company.

40.2.2. The billing activity cites this suspense account when preparing the payment voucher to pay the telephone company.

41. Adjusting Billing Errors . The billing activity advises the commercial telephone company of billing errors.

41.1. Resolving Discrepancies. The billing activity promptly resolves billing discrepancies in favor of the government. Contact the contracting officer for resolution when you cannot correct discrepancies.

41.2. Correcting Billing Errors. The billing activity deletes or corrects incorrect billing with the agreement of the commercial telephone company. The billing activity initials each deletion or correction before paying. If the clerk cannot get the telephone company to orally agree to changing a charge, the CSO certifies only the undisputed portion of the bill.

42. Sending Bills to the Financial Service Office . The billing activity:

42.1. Prepares SF 1034 for the total amount paid against each contract number and has the base CSO certify the voucher for payment (DFAS-DE 7010.2-R).

42.2. Enters the amount to pay for telephone services from appropriated funds. Does not include Federal tax. Shows state tax as a separate item. Enters the grand total.

42.3. Enters the appropriate contract number and date in the column headed "Number and Date of Order".

42.4. Enters the basic agreement number in the "Contract Number" block and the 4-digit authorization number and date from the "Authorization Number and Date" block of the DD Form 428 in the column headed "Number and Date of Order" where a CSA is the contracting authority.

42.5. Forwards one copy of the CSO-certified SF 1034 to the contracting office that issued the CSA and puts one copy in a suspense file until the base FSO pays the bill. Unless substantial differences occur between the amount shown on the SF 1034 and the amount actually paid, the contracting office will use the certified SF 1034 to effect contract reporting requirements. If substantial differences occur, a copy of the SF 1034 indicating what was actually paid will be furnished to the contracting officer to permit corrections. In lieu of individual SF 1034 vouchers, the MAJCOMs or bases may consolidate monthly payment data, electronically or hard copy, and forward the data to the contracting officer.

42.6. Keeps the commercial telephone company bills and supporting documentation with the file copy of the SF 1034. Disposes of the voucher and documentation according to AFMAN 37-139 (will convert to AFMAN 33-322V4). If a telephone company issues more than one bill with the same address, lists all of the bills on one SF 1034.

42.7. This process does not apply to bills paid with the IMPAC.

43. Certifying Payment on Standard Form 1034 .

43.1. For toll calls, the base CSO or a designated representative certifies all calls.

43.2. The wing commander or deputy commander for resources designates a certifying officer on DD Form 577, Signature Card. Do not delegate this authority. File a DD Form 577 for anyone authorized to sign the payment voucher.

43.3. Alternate Payment Procedure:

43.3.1. When an automated system prints the SF 1034, or if the CSO wants to pass the billing information through electronic means to the Defense Accounting Office (DAO), the CSO signs a transmittal letter stating the amount for payment is correct.

43.3.2. The DAO prepares the payment voucher using the automated accounting system and attaches the letter from the CSO.

43.3.3. The CSO continues to maintain the backup files.

43.3.4. Send only the original and two copies of the first page of the telephone bill with the correct amount entered.

43.3.5. Contact your DAO for further information concerning the automated accounting system process.

44. Coinless or Coinbox Telephone Revenue . Deposit commission revenue from coinless or coinbox telephones managed by appropriated fund activities to Receipt Account 573210.0200 using DD Form 1131. You will not credit this revenue to the monthly telephone bill.

44.1. Where Army and Air Force Exchange Service (AAFES) manages coinless or coinbox telephones, AAFES monitors, controls, and reimburses these revenues to the government through the morale, welfare, and recreation (MWR) account using AFJI 34-211, *Army and Air Force Exchange Service General Policies*.

44.2. The base CSO provides information to AAFES regarding the number of government-owned cable pairs used to provide pay phone service and the amount of compensation due, and ensures that the government receives compensation from the contractor.

Section H—Charges for Base Telephone Services

45. Charges for Base Telephone Services . See **Attachment 4Attachment 4**.

Section I—Telephone Systems Security

46. Security of the Base Telephone System . The security of the base telephone system is of paramount importance to the protection of base communications. There is a need to safeguard telephone service to the customer, the billing records, and the telephone plant by restricting switch access to telephone maintenance personnel and other authorized persons or organizations. **Attachment 7** outlines the security measures used for implementing telephone systems security. While these security measures are about the digital switches in the Air Force inventory, the concepts apply to all telephone systems (including telephone key systems).

46.1. (Added-AFSPC) Provide an annual Status of Telephone Switch Security report to AFSPC CSS/SCI. Request waivers for specific paragraphs of Attachment 7 through AFSPC CSS/SCI. Waiver requests will contain plan to fix and get well date.

A7.1.2. Provide an annual Status of Telephone Switch Security report to AFSPC CSS/SCI. Request waivers for specific paragraphs of AFI 33-111, **Attachment 7**, through AFSPC CSS/SCI. Waiver requests will contain plan to fix and get well date.

A7.1.3. Forward Telephone System Security Administrator contact information to AFSPC CSS/SCIS annually or upon change of personnel.

A7.1.4. Provide copy of program outline to AFSPC CSS/SCIS.

A7.1.5. Contact AFSPC CSS/SCIS for assistance in correcting deficiencies discovered.

A7.3.16. Direct Inward System Access lines are discouraged. Base CSO is the approval authority. This feature must comply with the requirements of Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6215.01, ***Policy for the Defense Switched Network***, para. 9b, and AFI 33-111, para. 17, if DSN access is used.

A7.7.1. Ensure modem installations comply with AFI 33-202, para. 3.9.

Section J—Telephone Directories

47. Publishing Directories . Each Air Force installation will publish a telephone directory except as follows. Where telephone exchanges serve several installations, the main installation publishes the directory and includes listings for the satellite installations. The Defense Metropolitan Area Telephone System (DMATS) directory is the only directory authorized for DoD components on installations served by DMATS. Deployed forces' locations (e.g., contingency or bare bases) are exempt from this requirement.

47.1. You may publish telephone directories separately or include them as subsections of local installation guides (published by public affairs offices). Combination installation guide and telephone directories may contain commercial advertising separate from the telephone directory section (AFPDs 35-2, Public Communications Program; and 35-3, Internal Communication Programs). Units may publish commercial advertising along with the telephone directory; however, the telephone directory subsection cannot contain any advertising and vice versa.

47.2. The area of responsibility commander provides instructions on how to prepare telephone directories under joint service conditions.

47.3. Publish telephone directories annually. The wing commander may decide to publish more or less frequently based on the percentage of telephone numbers that change.

47.4. You may use electronic or Web technology for telephone directories as long as they meet the same criteria required for hard-copy telephone directories. Additionally, consult with your wing information assurance office for security measures.

48. Listing Organizations in Non-Government Directories. Activities located off Air Force installations such as United States Air Force reserve and recruiting offices should list their organizations in appropriate commercial telephone company directories.

49. Releasing Telephone Directory Information . The following guidelines control the public release of telephone directory information:

49.1. Telephone operators should refer requests for personnel duty telephone numbers to the installation locator service (AFI 33-329, *Base and Unit Personnel Locators*).

49.2. You may release organizational telephone numbers for use in commercial directories. List Air Force agencies under "United States Air Force" or "U.S. Government".

49.3. Ensure the Caller ID "name" field for all outbound trunks and calls leaving the installation are labeled as "U.S. Air Force", "U.S. Government", or the installation name. If needed, ensure the local telecommunications carrier servicing the installation changes the applicable service control point database to reflect the proper name field.

49.4. Maps used in all base telephone directories will not contain building numbers or home addresses of those individuals living in military housing, with or without their names. This information is exempt from disclosure under the *Freedom of Information Act* in accordance with DoDD 5400.7-R/AFSUP, *DoD Freedom of Information Act Program*, 22 July 1999.

50. Releasing Installation Telephone Directories to the Public .

50.1. You may release unclassified installation telephone directories to the public, at no charge, unless the directories contain information exempt under the *Freedom of Information Act* (e.g., names and duty addresses of those assigned to overseas, sensitive, and routinely deployable units). Mark telephone directories listing sensitive or routinely deployable units as FOR OFFICIAL USE ONLY (FOUO) in accordance with DoDD 5400.7-R/Air Force Supplement (AFSUP).

50.2. Contractors operating under a government contract may request installation telephone directories from the government procuring or administrative contracting officer.

51. Responsibilities for Publishing Telephone Directories .

51.1. Base CSO:

51.1.1. Updates directories.

51.1.2. Distributes directories to all organizations affiliated with the installation.

51.2. Chief, Information Flight. The Chief, Information Flight Arranges to print and bind directories except when the wing commander elects to have a commercial agency develop a combination installation guide and telephone directory.

51.3. Public Affairs Officer. When including the directory in the installation guide, the public affairs officer:

51.3.1. Prints enough copies to meet directory requirements.

51.3.2. Makes sure the telephone directory subsection contains no advertising and meets the minimum format standards specified in this paragraph.

51.4. TCO. TCOs submit telephone directory additions, changes, or deletions for their organizations to the telephone directory clerk.

51.5. Subscribers with Class B Service. Notify their TCOs if they want their home telephone numbers deleted from the installation directory.

52. General Format Standards . Minimum requirements for telephone directory format provide some standardization from installation to installation. Installations may use any automated system to compile and produce their telephone directories. **Attachment 5** contains format standards.

53. Checklists . Use the questions at **Attachment 6** and AF Form 2519, **All Purpose Checklist**, (available electronically) to develop a checklist on telephone systems management.

54. Class of Telephone Service . Classes of official telephone service are:

54.1. Class A. Telephone lines accessing central offices, toll trunks, government telephone systems and services, and DSN. Class A service has four billing categories:

54.1.1. Class A-1. Telephone lines for transacting official Air Force business.

54.1.2. Class A-2. Telephone lines for transacting official business of other military services or other government agencies (except the United States Postal Service) that directly support the Air Force installation, other activities furnishing service to or supporting Air Force installations, quasi-governmental agencies such as the American Red Cross (ARC) or MWR activities.

54.1.3. Class A-3. Telephone lines for transacting official business for any executive department, independent activity, or other government agency, except the Armed Forces, that is not supporting or servicing an Air Force installation.

54.1.4. Class A-4. Telephone lines for transacting official business in DoD commissaries.

54.2. Class B (Unofficial Telephone Service). Telephone service provided by a DoD component when used for personal or unofficial purposes is known as Class B telephone service. This includes telephone services provided by government-owned or government-leased facilities, or procured under contract or implied agreement, with a commercial communications company. These services are made available primarily in overseas locations, but there is limited use also in the United States. When you obtain these services from the government, the subscriber pays all charges according to 10 U.S.C. 2686 (*ARMED FORCES; General Military Law, SERVICE, SUPPLY, AND DPROCUREMENT; REAL PROPERTY; RELATED PERSONAL PROPERTY; AND LEASE OF NON-EXCESS PROPERTY; Utilities and services: sale; expansion and extension of systems and facilities)*; DoD criteria; and this instruction. Offer Class B service only when an installation cannot reasonably obtain commercial service for its unofficial needs. Class B subscribers can access commercial telephone central offices and toll trunks (except where restricted). Class B service does not have direct in-dial or out-dial access to DSN and other government private line services. Class B service has the following categories:

54.2.1. Class B-1. Telephone lines in government-owned and government-leased quarters for family or personal use including telephone lines in unaccompanied personnel housing, visiting officers' quarters, family housing, and hospital suites.

54.2.2. Class B-2. Telephone lines at a military location for activities such as public schools, ARC, motion picture services, AAFES services and their concessionaires, credit unions, noncommissioned officers' (NCO) and officers' open messes, youth activities (e.g., Boy Scouts and Girl Scouts), nurseries, thrift shops, commercial contractors and other profit or non-profit organizations, service clubs, and other businesses operating on behalf of DoD if they are on or near a DoD installation.

54.3. Class C. Telephone lines for transacting official government business on Air Force installations. It does not provide direct-dial access to off-base trunk lines (toll trunks, DSN). Class C lines can receive calls from off base and have dialing access to the switchboard operator. Classes C-1 through C-4 services have the same billing categories as Class A service.

54.4. Class D. Telephone lines for official government business. Restrict use of these lines to special services such as fire, sentry, and crash alarms. See AFI 32-2001, *The Fire Protection Operations and Fire Prevention Program*, for information on operating fire-reporting telephones.

55. Music on Hold Policy .

55.1. Any primary broadcast of music (e.g., music played directly from tape, compact disc, or other source) into a telephone-key system must comply with licensing and copyright requirements under applied Federal, state, and local laws. Prior to approving the primary broadcast of music into a telephone-key system, the base should ensure that the appropriate licensing fees are paid for usage. Use of royalty-fee music is highly recommended whenever possible.

55.2. The rebroadcast of music (e.g., via radio or satellite broadcast), except obtained from cable, does not require any license or approval pursuant to 17 U.S.C. 111(a)(5) (*COPYRIGHT; SUBJECT*

MATTER AND SCOPE OF COPYRIGHT; Limitations on exclusive rights: Secondary transmissions; Certain Secondary Transmissions Exempted). Prior to approving rebroadcast of music into a telephone key system, the installation commander should consider the potential for complaints of preferential treatment or implied endorsement by the Air Force based upon the choice of radio station, and the potential for negative public reaction to broadcasts that may contain controversial, offensive, or political content.

56. Cordless Phone Policy. The use of cordless phones on military installations is discouraged. Conversations from cordless phones can easily be intercepted as well as "stepped-on" due to limited frequency allocation and overlapping of voice frequencies (especially in buildings with a large amount of office personnel). Limit cordless phone use to non-command and control (C2) users and in buildings where operating cordless telephones are fully warranted (e.g., supply/warehouse operations).

57. Telephone Instrument Maintenance. All Air Force-owned telephone instruments will comply with the following maintenance guidelines:

57.1. Authorized Moves/Transfers. Only the telephone systems maintenance personnel assigned to the communications unit are authorized to move or transfer telephone instruments from one physical location to another. Non-communications personnel (i.e., customers) are not authorized. Submit move/transfer requests to the unit's TCO, and in-turn the requirements processing section of the communications unit, on AF Form 3215, **C4 Systems Requirements Document** (or similar computer-based requirements document).

57.2. Serviceability. All telephone instruments must be in serviceable condition (i.e., clean, non-frayed cords, directory number labels updated, etc.). Contact the telephone systems maintenance personnel of the base/site communications unit for assistance.

58. Information Collections, Records, and Forms .

58.1. Information Collections. No information collections are created by this publication.

58.2. Records. Government-owned telephone service records are created by this publication (paragraphs 1.1.4, 3.3, 8.4, 11.2.1, 11.2.6, 36.1, 39.1.1, 39.1.2, 40.1.3, 42.4,43, 43.3, 44, 53, and 54.2). Retain and dispose of these records according to AFMAN 37-139 (will convert to AFMAN 33-322V4 when published).

58.3. Forms (Adopted and Prescribed).

58.3.1. Adopted Forms. DD Forms 428, **Communication Service Authorization**; 577, **Signature Card**; 1131, **Cash Collection Voucher**; and 1367, **Commercial Communication Work Order**; and AF Forms 9, **Request for Purchase**; 847, **Recommendation for Change of Publication**; 2519, **All Purpose Checklist**; and 3215, **C4 Systems Requirements Document**.

58.3.2. Prescribed Forms: AF Forms 649, **Verification of Long Distance Telephone Calls**; 1072, **Authorized Long Distance Telephone Calls**; and 1218, **Request for Communications Service**.

JOHN L. WOODWARD, JR., Lt Gen, USAF
DCS/Communications and Information

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

Freedom of Information Act

Paperwork Reduction Act of 1974 as amended in 1995

Privacy Act of 1974 (5 U.S.C. 552)

Prompt Payment Act (31 U.S.C. 3901)

Telephone Operator Consumer Services Improvement Act of 1990 (P.L. 101-435, codified in 47 U.S.C. 226 [*TELEGRAPHS, TELEPHONES, AND RADIOTELEGRAPHS*; *WIRE OR RADIO COMMUNICATION; COMMON CARRIERS*; *Common Carrier Regulation*; *Telephone operator services*])

Treasury, Postal Service, and General Government Appropriations Act of 1996 (P.L. 104-52)

10 U.S.C. 2686 (*ARMED FORCES*; *General Military Law*; *SERVICE, SUPPLY, AND PROCUREMENT*; *REAL PROPERTY*; *RELATED PERSONAL PROPERTY*; *AND LEASE OF NON-EXCESS PROPERTY*; *Utilities and services: sale; expansion and extension of systems and facilities*)

17 U.S.C. 111 (*COPYRIGHT; SUBJECT MATTER AND SCOPE OF COPYRIGHT*; *Limitations on exclusive rights*: *Secondary transmissions; Certain Secondary Transmissions Exempted*)

26 U.S.C. 4293 (*INTERNAL REVENUE CODE*; *Miscellaneous Excise Taxes*; *FACILITIES AND SERVICES*; *Special Provisions Applicable to Services and Facilities Taxes*; *Exemption for United States and possessions*)

31 U.S.C. 1348 (*MONEY AND FINANCE*; *THE BUDGET PROCESS*; *APPROPRIATIONS*; *LIMITATIONS, EXCEPTIONS, AND PENALTIES*; *Telephone installation and charges*)

Public Law 105-220, *Workforce Investment Act of 1998*, Section 508, *ELECTRONIC AND INFORMATION TECHNOLOGY* (enacted on August 7, 1998, codified as: Section 504 of the *Rehabilitation Act of 1973* as amended in 1998)

United States Comptroller Decision B-199793, January 27, 1982

United States Comptroller Decision B-217996, October 21, 1985

United States Comptroller Decision B-223837, January 23, 1987

Federal Personnel Manual System, FPM Letter 368-1 dated 26 March 1991, Subject: Federal Flexible Workplace Project

Article 92 of the Uniform Code of Military Justice

Federal Acquisition Regulation (FAR)

DoDD 4640.1, *Telephone Monitoring and Recording*, January 15, 1980, with Change 1 dated November 16, 1994

DoDD 4640.6, *Communications Security Telephone Monitoring and Recording*, June 26, 1981

DoDD 4640.13, *Management of Base and Long-Haul Telecommunications Equipment and Services*, December 5, 1991

DoDD 5000.1, *Defense Acquisition*, March 15, 1996, with Change 1 dated May 21, 1999

DoDD 5400.7-R/AFSUP, *DoD Freedom of Information Act Program*, 22 July 1999

CJCSI 6211.02A, *Defense Information System Network and Connected Systems*, 22 May 1996

CJCSI 6215.01, *Policy for the Defense Switched Network*, 1 February 1995

DFARS, Part 239, *Acquisition of Information Technology*, Subpart 239.74, *TELECOMMUNICATIONS SERVICES*

DFAS-DE 7010.2-R, *Commercial Transactions at Base Level*, January 31, 1996

DISAC 310-70-78, *DSN Phase I Systems Management Guide*, 24 February 1998

DISAC 310-130-1, *Submission of Telecommunications Service Requests*, 4 April 2000

DISAC 310-225-1, *DSN User Services Guide*, 2 April 1998

ACP 121/USSUP1F, (C) *Communications Instructions-General (U)*

AFKAG-2, *AF COMSEC Accounting Manual*

AFI 10-201, *Status of Resources and Training System (SORTS)*

AFMAN 10-206, *Operational Reporting*

AFMAN 14-304, (FOUO) *The Security, Use, and Dissemination of Sensitive Compartmented Information (SCI)*

AFI 31-101V1, *The Air Force Physical Security Program*

AFJI 31-102, *Physical Security*

AFI 32-1001, *Operations Management*

AFI 32-2001, *The Fire Protection Operations and Fire Prevention Program*

AFI 32-9003, *Granting Temporary Use of Air Force Real Property*

AFPD 33-1, *Command, Control, Communications, and Computer (C4) Systems*

AFI 33-101, *Communications and Information Management Guide and Responsibilities*

AFI 33-103, *Requirements Development and Processing*

AFI 33-104, *Base-Level Planning and Implementation*

AFI 33-106, *Managing High Frequency Radios, Land Mobile Radios, Cellular Telephones, and the Military Affiliate Radio System*

AFI 33-115V1, *Network Management*

AFI 33-116, *Long-Haul Telecommunications Management*

AFPD 33-2, *Information Protection* (subject will change to Information Assurance when publication is revised)

AFI 33-203, *Emission Security*

AFI 33-209, *Operational Instruction for the Secure Telephone Unit (STU-III) Type 1*

AFI 33-219, *Telecommunications Monitoring and Assessment Program (TMAP)*

AFI 33-220, *On-Hook Telephone Security*

AFMAN 33-223, *Identification and Authentication*

AFMAN 33-326, *Preparing Official Communications*

AFI 33-329, *Base and Unit Personnel Locators*

AFI 33-332, *Air Force Privacy Act Program*

AFI 33-360V2, *Forms Management Program*

AFJI 34-211, *Army and Air Force Exchange Service General Policies*

AFPD 35-2, *Public Communications Programs*

AFPD 35-3, *Internal Communication Programs*

AFI 36-704, *Discipline and Adverse Action*

AFMAN 37-139, *Records Disposition Schedule* (will convert to AFMAN 33-322V4)

AFI 38-101, *Air Force Organization*

AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation and Nonappropriated Fund Instrumentalities*

AFI 65-601V1, *Budget Guidance and Procedures*

AFI 71-101V1, Criminal Investigations

AFSSI 5027, (FOUO) Network Security Policy

Abbreviations and Acronyms

AAFES—Army and Air Force Exchange Service

ACP—Allied Communications Publication

AF—Air Force (used on forms only)

AFAA—Air Force Audit Agency

AFI—Air Force Instruction

AFJI—Air Force Joint Instruction

AFMAN—Air Force Manual

AFOSI—Air Force Office of Special Investigations

AFPD—Air Force Policy Directive

AFSSI—Air Force Systems Security Instruction

ALI—Automatic Location Identification

ANI—Automatic Number Identification

ARC—American Red Cross

ASD/C3I—Assistant Secretary of Defense for Command, Control, Communications, and Intelligence

C2—Command and Control

C4—Command, Control, Communications, and Computers

CDR—Call Detail Record

CINC—Commander in Chief

CJCSI—Chairman of the Joint Chiefs of Staff Instruction

COMSEC—Communications Security

COMPUSEC—Computer Security

CONUS—Continental United States

CSA—Communications Service Authorization

CSO—Communications and Information Systems Officer

CT—Cellular Telephone

DAO—Defense Accounting Office

DD—Department of Defense (used on forms only)

DFARS—Defense Federal Acquisition Regulation Supplement

DFAS-DE—Defense Finance and Accounting Service - Denver

DISA—Defense Information Systems Agency

DISAC—Defense Information Systems Agency Circular

DITCO—Defense Information Technology Contracting Organization

DMATS—Defense Metropolitan Area Telephone System

DoD—Department of Defense

DoDD—Department of Defense Directive

DRSN—Defense Red Switch Network

DSN—Defense Switched Network

DV—Distinguished Visitor

E911—Enhanced 911

EIG—Engineering Installation Group

FAR—Federal Acquisition Regulation

FOA—Field Operating Agency

FOUO—For Official Use Only

FSO—Financial Services Office

FTS—Federal Telecommunications System

FX—Foreign Exchange

FY—Fiscal Year

GETS—Government Emergency Telecommunications Service

GSA—General Services Administration

HMW—Health, Morale, and Welfare

HQ AFCA—Headquarters Air Force Communications Agency

HQ USAF—Headquarters United States Air Force

ID3—International Direct Distance Dialing

IDTS—Integrated Digital Telecommunications Systems

IMPAC—International Merchant Purchase Authorization Card

INFOCON—Information Operations Condition

ISDN—Integrated Services Digital Network

MAJCOM—Major Command

MFH—Military Family Housing

MWR—Morale, Welfare, and Recreation

NCO—Noncommissioned Officer

NLT—Not Later Than

NORTEL—NorthernTelecom

PAT—Precedence Access Threshold

PBX—Private Branch Exchange

PIN—Personal Identification Number

P.L.—Public Law

POM—Program Objective Memorandum

PRI—Primary Rate Interface

RDS—Remote Diagnostic Support

RSA—Remote Switch Access

SCI—Sensitive Compartmented Information

SF—Standard Form (used on forms only)

STE—Secure Telephone Equipment

STU—Secure Telephone Unit

TBO—Transaction by Others

TCO—Telephone Control Officer

TDY—Temporary Duty

TFO—Transaction for Others

TMS—Telecommunications Management System

TSCM—Technical Surveillance Countermeasures

UCMJ—Uniform Code of Military Justice

U.S.C.—United States Code

VMS—Voice Mail System

Terms

911 Service—Emergency service for subscribers. A central control desk takes the call and notifies appropriate local government agencies. Usually a state or local government agency provides this service with charges collected from telephone subscribers. In many cases, the state or local government levies this charge as a tax and the telephone company serves as the billing agent.

Central Office Trunks—Trunks from the base telephone system to the local telephone company's central office. Trunks connect telephones on base to those in the commercial exchange.

Certification—The process by which a communications and information system is evaluated for satisfaction of requirements for interoperability, compatibility, and integration. Verified confirmation of telephone service charges.

Classes of Telephone Service—DoD has established criteria for classifying telephone service within military departments. Classify Air Force telephones served by either government-owned or commercial telephone systems as official (Classes A, C, and D) or unofficial (Class B). The class of service code is a two-or more character alphanumeric code. The first character indicates whether the line is for official or unofficial use. The second character indicates the billing mode. The third character indicates subcategories of service.

Communications Common Carrier—Companies that the Federal Communications Commission authorizes to provide telecommunications services.

Communications and Information Systems Officer (CSO)—The officer responsible for communications and information systems and functions at any Air Force organizational level. At base level, the "base CSO" is the commander of the communications unit responsible for carrying out base systems duties, including management of the basewide command, control, communications, and computers (C4) infrastructure. At MAJCOM level, the "MAJCOM CSO" is designated by the MAJCOM commander and is responsible for overall management of MAJCOMs communications and Information assets. For detailed functions and responsibilities refer to AFI 33-101, Communications and Information Management Guide and Responsibilities.

Communications Service Authorization (CSA)(DD Form 428)—A contractual vehicle to obtain telecommunications services regulated by a public utilities commission when issued against a basic agreement. These telecommunications services are typically provided only to the local exchange carrier. Examples are central office trunks, full business lines, and FX services.

Defense Information System Network (DISN)—An enhanced long-haul telecommunications infrastructure that supports a full range of communications services—voice, video, and data—to the warfighter and to organizations which support the warfighter.

Defense Metropolitan Area Telephone System (DMATS)—DMATS consolidates DoD telephone services and facilities in a specific metropolitan area under one manager. This includes all equipment and facilities that access local commercial exchanges, commercial long distance service, DSN, and FTS. DMATS service excludes special-purpose telephone systems and emergency actions' communications. DMATS locations are Boston MA, St. Louis MO, and Dayton OH. The Air Force directs the Dayton OH DMATS.

Defense Switched Network (DSN)—1. A telecommunications system that provides switched, end-to-end, common-user, and dedicated telephone service for the DoD. The DSN provides rapid and low-cost long-haul, voice, data, and secure voice telecommunications for C4 users. 2. A component of the Defense Information System Network that handles DoD switched voice, data, and video communications. Also called "DSN". See also "Defense Information System Network".

Defense Switched Network (DSN) On- or Off-Net Calling—Official telephone calls over the DSN system that extend calls to and from local commercial telephone numbers.

Enhanced 911 (E911) Service—Emergency service providing both ANI and ALI information to emergency response centers.

Federal Telecommunications System (FTS)—The GSA manages and operates this general-purpose, nationwide, nonsecure voice communications network. It supports the essential needs of Federal departments and agencies. FTS gives subscribers local, long-line (intercity), and commercial interface service.

Foreign Exchange (FX) Service—Direct commercial telephone service from an exchange district other than the local area exchange district. The Air Force may authorize such service when demand for another exchange is heavy. This service can produce substantial savings.

Group Billing Numbers—Some telephone companies offer special billing plans under which customers receive a group of numbers only, or letters and numbers. The base CSO assigns these to installation organizations (instead of a base telephone number) to allow you to identify the origin of long distance toll calls. Telephone calling cards for various activities on an installation provide a similar service that lets you divide the monthly toll call billing statement among base activities. The telephone company bill gives each customer a separate summary per billing number.

Inter-Area Dialing Behind the Private Branch Exchange (PBX)—Lets you direct-dial an inter area DSN number from a telephone connected to a base PBX.

International Direct Distance Dialing (ID3)—An Air Force-contracted service that provides authorization for Air Force and Air Force-gained units to place long distance calls to and from outside the CONUS locations. Covers all other long distance calls that are not within the scope of the FTS-2000/ 2001 contract.

Information Operations Condition (INFOCON)—A comprehensive defense posture and response based on the status of the information systems, military operations, and intelligence assessments of adversary capabilities and intent.

Inward-Outward Dialing—Lets you dial calls directly to and from base telephone stations without operator assistance. It speeds service, reduces switchboard operator workload, and lowers operating costs.

Key System—A local telecommunications system normally installed in end-user buildings which have

telephones with multiple buttons permitting (requiring) the user to directly select central office telephone and intercom lines.

Prewiring—Procuring and installing communications and information wiring as an integral part of major facility construction and alteration projects. The current engineering and construction technical letters on prewiring and communication and information requirements provide specifics.

Private Branch Exchange (PBX)—A subscriber-owned telecommunications exchange that usually includes access to the public switched network.

Public Commercial Communications Service—Service that includes coinbox and coinless pay-station telephones available from local telephone companies and inter-LATA (local access and transport area) carriers.

RED Switch—A voice telephone switching system designed and installed to allow for processing RED (unencrypted) secure conversations. The system has adequate isolation between channels to prevent crosstalk. The distribution system provides adequate shielding ensuring radiation of RED data does not occur. The design allows no multiple-party access without the knowledge of the principal users. Subscribers are placed in and out of service when station equipment is not under the scrutiny of properly cleared persons. RED switch interfaces provide encryption and allow subscribers access to other secure networks.

Remote Switching Terminal—An electronic remote switch placed at a subordinate wire center for subscriber lines and normally considered a part of the main switching equipment. A concentrator installed at a remote location to reduce the number of trunks needed to connect remote subscribers to the main switching equipment may serve the same purpose. It may rely on the main telephone system for processor control supervision, trunking, and operator assistance.

Satellite Telephone System—A separate system from the main base telephone facility that provides local independent telephone service but relies on the main base facility for trunking and operator assistance.

Section 508—Enforcement of Public Law 105-220, *Workforce Investment Act of 1998*, Section 508, *ELECTRONIC AND INFORMATION TECHNOLOGY* (enacted on August 7, 1998, codified as: Section 504 of the *Rehabilitation Act of 1973* as amended in 1998) begins June 21, 2001 and requires Federal agencies to make their electronic and information technology accessible to people with disabilities. Telephone systems managers will need to be aware of the mandatory requirements this law contains.

Tactical Switchboard—This switchboard operates independently from the base switchboard and provides telephone service for designated subscribers for C2 and other combat-essential purposes. In many cases the tactical switchboard is collocated with the base switchboard to keep the number of switchboard attendants at a minimum.

Tariff—Rates or charges for a business or public utility by commercial telephone companies and filed with a public regulatory agency.

Telephone Control Officer (TCO)—Individual who authorizes and controls long distance telephone toll calls within a unit.

Tie-Line Service—Directs trunks between two telephone exchanges that have dial-to-dial termination. When a base or activity needs frequent telephone contact with another government agency or customer served by a different telephone exchange, direct tie-lines are usually more economical and convenient.

Unofficial Commercial Telephone Service—Telephone service that directly connects private telephones to a commercial telephone exchange. Not required for conduct of official business. This includes telephone service in military housing, non-appropriated fund facilities, commercial activities, and other facilities.

Attachment 2

CONDITIONS FOR OFFICIAL TELEPHONE SERVICE IN PERSONAL QUARTERS

A2.1. Designate only positions requiring immediate communications response for C2. Accomplish installation of telephone service in quarters only to meet the C2 needs of the organizational mission, and not for the convenience of the occupant. Maintain written designation on file in the activity that provides the service.

A2.2. Provide official service with either direct lines to the base telephone switchboard or Class C lines. Provide DSN access if mission essential.

A2.3. You may use multi-line instruments to terminate official and unofficial lines in approved quarters.

A2.3.1. The serving communications unit provides this service.

A2.3.2. The occupant of the quarters bears any cost for the multi-line instrument that exceeds the cost of providing approved official service.

A2.3.3. Use a government-owned instrument when it provides the lowest cost to the government.

A2.3.4. In calculating lowest cost, consider the costs of reworking cable, removing and replacing instruments, purchasing instruments, etc., for current and future occupants.

A2.4. According to law and Air Force housing policy, all operating costs and any repair or maintenance of family housing structures will be funded solely from the family housing operation and maintenance accounts. The only exception is for communications equipment that is readily removable and required by the occupants to perform their mission (e.g., Red Phone). MFH is responsible for funding any equipment permanently affixed to the family housing structures or installed in family housing areas. Installation of communications equipment into quarters is subject to very strict Congressionally imposed limits; consult with local finance and legal staffs prior to installing communications equipment. Examples of permanently affixed assets include underground cabling and premise wiring for lines.

Attachment 3

SPECIAL TELEPHONE FEATURES AND SERVICES FOR SPECIFIC BASE ACTIVITIES

A3.1. Telephone Service in Government Transient Facilities . In providing service to transient facilities, apply the following guidelines:

A3.1.1. Host MAJCOMs set controls to ensure that the Air Force does not pay for unofficial or personal toll calls with appropriated funds; establish controls through system hardware and software configurations, if possible, and set up direct toll billing procedures for transient residents.

A3.1.2. The MAJCOM may authorize direct access from transient billets to DSN and the local calling area. Do not use appropriated funds to pay message unit charges accrued for unofficial or personal individual calls to the local area.

A3.1.3. When providing telephone service to transient personnel, undertake the responsibilities detailed in the *Telephone Operator Consumer Service Improvement Act of 1990* (P.L. 101-435, codified in 47 U.S.C. 226 [*TELEGRAPHS, TELEPHONES, AND RADIOTELEGRAPHS; WIRE OR RADIO COMMUNICATION; COMMON CARRIERS; Common Carrier Regulation; Telephone operator services]*).

A3.1.4. Provide dial-up modem access for distinguished visitor (DV) quarters and DV lounges. Consider providing dial-up modem access for non-DV quarters and non-DV lounges.

A3.1.5. Ensure telephone jacks are installed to allow access to all employees or telephones with built-in data jack ports are available.

A3.2. Telephone Service for Medical and Hospital Facilities . Air Force medical treatment facilities (e.g., hospitals, clinics, aid stations, physiological training units) reimburse the host base for commercial communications services furnished by or through the base (see AFI 65-601V1). The host base funds services such as the base fire-crash network and other alarm circuits.

A3.3. Official Telephone Service for Hospitalized Active Duty Military Personnel. A hospital room is the duty location for hospitalized personnel. Provide Class C telephone service unless the base CSO approves a higher class of service or special features.

A3.4. Private Telephone Service for Hospital Patients . The hospital administrator coordinates with the base CSO to give private unofficial telephone service to hospital patients who request it. A contractual agreement for commercial service is solely between the patient and the commercial company providing the service. When the government provides Class B service, the patient must pay the recurring cost plus the cost of individual toll calls.

A3.5. Telephone Service for Contractors . The Air Force may provide official telephone service for contractors. Stipulate provisions for this service in the contract. Regardless of base telephone ownership, the following provisions apply:

A3.5.1. Contractors normally use commercial service when available and practical.

A3.5.2. The Air Force charges the contractor public tariff rates for supplemental services. These services include facilities such as key equipment, special switchboards, private lines, and FX lines for the

exclusive use of the contractor. In the absence of tariff rates, or if tariff rates are excessive, the wing commander determines equitable charges based on the actual cost of providing the services.

A3.5.3. The Air Force furnishes long distance service from Class B-2 telephones to contractors, on a reimbursable basis, for the actual charge, plus tax, except:

A3.5.3.1. When the Air Force provides telephone services, contractors pay Federal tax except on toll and telegraph charges.

A3.5.3.2. When contractors arrange for their own telephone service, they pay Federal tax.

A3.5.3.3. When the contractor charges for official military use of telephone facilities, the base CSO arranges for telephone systems' tax exemption certificates to relieve the contractor of tax liability for these charges. The contractor initiates these certificates and submits them to the local telephone company.

A3.5.4. Air Force activities do not give government telephone calling cards to contractors.

A3.5.5. The procedures for authorizing, controlling, and recording long distance service also apply to official collect telephone calls that contractor personnel place or receive.

A3.5.6. The agency funding the contract reimburses the host base for telephone charges that the contractor incurs.

A3.5.7. CJCSI 6215.01 provides guidance on when United States civilian contractor personnel can use the DSN.

A3.6. Telephone Service for Nonprofit Organizations . Nonprofit organizations do not pay charges for services on an Air Force installation when performing a function related to, or furthering a Federal Government objective or one that is in the interest of public health and welfare.

A3.7. Telephone Service for Government Employee Labor Unions . The wing commander determines which labor unions meet the definition of paragraph **A3.6.** Labor unions that do not fit this definition pay Class B-2 rates for telephone service. Provide only reimbursable long distance telephone service. Do not authorize DSN access.

A3.8. Telephone Service for Public Schools . Public schools normally use commercial telephone service on Air Force installations. The school reimburses the government for the cost of Class B services.

A3.9. Telephone Service for Government-Operated Schools . Provide Class A-2 and Class C-2 telephone service to government-operated school facilities for military dependents on an Air Force installation.

A3.10. Telephone Service for the American Red Cross . Provide official telephone service (Class A or Class C) without reimbursement if ARC personnel supplement MWR functions covered by the Air Force 34-series instructions. The ARC must use separate, unofficial telephone service to conduct unofficial business.

A3.11. Telephone Service for Civilian Post Offices on Military Installations . Provide reimbursable telephone service to on-base civilian post offices, branches, or stations.

A3.12. Telephone Service for Commissaries . Provide official telephone service to commissaries. Accumulate costs for these services and report to the base-level FSO each quarter. Provide the following telephone services to commissaries:

A3.12.1. Official Service for CONUS and Hawaii Commissaries. Provide official service in retail sales stores, including key equipment, using appropriated funds. Reimbursement of charges for telephone service from surcharge funds will conform to DoD cash management and debt collection policies. The host MAJCOM provides one Class A telephone in the administrative office to handle troop issues and serve command management (above retail sales store level). The wing commander determines how to apportion telephone service charges when the resale and command management or troop issue functions share service.

A3.12.2. Official Service for Alaska and Overseas Commissaries. The host MAJCOM provides official telephone service without charge for these areas.

A3.13. Telephone Service for Military Clothing Sales Stores . In order to conduct official business related to military clothing sales, provide official telephone service, at no charge, to the retail agent authorized to stock, sell, and issue military clothing.

A3.14. Telephone Service for Morale, Welfare, and Recreation Activities . Policy and authority for communications support to MWR activities is in AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation and Nonappropriated Fund Instrumentalities*.

A3.14.1. Provide reimbursable communications services when the Air Force does not authorize using appropriated funds.

Attachment 4

CHARGES FOR BASE TELEPHONE SERVICES

A4.1. Class A Service . See **Attachment 1** for definition. Monthly charges for Class A telephone service provided from government-owned or commercially leased telephone systems are:

A4.1.1. Class A-1. Provide Class A-1 service without cost to Air Force activity users. Accumulate monthly toll and other specialized communications charges to Air Force tenant units not directly supporting the host base mission and send them to the local FSO for reimbursement by the tenant unit to the host base (see AFI 65-601V1).

A4.1.2. Class A-2.

A4.1.2.1. DoD tenants directly supporting the host base mission receive Class A-2 service without cost.

A4.1.2.2. DoD tenants not directly supporting the host base mission (including ARC) receive basic Class A-2 service without cost. Accumulate monthly toll and other specialized communications charges and send them to the local FSO for reimbursement by the tenant unit to the host base (see AFI 65-601V1).

A4.1.2.3. MWR activities that do not receive communications support according to paragraph **A3.14.** reimburse the Air Force for the service. Use the same rates as the commercial carrier serving the installation. Station lines cost at least $14 per month and each station termination in the community costs at least $3.50. Compute all other charges, such as installation, miscellaneous, and special equipment charges, using the same procedures as for Class B telephone service. Pay the Air Force according to DFAS-DE 7010.2-R.

A4.1.3. Class A-3. The rates for Class A-3 service are the same as those paid by the installation to the commercial carrier. Station lines cost at least $14 per month and each station termination in the community costs at least $3.50, plus all other charges (tolls, installation, relocation, and specialized equipment charges based on local telephone company tariffs for United States bases [including Hawaii and Alaska]). Installation and relocation charges for overseas bases are the same as Class B. The user pays additional costs for facilities such as trunks, tie lines, toll terminals, and incidental operation or maintenance personnel.

A4.1.4. Class A-4. Provide telephone service for the Defense Commissary Agency retail sales stores according to paragraph **A3.12.** Charges for reimbursable service are the same as for Class A-2 service.

A4.2. 911 or Enhanced 911 Service . See **Attachment 1** for definitions.

A4.2.1. The United States and its instrumentalities are constitutionally exempt from direct taxation by state and local governments. Oftentimes, service charges billed for emergency services (i.e., 911 calls) are actually direct taxes that the Air Force is not authorized to pay (billed as a surcharge by the telephone company and remitted to the taxing authority). What the charge is labeled is not a sufficient indicator of whether it is a tax or proper service charge. Generally, emergency notification service charges are:

A4.2.1.1. Proper and payable if imposed by a telephone company for its own services and duly permitted by the tariff.

A4.2.1.2. Improper when the state or local government actually imposes the charge and merely uses the telephone company as a collection agent. In such cases, notify the telephone company that the United States Government is constitutionally exempt from the 911 service fee and cannot legally pay the fee.

A4.2.2. If it is unclear whether the charge is a fee or a tax, contact the staff judge advocate, base legal office, MAJCOM, or comptroller for guidance.

A4.2.3. This guidance does not apply to fees for private telephone service for on-base residents. If base housing is in an area where the base provides fire, police, and other emergency services, residents may challenge the emergency notification service charge. However, because telephone service to on-base residents is a private contract between the subscriber and the telephone company, on-base residents cannot claim exemption from the charge on the basis of sovereign immunity.

A4.3. Class B Service . See **Attachment 1** for definition. DoD Comptroller establishes rates for Class B telephone services covered in this instruction on an annual basis. These charges apply when government-owned or commercial telephone systems provide Class B service.

A4.3.1. Class B Installation, Activation, and Relocation Charges. The installation, activation, and relocation charges for Class B stations apply regardless of whether previous wiring or other telephone connecting devices are available. Installation, activation, and relocation charges for external miscellaneous devices (e.g., jacks, buzzers, gongs, etc.) are the same as those charged by the nearest United States-owned and operated telephone company providing similar services.

A4.3.2. Class B Schedule of Rates. Rates are set annually by DoD and published in Rates for Class B Services. Class B services are:

A4.3.2.1. United States rates:

A4.3.2.1.1. Flat monthly rates for various classes of unofficial telephone service provided by government-owned or commercial telephone systems in the United States (including Hawaii and Alaska) are the same as those set by the local commercial telephone company providing city trunking to the base, post, or station.

A4.3.2.1.2. Rates are not less than those listed for unofficial service by government-owned facilities in overseas locations.

A4.3.2.1.3. Rates exclude mileage or special facility construction charges that the local commercial telephone company charges to the public.

A4.3.2.1.4. Use the rate of the company providing city trunking to the base, post, or station when more than one commercial telephone company operates in the vicinity.

A4.3.2.1.5. Rates apply to the types of services provided (such as private lines, multiparty lines, and extension telephones).

A4.3.2.1.6. Installation, activation, and relocation charges for all types of government-provided Class B main and extension stations in the United States (including Hawaii and Alaska) are at the same rates as those paid by the base to the commercial telephone company. They are not less than the charges based on the flat monthly rate.

A4.3.2.1.7. Charges for installing or activating main stations and extensions are not less than the charges for one month of the same type of service and not less than 40 percent of the main station installation or activation charge for extension stations.

A4.3.2.1.8. Relocation or activation charges for main or extension stations are not less than the amount computed for installing or activating extension stations.

A4.3.2.2. Overseas rates for Class B stations:

A4.3.2.2.1. Government-owned telephone facilities. Installation or activation charges for Class B lines provided by government-owned telephone facilities are the same as the flat monthly rate for that type of Class B service. Installation or activation charges for each additional station line termination are 40 percent of the flat monthly rate for that type of Class B service. Relocation charges for each extension line termination are the same as installation or activation charges for additional wiring and telephone jacks.

A4.3.2.2.2. Leased telephone facilities. Installation, activation, and relocation charges for all types of Class B main and extension stations are at the same rates as those paid by the base for the service.

A4.3.3. FY-2000 flat monthly rates for various classes of unofficial telephone service provided by government-owned telephone facilities in overseas locations, unless otherwise modified by status-of-forces agreements, or DFAS-DE 7010.2-R:

A4.3.3.1. Class B-1: $23.30.

A4.3.3.2. Class B-2: $41.25.

A4.3.3.3. Class B party-line service. Applicants who want party-line service may choose two- or four-party service, if available. When more than one Class B party receives service over the same base telephone line, flat monthly charges for party-line service are the same charges paid by the installation to the commercial company but not less than these schedules:

A4.3.3.3.1. Two-party service. The minimum flat monthly charges for two-party line base telephone-service are:

A4.3.3.3.1.1. Class B-1a: $17.25.

A4.3.3.3.1.2. Class B-2a: $30.50.

A4.3.3.3.2. Three-party service. No provision is made for three-party service in the DoD-authorized standard services and rates for Class B subscribers.

A4.3.3.3.3. Four-party service. Applicants selecting four-party service pay the monthly rate shown, regardless of the “line fill.” The line fill may fluctuate from one to four parties on the line as other subscribers are disconnected from, or added to, the line. The maximum flat monthly charges that apply to four-party line base telephone service are:

A4.3.3.3.3.1. Class B-1b: $11.50.

A4.3.3.3.3.2. Class B-2b: $20.35.

A4.3.4. Restricted Service. When Class B individual, two-party, or four-party services are restricted to on-base connections without access to the telephone company central office or long distance service, 75 percent of the applicable flat monthly charges for Class B service applies.

A4.3.5. Class B Supplemental Service and Equipment. The user pays the costs for facilities and services beyond those covered by the standard rates, including:

A4.3.5.1. Miscellaneous equipment and special features. Charges for miscellaneous equipment such as single line telephone instruments, external ringers, flashing lamps, and other station accessories are the same as those charged for similar services by the nearest United States-owned and operated telephone company. Charges for special features and services provided from the base telephone switch such as three-way calling, call waiting, call forwarding, and other features are the same as those from the nearest United States-owned and operated telephone company. This charge applies to all classes of unofficial service.

A4.3.6. Long Distance Calls. The subscriber of the Class B station originating the call pays the cost of unofficial long distance calls. The cost is consistent with telephone company charges. Do not use the FTS-2000/2001 for unofficial calls, even on a reimbursable basis. The CSO must make sure subscribers can place commercial long distance calls at the bases where Class B service is provided.

A4.3.7. Mileage. The user pays the monthly charges for line mileage to reach off-premise Class B telephones.

A4.3.8. Class B Taxes. Compute Federal taxes when they apply to Class B service according to the rates in the *Internal Revenue Code* (26 U.S.C.). Apply Federal taxes on billing for local and long distance service contractors, commissioned officers' and NCO open messes, and similar activities. Personal long distance service from tax-exempt agencies is taxable. Do not collect Federal taxes on billing to the ARC and Federal credit unions, which were granted an exemption under 26 U.S.C. 4293 (*INTERNAL REVENUE CODE; Miscellaneous Excise Taxes; FACILITIES AND SERVICES; Special Provisions Applicable to Services and Facilities Taxes; Exemption for United States and possessions*). Collect Federal taxes from service clubs and base exchange activities. Installation and relocation charges are not subject to Federal taxes.

A4.3.9. Class B Charges. Charges to Class B users are subject to DFAS-DE 7010.2-R and the following policies:

A4.3.9.1. Charging for service and equipment. Bill service and equipment charges (including taxes when applicable) to Class B subscribers in the first monthly bill after the charges are incurred, except when the wing commander requires advance payment. Prorate advance payments when service begins after the start of the billing period.

A4.3.9.2. Billing long distance calls. Bill long distance service charges to Class B subscribers with the first regular monthly bill after receiving the commercial telephone company bill for the service. Long distance telephone charges do not require advance deposits.

A4.3.9.3. Billing local calls. The standard rates for Class B service apply regardless of whether the telephone company furnishes local service at a flat or measured rate. The standard rates entitle the Class B subscriber to make local calls without additional charge. *EXCEPTIONS:* When message unit charges apply and when ANI equipment can identify the individual subscriber station making the call, bill message-unit charges to the user.

A4.3.9.4. Prorating charges. When a subscriber receives service for only a part of the monthly billing period, or when a service outage exceeds 24 hours, prorate the charge. Prorate bills according to the approved tariff or prorating procedures of the local telephone company. The subscriber

service outage period begins when the subscriber reports the outage and ends when the telephone company restores service.

A4.3.9.5. Recurring charges. Bill charges for supplemental services and equipment to the user at local telephone company rates. Bill supplemental service and equipment charges for a part of the billing period to the subscriber at the full monthly rate and do not prorate.

A4.3.9.6. Collecting. The FSO collects charges from users of Class B telephone service (DFAS-DE 7010.2-R). Wing commanders may institute a payroll-deduction plan to pay for Class B telephone service.

A4.3.9.7. Depositing money received for services. Account for money received for telephone service as public funds according to prescribed Air Force policies and procedures for reimbursement to appropriated funds (DFAS-DE 7010.2-R).

A4.4. Class C Service . See **Attachment 1** for definition. The conditions and arrangements for providing Class A service from either a government-owned or a commercial telephone system also apply to providing Class C service. Charges for Class C service are:

A4.4.1. Class C-1. Same as Class A-1.

A4.4.2. Class C-2. No cost to the subscriber except that toll and other specialized communications charges to DoD tenants not directly supporting the host base mission accumulate monthly and are sent to the local FSO for possible reimbursement to the Air Force (DFAS-DE 7010.2-R). Defense Commissary Agency facilities and retail sales stores in CONUS must reimburse the government for communications support at the rate of $4 per month for each station line termination and $2.50 for each extension station line termination. Charges for installation, moves, and special and miscellaneous equipment are additional. Compute installation and relocation charges in the same manner as for Class B telephone installation and relocation.

A4.4.3. Class C-3. Same as Class C-2 except for installation, relocation, and specialized equipment charges which are determined by local telephone tariffs for bases in CONUS, Hawaii, and Alaska, and determined by Class B charges as shown in paragraph **A4.3.2.2.** for overseas bases.

A4.4.4. Class C-4. Same as Class C-2 except for the troop issue function of the commissary.

Attachment 5

FORMAT STANDARDS FOR TELEPHONE DIRECTORIES

A5.1. Directories . Each telephone directory must contain a section for general information, organizational listings, and alphabetical listings. The wing commander may also authorize a personnel listing section.

A5.1.1. General Information. This section tells readers how to use the installation telephone system.

A5.1.1.1. It should explain how to:

A5.1.1.1.1. Use the installation telephone system, including directions for making on-base, local-area, long distance, and overseas calls, and for using special telephone features such as call-forwarding, conference-calling, speed-calling, and so on.

A5.1.1.1.2. Use the Secure Voice Communications Network, including STU-III and STE instruments, if the installation has such equipment. Describe how to schedule and use the installation common-user terminals. The MAJCOM may permit subscriber designators and numbers in this section of the directory.

A5.1.1.1.3. Make DSN calls. Describe the telephone precedence system

A5.1.1.1.4. Report telephone service problems.

A5.1.1.1.5. Report nuisance and bomb-threat calls.

A5.1.1.1.6. Identify mission needs for new telephones and services (AFI 33-103).

A5.1.1.1.7. Use MINIMIZE. Describe its effects per Allied Communications Publication 121 United States Supplement 1F (ACP 121/USSUP1F), (C) *Communications Instructions-General (U)*.

A5.1.1.1.8. Request or terminate unofficial (Class B) telephone service, when applicable. Include a statement that the Air Force reserves the right to enter premises where it provides such telephones to inspect, repair, or remove equipment.

A5.1.1.2. Design your directory so that it shows:

A5.1.1.2.1. Locations and DSN numbers of frequently called activities on the installation. Extract the numbers from the *DoD Worldwide DSN Directory*.

A5.1.1.2.2. Installations where the caller can dial numbers direct (direct in-dial capability) by Xs following the two-digit or three-digit DSN prefix (e.g., 868-XXXX).

A5.1.1.2.3. The unit providing the telephone service, directory updates, and repair service.

A5.1.1.2.4. Common-user facsimile numbers and locations. Include verification numbers.

A5.1.2. Organizational Listings. This section lists all units in alphanumeric order served by the telephone exchange. Put the MAJCOM and installation activities first. Show the main staff offices of each organization. Use official titles to identify each major function, per AFI 38-101, *Air Force Organization*.

A5.1.2.1. You may optionally name officers with staff office entries. Include building address or location designators, and show the office functional address symbol after each major element, per AFMAN 33-326, *Preparing Official Communications*.

A5.1.2.2. Print only one telephone number on each line; show an alternate number, if any, on a separate line. List only the first number of a rotary-sequence telephone system.

A5.1.2.3. Do not list Class A numbers if the subscriber is also served by Class C service. For facsimile numbers serving the organization, show the building number, functional address, office symbol, and verification number.

A5.1.3. Alphabetical Listings. This section contains an alphabetical listing of all activities. Use acceptable military titles that users can easily understand. Include building numbers and room numbers if needed. Each activity may have as many listings as it has common names. Cross-reference entries for reader convenience. For example, the reader may look for NCO Club under "N" for "NCO Club" or under "C" for "Club, NCO." Avoid listing all units under such entries as Commander, Chief, and Executive Officer, because users can easily find these titles in the organizational listing section.

A5.1.4. Personnel Listing (Optional). This section follows the classified listing. On a single line name, grade, duty telephone number, office symbol, and building number. Do not list home telephone numbers (Class B) and personal commercial telephone numbers unless personnel have given written consent to publish them (AFI 33-332, *Air Force Privacy Act Program*).

A5.2. Cover Requirements .

A5.2.1. Cover Page. The cover page must contain the following information:

A5.2.1.1. Host MAJCOM.

A5.2.1.2. Installations served and their locations (include state or country). Include organizational emblems when space permits.

A5.2.1.3. DSN and commercial prefixes (include area code) for the installation, operator assistance numbers, and directory assistance number.

A5.2.1.4. Date published.

A5.2.1.5. Emergency telephone numbers.

A5.2.1.6. COMSEC notice and the consent statement from DoDD 4640.6 at the bottom.

A5.2.2. Inside Front Cover. The inside front cover contains a table of contents. Make sure the table of contents lists the principal units served by the telephone exchange and page references.

A5.2.3. Inside Back Cover. The inside back cover lists key fire alarm boxes and public pay telephone locations. Include telephone numbers for the public pay telephones and indicate which have audio amplifiers.

A5.2.4. Outside Back Cover. The outside back cover lists frequently called telephone numbers for service activities (e.g., billeting, base operations, finance, barbershops, and on- and off-base taxi service). Show commonly used names and avoid local nicknames.

A5.3. Consider :

A5.3.1. Including an installation map.

A5.3.2. Using slogans to provide helpful reminders on various topics (e.g., safety, security, and energy conservation) important to the Air Force community.

A5.3.3. Using illustrations with slogans. Relate them directly to the subject matter and use good taste.

A5.3.4. Using an international time zone chart.

A5.3.5. You may use colored paper for telephone directories. You may use a different color for each section of the directory to make it easier to use. Refrain from using the color red for a cover; it could be construed as a classified document. For combined installation guides and directories, colored paper can help users quickly locate a specific directory section.

Attachment 6

TELEPHONE SYSTEMS MANAGEMENT CHECKLIST

A6.1. Major Command and Base Communications and Information Systems Of ficer Responsibilities:

A6.1.1. Are scheduled inventories of circuit requirements conducted? (Paragraph **1.1.1.**)

A6.1.2. Is an AF Form 1218 used to establish CSA in areas where a public utility commission requires tariff or regulated services (e.g., central office trunking, business lines, and FX service)? (Paragraph **1.1.2.**)

A6.1.3. Are competitive bids obtained through appropriate procurement channels for untariffed and unregulated services? (Paragraph **1.1.3.**)

A6.1.4. Are applicable action items from Air Force Audit Agency reports being reviewed and implemented? (Paragraph **9.9.**)

A6.2. Major Command Responsibilities :

A6.2.1. Has the MAJCOM established procedures to ensure new or changes to existing CSAs are consistent with DFARS? (Paragraph **1.2.1.**)

A6.2.2. Has the MAJCOM established procedures requiring the base CSO to verify proposed leased regulated services do not exceed CSAs? (Paragraph **1.2.2.**)

A6.2.3. Has the wing commander established local policy for handling incoming official collect calls? (Paragraph **4.**)

A6.2.4. Do telephone credit cardholders sign a statement acknowledging that they have received a telephone credit card, and are these signed statements kept on file? (Paragraph **8.2.**)

A6.2.5. Does the MAJCOM ensure installations under their commands complete annual physical inventories of all leased telephone services and equipment used on the installation? (Paragraph **9.1.**)

A6.2.6. Does the MAJCOM ensure installations under their command establish internal controls over leased telephone services and monthly lease payments? (Paragraph **9.2.**)

A6.2.7. Does the MAJCOM conduct reviews to ensure installations under their command have a complete and valid inventory of base telecommunications equipment and services and have established inventory controls? (Paragraph **9.3.**)

A6.2.8. Does the MAJCOM ensure installations under their command validate the telephone bills as official before authorizing payment? (Paragraph **9.4.**)

A6.2.9. Does the MAJCOM provide CSA training for personnel who process regulated telecommunication services? (Paragraph **9.5.**)

A6.2.10. Does the MAJCOM ensure a separate class of service is established for numbers with 900 capabilities? (Paragraph **14.4.1.**)

A6.2.11. Does the MAJCOM ensure the guidelines established in DISAC 310-225-1 are being used to restrict FLASH OVERRIDE and FLASH DSN PAT, and IMMEDIATE and PRIORITY DSN PAT settings? (Paragraph **15.**)

A6.2.12. Is the MAJCOM/SC approving the purchase of new key systems only when there is a clear operational requirement that cannot be met by the base telephone switching system? (Paragraph **24.**)

A6.2.13. Are DRSN requirements processed according to CJCSI 6215.01 or AFMAN 14-304? (Paragraph **29.2.1.**)

A6.2.14. Does the MAJCOM plan for future telephone system upgrades through the FY and POM processes? (Paragraph **9.10.**)

A6.3. Communications and Information Systems Officer Responsibilities .

A6.3.1. Does the base CSO inventory leased telephone services annually, reconcile all discrepancies, update the inventory for added or deleted services, and verify the amount and type of service authorized on the CSA? (Paragraph **10.1.3.**)

A6.3.2. Does the base CSO control on- and/or off-netting to ensure it does not negatively affect the overall base mission? (Paragraph **10.1.4.**)

A6.3.3. Has the base CSO established guidelines to ensure FTS-2000/2001 users are informed of the proper procedures used to report mis-dialed or wrong numbers? (Paragraph **10.1.11.**)

A6.3.4. Has the base CSO or representative briefed all TCOs on TCO duties and responsibilities? (Paragraph **10.1.12.**)

A6.3.5. Has the base CSO set up positive controls to prevent unauthorized telephone switching system software modifications? (Paragraph **10.2.1.**)

A6.3.6. Has the base CSO appointed personnel to secure the RDS service? (Paragraph **10.2.2.**)

A6.3.7. Has the base CSO established procedures to restore telephone service promptly? (Paragraph **10.2.3.**)

A6.3.8. Does the base CSO monitor construction activity to protect government-owned or commercially leased communications and information cables (aerial and buried) during excavation or construction and ensures digging permits are reviewed and processed prior to any excavation work. (Paragraph **10.3.1.**)

A6.3.9. Does the base CSO ensure that communications and information personnel follow AFI 32-1001 when excavating for communications and information cables or facilities? (Paragraph **10.3.2.**)

A6.3.10. Does the base CSO review SOWs for base pay telephone service to make sure this service does not interfere with base official telephone service? (Paragraph **10.4.1.**)

A6.3.11. Does the base CSO maintain a current copy of all applicable CSAs with the necessary tariff information to ensure proper monthly telecommunications certification? (Paragraph **10.4.8.**)

A6.3.12. Are approved requests for FTS-2000/2001 and ID3 service being sent to the host MAJCOM/FOA before they are forwarded to the appropriate DISA office for processing? (Paragraph **12.2.**)

A6.3.13. Does the base CSO ensure customer account codes are established for each organization using telephone numbers with 900 capabilities? (Paragraph **14.4.2.**)

A6.3.14. Does the base CSO ensure an authorization code is established for each user authorized to dial 900 numbers? (Paragraph **14.4.3.**)

A6.3.15. Does the base CSO ensure cable maintenance personnel are familiar with the Air Force policy on lead telecommunications cables? (Paragraph **18.**)

A6.3.16. If the base cable plant can support the single line telephone concept, are single line telephone instruments being installed to the maximum extent possible where digital telephone switching systems are installed? (Paragraph **23.**)

A6.3.17. Have all key systems been evaluated for conversion to single line concept? (Paragraph **23.**)

A6.3.18. Are MAJCOM waivers kept on file for newly installed key systems? (Paragraph **24.**)

A6.3.19. Does the base CSO ensure CT services are provided only when they are the most cost-effective way to provide the necessary service? (Paragraph **25.**)

A6.3.20. At locations without a communications service activity, has the senior ranking individual designated a responsible activity to install and maintain unofficial telephone wiring in dormitories, MFH, visiting airmen's quarters, visiting officers' quarters, temporary lodging facilities, etc.? (Paragraph **28.1.**)

A6.3.21. Has the base implemented a telephone systems security program? (Paragraph **A7.1.3.**)

A6.3.22. Is a self-inspection checklist being used at least semi-annually for evaluating telephone systems security? (Paragraph **A7.1.5.**)

A6.3.23. Are cipher locks or similar device installed on all doors that allow access to telephone switching facilities? (Paragraph **A7.3.1.**)

A6.3.24. Does a security banner appear immediately upon logging into the telephone system (where technically feasible)? (Paragraph **A7.4.1.**)

A6.3.25. Are all modem numbers programmed in the switch or PBX with a unique and separate class of service? (Paragraph **A7.7.2.**)

Attachment 7

TELEPHONE SYSTEMS SECURITY CHECKLIST

A7.1. Minimum Security Policy Implementation .

A7.1.1. Be familiar with the security features available in your telephone system and how they are employed.

A7.1.2. Evaluate all components of the telephone system for security risks in order to minimize the vulnerability of unauthorized access. These components include the switchroom, telephone system, and auxiliary processors such as fax machines, modems, recorded announcement equipment, printers, terminals, and computers.

A7.1.3. Establish a telephone systems security administrator who is responsible for establishing, implementing, monitoring, and controlling the telephone systems security program.

A7.1.4. Implement a telephone systems security program that addresses computer security (COMPUSEC) and controlled area security concerns. Ensure the program follows current COMPUSEC and resource protection guidance.

A7.1.5. Evaluate the security program using a self-inspection checklist at least semi-annually.

A7.1.6. Ensure the integrity and effectiveness of the protective measures with a regular program of security inspections.

A7.1.7. Ensure access to central office features is controlled by the use of subscriber class of service or class of restrictions.

A7.1.8. To safeguard against unauthorized use, ensure the telephone switch is frequently monitored to identify changing calling patterns, system uses, and possible security issues. You must then modify the routing and calling privileges to support changing user and mission requirements.

A7.1.9. Provide internal and external users access only to the facilities, functions, commands, and calling privileges their jobs require. For example, limit access to the telephone system database only to a specific few users. This will greatly decrease the potential of system abuse and fraud.

A7.1.10. Telecommunications managers must select and implement the combination of features that best meet mission needs while recognizing the trade off between security and convenience (i.e., level of risk).

A7.2. Password Procedures (see also AFMAN 33-223, *Identification and Authentication*).

A7.2.1. Password Composition. The password must be alphanumeric with at least one special character. Where technically feasible, the password must also consist of a combination of uppercase and lowercase letters. It is also best to randomly generate the password in the system, where technically and procedurally feasible. If user-generated passwords are used, ensure they meet the basic criteria outlined in this paragraph. Avoid passwords that are either all numbers or all letters to the greatest extent possible.

A7.2.2. Password Length. Password length will be a minimum of six alphanumeric characters with eight being the recommended length where technically feasible. Passwords of greater length are

encouraged because they provide better protection, but they could become cumbersome for the user. **NOTE:** Most telephone systems have a default parameter of six characters.

A7.2.3. Password Change Rate. Passwords require periodic change to maintain integrity of the password system. There must be time parameters and procedures established to ensure periodic changes of passwords as well as whenever a password compromise is suspected or confirmed. Repeated reuse of the same passwords is prohibited.

A7.2.4. To protect against unknown threats, the maximum lifetime of a password must be no greater than 180 days with 90 days being the recommended lifetime. The shorter the life of the password the less likely a compromise will occur due to a valid password being used by an unauthorized user. However, if a less frequent change then every 90 days is used, the minimum password length must be made longer to maintain the low probability of the password being guessed. For example, if a 360-day expiration rate is used in conjunction with the previous parameters, the minimum password length would be 9 characters, if the system allows.

A7.2.5. Change the password as soon as possible (maximum within one duty day) if a password compromise is suspected or confirmed. Also, change the password as soon as possible (maximum within one duty day) if a user's access is removed due to punitive action or at the user's commander's request.

A7.2.6. Disable the password as soon as possible (maximum within three duty days) if the user no longer requires access for a period greater than 90 days (e.g., TDY).

A7.2.7. Remove the user name and password immediately when a person no longer requires access for the performance of their job (e.g., permanent change of station [PCS], move to another section, discharged). Make sure procedures are in place to ensure this is accomplished.

A7.2.8. Password Grace Period. Password grace period is the number of logins into the system after a password has expired. The password grace period must be set to three where technically feasible. This forces the user to change their password after three grace period logins or be locked out of the system until the telephone systems security administrator can reinstate them.

A7.2.9. Password Security. Do not write down passwords or store them in any easily accessible location (e.g., a function key). This minimizes the likelihood of them being used by unauthorized personnel. Also, do not share passwords. Brief maintenance and administrative personnel who have access to system modification commands semi-annually on the importance of password security.

A7.3. Physical Access Procedures .

A7.3.1. Switchroom Access. Physical access to the switchroom is limited by the local communications unit to the fewest personnel required to accomplish the mission. This must apply to remote telephone switching facilities also. Install cypher locks, or similar devices, on all doors that allow access to telephone switching facilities for access control.

A7.3.2. Maintenance Terminal Access. Limit access to maintenance terminals by the local communications unit to only the personnel that require access in the performance of their jobs. If possible, automatically log out terminals when idle for over 10 minutes or not in use.

A7.3.3. Identification and Authentication General Guidelines.

A7.3.4. The system design must contain no means of bypassing the identification and authentication mechanisms.

A7.3.5. After successful logon, present the user with the date and time of the last successful logon plus the number of unsuccessful attempts since that logon, where technically feasible.

A7.3.6. The switch must cease to respond to login attempts from any user (remote or otherwise) after three consecutive failed logon attempts, where technically feasible. The user will be locked out of the system until the telephone systems security administrator can reinstate them.

A7.3.7. The switch must issue a real-time alarm to notify the switch administrator of all repeated failed login attempts, where technically feasible.

A7.3.8. Establish procedures on how to deal with periods of inactivity on terminals. It is recommended, as a minimum, that remote terminals be disconnected after a specified period of inactivity.

A7.3.9. Discretionary Access General Guidelines. Use discretionary access to control access to the objects in the switch such as data tables and executable code modules after the users have gained access to the switch. This will usually be the authorized users such as maintainers and administrators. Discretionary access will limit the damage an unauthorized user might do who has defeated the identification and authentication mechanisms.

A7.3.10. The switch must authorize access to objects based on individual user identification, user's authority or role, and no group access is permitted.

A7.3.11. Newly created objects must, by default, be protected at the level of authorization of the creating user.

A7.3.12. Access to objects must be authorized by mode such as "Read Data Table", "Update Data Table", "Create a File", "Delete a File", "Write a File", "Create or Delete a Directory", or "Change Access Privileges" (e.g., allow a user or process previously unauthorized access to an object).

A7.3.13. The switch must provide the capability to restrict access by time of day, day of week, and calendar date. If technically feasible, implement restricted access for non-duty hours.

A7.3.14. The switch must provide a separation of low-privileged and highly privileged users. The switch's security mechanisms must provide the ability to restrict low-privileged users to only the minimum privileges required to perform their jobs.

A7.3.15. The switch must restrict access based on terminal identifier to the minimum needed by the user's function such as applications, operating system commands, or data tables. Also, restrict access to commands used to mount removable media to specific users such as the system administrator.

A7.3.16. Protect any switch services provided to subscribers such as direct inward system access by password or other authentication mechanisms.

A7.3.17. Specific Command Access Guidelines. Restrict access to telephone system commands based on the functions of the user. Accomplish this through class marking commands according to their level of importance and criticality. Class mark all commands to prevent unauthorized system access. Do not use any manufacturer commands class mark defaults. *NOTE:* In digital telephone systems, class marking commands permit or deny access to software commands. Care must be taken not to class mark commands to allow global use of certain commands for ease of operation.

A7.3.18. Maintenance terminals in the telephone switchroom must have all privileges. This is to allow any level of maintenance to be performed from any device. Class marking user passwords and system commands can provide the level of protection required.

A7.3.19. Class mark maintenance terminals placed apart from telephone switchroom to only allow execution of commands needed to accomplish their function (e.g., subscriber feature changes, network analysis).

A7.3.20. Administrative User. This is the most powerful user class available. It has unlimited access to all system commands, users, and resources; can override all other users and carries the highest priority. Assign this function to only a few personnel (recommend no more than two or three). This is usually the office and/or workcenter supervisor to prevent compromise and security violations.

A7.3.21. Maintenance User. This is the most common user class in the central office. This user has access to all commands and resources necessary to perform the assigned maintenance actions (e.g., trunk maintenance, line maintenance, switch maintenance). Do not allow access to other user classes or allow manipulation to any secure logs or reports. This function is assigned to as many maintenance personnel as required to perform maintenance.

A7.3.22. Security Administrative User. This user has access to all user accounts, system monitoring commands, devices, and any secure logs or reports. Do not allow access to maintenance functions or other areas not required for the performance of this function. This function is limited to the telephone systems security administrators only.

A7.3.23. Contractor User. This user must only be assigned to the dial-up ports that are dedicated for contractor access. Contractors usually require a broad range of access but are physically controlled by the on-site maintenance personnel.

A7.4. Security Banner .

A7.4.1. A security banner will appear immediately upon logging into the telephone system. No one is allowed further access into the system until the security banner has been read and acknowledged, if technically feasible. *NOTE:* The security banner content must follow the format in AFI 33-219.

A7.4.2. As long as a banner appears (even if not acknowledgeable), any access to the system via any terminal (remote or otherwise) implies consent to monitoring.

A7.5. Remote Access Procedures .

A7.5.1. Positive barriers must exist to prevent all system modifications, except those for specific emergency or directed maintenance actions.

A7.5.2. Remote access user identification.

A7.5.3. Limit the validity of the identification of remote users to a time window during which the remote user is expected to log in.

A7.5.4. When a remote user is communicating with the switch from an intermediate site, the computer at the intermediate site must be identified and authenticated in a manner similar to a remote user.

A7.5.5. The switch must provide the capability to open and close a time window for the remote maintenance access ports of the switch, where technically feasible. This will prevent repeated login attempts by “hacking” if the modem is left turned on.

A7.5.6. Use remote user passwords one time only. Subsequent logons will require a new password for each session.

A7.5.7. Remote login via modem is discouraged for routine maintenance procedures. Also, do not use remote login for planned maintenance functions. Remote login must always make use of automatic dial-back capabilities, if technically possible. This provides an extra measure of security that is not available with standard dial-up modem ports. Never configure the telephone system to allow access without dial-back unless maintenance personnel are on-site to authenticate the caller and maintenance requirement. This helps to prevent someone from finding out the number of the maintenance modems.

A7.5.8. Do not allow maintenance contractors not assigned to the duty section access to the telephone system unless specifically requested by on-site personnel or there is specific need for data collection outlined in an agreement between the contractor and the government. There must be authorized maintenance personnel on-site for the duration of the access. Assign dedicated modems for contractor access. Off-line, turn-off or physically disconnect dedicated contractor modems when not in use. The contractor must provide a list of authorized personnel who require access to the telephone system in the performance of their job. Government representatives will use this list to authenticate contract personnel. The contractor must periodically update this list to help prevent unauthorized access.

A7.5.9. There must be no way for remote switch access (RSA) except through a dedicated port.

A7.5.10. Keep remote ports disconnected from all trunks and lines leaving the central office when not in use.

A7.5.11. Keep modems, telephones, or other ancillary equipment disconnected or off-line from the RSA port leaving the central office, except during RSA.

A7.5.12. Maintain a list of personnel that require RSA (government and contractor personnel).

A7.5.13. When RSA is required, it can only be requested by personnel on the RSA access list. Establish the connection from a designated telephone.

A7.5.14. Maintain a log of all requests for RSA.

A7.5.15. Central office personnel are responsible for ensuring the security of the RSA. Their duties consist of performing the following minimum sequence each time the telephone system is accessed via RSA.

A7.5.16. Verify that there is an immediate need for RSA.

A7.5.17. When a request for RSA is received, log the request and verify personnel against the RSA access list.

A7.5.18. Unless you called for maintenance support, authenticate and call back to verify the validity of their phone number.

A7.5.19. Once authenticated, establish the necessary connections between the remote access user, the ancillary equipment (modem and port), and the trunk and/or line.

A7.5.20. Verify the RSA connection between the user and telephone system.

A7.5.21. If possible, monitor activities of the remote user in real-time. Accomplish this by recording remote activity with hard copy printout or other comparable means. Terminate the session immediately if any improper activity is observed.

A7.6. Audit Requirement Procedures .

A7.6.1. Superintendents will review the audit report weekly. NCOs in charge will review the audit report daily. If discrepancies are noted, appropriate actions and reporting must be done in accordance with governing guidance.

A7.6.2. If technically feasible, record the following security events as a minimum, in the audit files:

A7.6.2.1. Login attempts (failed or otherwise).

A7.6.2.2. Remote login attempts (failed or otherwise).

A7.6.2.3. Password changes.

A7.6.2.4. Creation of user accounts.

A7.6.2.5. Critical table modifications (e.g., audit mechanisms deactivations, alarm table changes, etc.).

A7.6.3. If technically feasible, the audit will, as a minimum, record the user identification involved, time and date of the event, the event, and the success or failure of the event.

A7.7. Modem Installation and Identification .

A7.7.1. Ensure all new modem installations are coordinated with the wing information assurance office. Install modems according to the rules outlined in AFI 33-115VI and AFSSI 5027, (FOUO) *Network Security Policy*.

A7.7.2. Ensure all modem numbers are programmed in the switch or PBX with a unique and separate class of service. This will help enable their quick identification by switch maintenance personnel and if warranted by information operations condition (INFOCON) changes, result in their immediate base-wide disconnection.

A7.7.3. Program all modem numbers in the switch or PBX as either inward dial only or outward dial only and will not have any special features assigned to them such as call forwarding. For DMS/SL-100 switches, use line feature Denied Origination (DOR) or Denied Termination (DTM) as appropriate. The CSO will approve all requests for exemptions to this policy.

A7.8. System Recovery .

A7.8.1. Ensure that restoring the telephone system to operational status (including activating security functions) is part of system recovery planning and is incorporated in the appropriate plans.

A7.8.2. After system recovery, restore security functions to the minimum levels as outlined in this document.

A7.9. Voice Mail System Security .

A7.9.1. Password protect all individual voice mailboxes (6-digit minimum).

A7.9.2. Do not create voice mailboxes before they are needed. Deactivate unassigned voice mailboxes.

A7.9.3. If capable, lock out consecutive unsuccessful attempts to enter a voice mailbox.

A7.9.4. Do not allow "thru-dial" or external transfers to any outside line or trunk (this includes local commercial calls). If capable, ensure the VMS restricts "thru-dial" or local dialing to a fixed length (e.g., if switch or PBX is set up for 5-digit dialing between local stations, limit VMS to 5-digit dialing).