

**14 APRIL 2004**

**Public Affairs**

**RUMOR CONTROL HOTLINE**



**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

---

**NOTICE:** This publication is available digitally on the AFDPO WWW site at:  
<http://www.e-publishing.af.mil>

---

OPR: 39 ABW/PA (TSgt Melissa A. Phillips)      Certified by: 39 ABW/PA (Capt Rickardo Bodden)  
Pages: 3  
Distribution: F

---

This instruction implements AFI 33-220, *On-Hook Telephone Security*, Air Force Manual (AFMAN) 33-274, *On-Hook Telephone Security Guidelines*, and AFI 35-101, *Public Affairs Policies and Procedures* and establishes procedures, policies and guidelines for the Rumor Control Hotline program. This instruction applies to all U.S. personnel assigned or attached to Incirlik Air Base Wing (ABW) units and its Geographically Separated Units (GSUs). Submit recommended changes and questions to Incirlik ABW, 39 ABW Public Affairs Office, Unit 7090 Box 135 APO AE 09824-0135. Use AF Form 847, **Recommendation for Change of Publication**, through channels when making recommended changes. Ensure that all records created as a result of processes in this supplement are maintained in accordance with AFMAN 37-123, *Management of Records* and dispose of in accordance with the Air Force Records Disposition Schedule (RDS).

**1. Responsibilities.** The Rumor Control Hotline is a viable tool for Public Affairs (PA) to address concerns of Incirlik community members. The Rumor Control Hotline seeks to answer legitimate questions about 39 ABW policies and events.

1.1. PA has the responsibility to keep its internal audience informed while protecting individuals' rights and operational security.

**2. Processing.** PA accepts Rumor Control Hotline calls at 6-6060.

2.1. PA will advise those calling to first pursue questions through the appropriate chain of command before calling the Rumor Control Hotline. Information is released on a "need to know" basis.

2.2. PA will record the name and phone number of each caller.

2.3. If PA cannot answer the question on the spot, PA will query the appropriate agency then call the person back with an answer.

2.4. Callers will receive rumor control responses as promptly as possible.

2.5. Examples of acceptable topics for calls include, but are not limited to:

- 2.5.1. Pay
- 2.5.2. Benefits
- 2.5.3. Travel
- 2.5.4. Base services
- 2.5.5. Power or water outages

**3. Restrictions.** The Rumor Control Hotline is not a forum to perpetuate gossip or release sensitive information. The following information will not be given out in response to a rumor control call:

- 3.1. Personnel information protected under the Privacy Act of 1974
- 3.2. Classified aspects of equipment, procedures and operations
- 3.3. Information placing future operations in jeopardy or which could place people's lives at risk
- 3.4. Information that, if released, would violate host nation or allied sensitivities
- 3.5. Any other information deemed not releasable by the PA responder

**4. Point of contact.** Any questions regarding the Rumor Control Hotline program should be directed to 39 ABW/PA at 6-6060.

**5. Forms.** No forms prescribed or adopted.

MICHAEL C. GARDINER, Colonel, USAF  
Commander

**Attachment 1**

**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION**

***References***

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

AFMAN 33-274, *On-Hook Telephone Security Guidelines*

AFI 35-101, *Public Affairs Policies and Procedures*

***Abbreviations and Acronyms***

**ABW**—Air Base Wing

**AFI**—Air Force Instruction

**AFMAN**—Air Force Manual

**GSU**—Geographically Separated Unit

**PA**—Public Affairs