

**BY ORDER OF THE COMMANDER  
6TH AIR MOBILITY WING**



**MACDILL AIR FORCE BASE  
INSTRUCTION 33-104**

**16 JULY 2002**

**Communications and Information**

**BASE TELEPHONE SERVICE**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction establishes policies and procedures for the approval, initial installation, modification, and relocation of government-owned and commercial communications facilities. It also outlines the duties and responsibilities of the Base Communications-Computer Systems Officer (CSO), organizational commanders, Telephone Control Officers (TCO), and telephone service subscribers. This instruction applies to all units served by the MacDill Air Force Base telephone system. It also applies to any United States Government contractors who may be authorized official telephone service.

**SUMMARY OF REVISIONS**

**This document is substantially revised and must be completely reviewed.**

This revision incorporates the requirements, information, and procedures formerly in MACDR 700-1; updates office symbols; changes AFR to AFI; allows handwritten or typed AF Form 3215, *IT/NSS Requirements Document* (formerly known as C4 Systems Requirement Document (CSR)); allows Enterprise Change Requests (ECR) from Unified Commands; separates the cell phone and long distance bill verification process; changes the reference from MACDR 700-3 to AFI 33-103, Requirements Development and Processing; adds formal training for TCOs by the 6th Communications Squadron, Resource Management Element (6 CS/SCXR); changes number of days for submittal of a Requirements Document (AF Form 3215); and includes fees for services which are above the normal services provided.

**NOTE:** The use of names or titles of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force. This instruction implements the procedures contained in AFI 33-111, Telephone Systems Management, and applicable supplements.

**1. Class of Telephone Service:**

1.1. Class A. For Official Use Only. Provides the subscriber direct dial access to all base telephones, access to city lines, and access to Defense Switching Network (DSN). This service is authorized only

for activities whose missions require unrestricted access to off-base lines for official calls on a continuing basis.

1.2. Super A. For Official Use Only. Provides the same service as Class A, but allows direct long distance dialing without operator intervention. Super A service requires unit Telephone Control Officer (or Commander) approval.

1.3. Class C. For Official Use Only. Provides subscriber direct dial access to base numbers, information (113), and the operator (0). This service is not authorized DSN or off-base access.

## 2. Responsibilities:

2.1. The CSO, 6th Communications Squadron Commander (6 CS/CC), will:

2.1.1. Operate and maintain the base telephone system.

2.1.2. Ensure amount of telephone service rendered to customers is consistent with AFI 33-111.

2.1.3. Provide for the installation, removal, relocation, modification, and maintenance of all telephone equipment.

2.1.4. Prepare/distribute telephone directories and customer education material.

2.1.5. Coordinate with commercial communications companies for official communications services.

2.1.6. Monitor status of the central office and make recommendations to improve performance.

2.1.7. Recommend telephone equipment, features, and service.

2.1.8. Provide a telephone trouble Help Desk.

2.2. Organizational Commanders will:

2.2.1. Appoint a primary and alternate TCO by letter. Forward letter and DD Form 577, *Signature Card*, to 6 CS/SCXR. Update annually and when changes occur.

2.2.2. Identify and provide funding for service and equipment requirements that exceed the standard telephone equipment configuration. (**NOTE:** The standard configuration provided by the 6 CS is basic single line phone service for all users. Commanders and their secretaries will receive a programmable business set with display and multi-line capability.)

2.2.3. Ensure that all appointed TCOs accomplish assigned tasks listed and take appropriate disciplinary actions in cases involving report of survey or the placement of fraudulent/unofficial toll calls.

2.3. The TCO will:

2.3.1. Act as unit/agency telephone directory monitor.

2.3.2. Ensure a DD Form 2056, *Telephone Monitoring Notification Decal*, is attached to the front of each telephone instrument and cell phone in the unit. These decals may be obtained through the organizational account representative (Information Manager) for each individual unit.

2.3.3. Perform duties outlined in MACDI 33-102, Authorization and Placement of Long Distance Telephone Calls, concerning the authorization and placement of long distance telephone calls, and satisfy the responsibilities outlined in AFI 33-111.

#### 2.3.4. Verify telephone billing:

2.3.4.1. Cell phones: Customer Service (6 CS/SCMQC) will send copies of the monthly statements along with AF Form 649, *Verification of Long Distance Telephone Calls*, to unit TCOs for verification. TCOs must provide individual bills for each phone to the end user for verification. Copies of the bills should be filed and the AF Form 649 must be signed and returned within 15 calendar days of receipt to ensure timely contractor payment.

2.3.4.2. Long distance calls from base telephones: 6 CS/SCXR will send copies of the monthly statements along with AF Form 649 to unit TCOs for verification. TCOs must provide individual bills for each phone to the end user for verification. Copies of the bills should be filed and the AF Form 649 must be signed and returned within 15 calendar days of receipt to ensure timely contractor payment.

2.3.5. Ensure the proper use of base telephone service/equipment under their control and recommend appropriate disciplinary action to the organizational commander in cases involving report of survey or placement of fraudulent/unofficial calls.

2.3.6. When requested by 6 CS, review and validate the need for all telephone services. Review all Class A telephone service to determine if Class C service would satisfy the subscriber's needs.

2.3.7. Receive and review all telephone requests from within the activity ensuring the service requested represents the absolute minimum required for its mission. Ensure all Requirement Documents (AF Form 3215) are completed in accordance with **Attachment 2** of this instruction (or electronic version) and AFI 33-103.

2.3.8. Provide all telephone directory listing changes to the Base Switchboard Supervisor, ext 8-2720, as they occur.

2.3.9. Receive formal TCO training from 6 CS/SCXR upon appointment of position or at any time for refresher training.

#### 2.4. Subscribers will:

2.4.1. Become familiar with the General Information Section of the base telephone directory.

2.4.2. Ensure telephones are used for official business only.

2.4.3. Ensure classified information is not discussed over the telephone.

2.4.4. Prepare a Requirements Document (AF Form 3215) for new service, removal, or modification to existing service. Submit all telephone service requests to organizational TCO for review and signature. Legibly print or type the name of the point of contact in requesting agency point of contact block of the Requirements Document and provide duty phone number.

2.4.5. Ensure telephone equipment is repaired and relocated by authorized personnel only.

2.4.6. Report telephone troubles to the telephone trouble desk at ext 8-2966. For other customer related issues, call the Customer Service Element (6 CS/SCMQC), ext 8-5000. The 8-COMM (8-2666) number is also available for trouble reporting. United States Special Operations Command (USSOCOM) subscribers call the USSOCOM help desk at 8-7090.

2.4.7. Ensure telephones installed for mobility use and those telephones installed in isolated and seldom used locations are checked monthly. Ensure the base telephone trouble desk, ext 8-2966, is called when a malfunction is found.

2.5. Unified commands: USSOCOM and United States Central Command will submit AF Forms 3215 or ECRs through SOIO-EC and CCJ6-DSR, respectively, for processing, control number assignment, and approval prior to forwarding to the 6 CS/SCMQC.

2.6. The 6 CS/SCX will:

2.6.1. Log the new requirement and assign a CSO Control Number.

2.6.2. Provide the requester with assigned CSO Control Number.

2.6.3. Submit requests requiring higher level approval, in accordance with AFI 33-103, to 6 CS/CC along with a recommendation for approval or disapproval.

2.6.4. Forward approved Requirements Document (AF Form 3215) to appropriate project monitor for action.

2.7. The Telephone Systems Element (6 CS/SCMTS) will:

2.7.1. Log the problem and assign a Trouble Ticket Number.

2.7.2. Provide the complainant with the assigned Trouble Ticket Number.

2.7.3. Dispatch technicians to isolate and restore service based on mission priorities in accordance with 6 CS MOI 21-1.

2.7.4. Log a record of action in the repair database.

### 3. Procedures For Obtaining Service:

3.1. Official: The individual desiring service will prepare a Requirements Document (AF Form 3215) in accordance with **Attachment 2** (or electronic version), and forward it to his/her organizational TCO for review, approval, and signature. All requests must be accompanied with a floor plan layout and be submitted at least 30 days prior to the proposed service date. If work by the 6th Civil Engineer Squadron is required, e.g., conduit, power poles, electrical outlets, facility grounding requirements, etc., the requester must submit an AF Form 332, *Base Civil Engineer Work Request*, to the Base Civil Engineer. A mission impact letter signed by the organizational commander must accompany service requests with less than 30 days lead-time. Work orders requiring telephone switch programming only are normally processed within 10 working days.

3.1.1. Funding: Organizational commanders are required to identify and provide funding for service(s) and equipment that exceed the standard telephone equipment configuration (see paragraph **2.2.2.**).

3.1.2. Service(s) provided at no cost: The standard service package includes most common features such as: Call Transfer; 3-Way Conferencing; Ring Again; Last Number Redial, and Voice Mail. Other features are available on a limited basis and require coordination/approval through the respective TCO to obtain the service. Class of service changes are normally processed within 10 days of request.

3.1.3. Service(s) and/or equipment requiring funding by requesting organization:

3.1.3.1. Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI): An ISDN BRI line provides two 64kbs channels plus one 14kbs channel (2B + 1D) over a single copper cable pair and requires special line equipment. The following items must be purchased and are nonrefundable: A line card (\$120.00), an NT-1 interface (\$100.00), and a power supply

(\$93.00). Toll charges for data calls are reimbursable at commercial per minute rates per 64kbs channel. ISDN service can also be configured to allow voice and data over the same circuits. ISDN telephone instruments are available at a cost of \$750.00 each plus the items listed above. These are only typical costs and are subject to change without notice.

3.1.3.2. Instrument Upgrades: Customers wishing to upgrade their phone equipment must submit their requirements and identify funding source to 6 CS/SCMT. Various types of instruments equipped with a variety of features are available. For example, analog instruments with programmable “soft keys”, as well as more expensive electronic business sets with features like displays and hands-free operation, are available. The difference between the price of the standard equipment configuration and any enhanced equipment will be borne by the customer.

3.1.3.3. All MacDill Air Force Base cellular phone service is provided through the base cell phone contract. To request new or change in service, a Requirements Document (AF Form 3215) is required. In addition, for all 6th Air Mobility Wing (6 AMW) requests, the group commander's signature is required in the User's Approval Authority block of the form. Prior to requesting service, contact the 6th Communications Squadron at 8-5000 to receive up-to-date purchase options and assistance with the Requirements Document. Accessories to include batteries, chargers, adapters, antennas, and cases can be purchased without the Requirements Document approval process via IMPAC card.

3.1.3.4. Specialized Services: Any service that consumes a finite asset such as Trunk Ports, memory intensive feature, etc., will be charged a prorated service charge to offset the cost of expanding the asset.

3.1.3.5. Basic telephone services and equipment are provided to all 6 AMW users at no cost. Tenant organizations are required to fund for any and all services not covered by their respective host tenant support agreements. New construction projects must fund for premise wiring, instruments, and line cards for the telephone switch. All projects requiring communication connectivity to the base cable infrastructure must include funding for all communications needs. Projects requiring communications outside the scope of the contract must be factored in when requesting service for new facilities. The 6 CS acts as the executive agent for communication services for newly or projected new constructed facilities.

3.2. All unofficial (commercial) service is provided by Verizon. This includes all on-base housing. Procedures for purchasing service through Verizon may be obtained by contacting the Base Housing Office.

**4. Limitations/Restrictions.** Only representatives of the telephone company or representatives of the Telephone Systems Team are authorized to alter, move, or make any changes to telephone facilities and equipment. USSOCOM subscriber equipment alterations or moves will be handled through the USSOCOM helpdesk at 8-7090.

**5. Digging Permits.** To help protect the base cable distribution, all personnel will process two copies of AF Form 103, *Base Civil Engineering Work Clearance Request*, and provide drawings of the proposed work site to Cable Maintenance (6 CS/SCMTK) 72 hours (3 duty days) prior to any digging or action that will disturb the earth at a depth over 4 inches. If work is not started within 30 days of obtaining approval, the request must be resubmitted.

**6. Telephone Directory.** Instructions on submission of data for directories as well as distribution are contained in MACDI 33-111, Base Telephone Directory.

**7. Unofficial Long Distance Calls.** Under no circumstances will the base telephone system be used to place unofficial long distance telephone calls or to receive personal collect calls with the intent of avoiding payment of long distance toll charges; nor will personal calls be placed from another number and billed to an 840-XXXX number. All such instances can be traced to the offending party, and appropriate actions under the Uniformed Code of Military Justice will be recommended to the appropriate commander.

WILLIAM W. HODGES, Brig Gen, USAF  
Commander

**Attachment 1**

**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION**

***References***

AFI 33-103, *Requirements Development and Processing*, 18 March 1999

AFI 33-111, *Telephone Systems Management*, 1 June 2001

MACDI 33-102, *Authorization and Placement of Long Distance Telephone Calls*, 8 September 1995

MACDI 33-111, *Base Telephone Directory*, 1 March 1996

6 CS MOI 21-1

