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**Communications**

**MACDILL AIR FORCE BASE MORALE CALL  
POLICY**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This Instruction provides information to implement the Air Force Morale Call Program. It defines the responsibilities necessary to allow family members (or authorized individuals who are caring for the children of a deployed military member) to make morale calls to the deployed sponsor using the Defense Switched Network (DSN ). This Instruction is applicable to all members assigned to MacDill Air Force Base and all operators assigned to the administrative switchboard.

**1. POLICY:** The following outlines the Morale Call Policy as directed by the Chief of Staff of the Air Force and amended by the Commander, 6th Air Refueling Wing.

- 1.1. Calls will only be placed as routine precedence (this allows higher precedence official calls to preempt lower precedence calls).
- 1.2. Calls will not exceed 15 minutes in duration.
- 1.3. The government will not incur any charges.
- 1.4. Calls will not interfere with base operations.
- 1.5. Each family is permitted a maximum of two calls per month.
- 1.6. Unit Orderly Rooms, First Sergeants, or unit commander's designated representative will validate family need and assign telephone control numbers during normal duty hours.
- 1.7. The Family Support Center will act as the point of contact for families not assigned to MacDill Air Force Base, but are in the local area and want to contact their sponsor in a temporary duty location. The Family Support Center will issue telephone control numbers and follow the guidelines in this Instruction.
- 1.8. Tenant organizations must develop their own morale call policy in accordance with their higher headquarters directives. These policies must follow this Instruction for time of day restrictions and

control number procedures. Tenant organization policies will reside with Base Operators which will control calls accordingly.

## 2. RESPONSIBILITIES:

- 2.1. The 6th Communications Squadron will act as executive agent for this Instruction.
- 2.2. All squadron orderly rooms/First Sergeants or designated representative will:
  - 2.2.1. Receive morale call requests from family members (2 per month).
  - 2.2.2. Verify that sponsor is on temporary duty to an overseas location or within the continental United States for 15 days or more.
  - 2.2.3. Provide the family member a telephone control number.
  - 2.2.4. Maintain control number log on AF Form 1072, Authorized Long Distance Telephone Calls.
- 2.3. Switchboard Operators will:
  - 2.3.1. Receive morale call requests from family members (or an authorized care provider for family members of a deployed sponsor).
  - 2.3.2. Advise caller of call length restrictions (15 minutes), preemption possibilities, and high traffic period restrictions (no morale calls from 0600 - 1800, Monday through Friday).
  - 2.3.3. Place morale call to the sponsor's deployed location via DSN trunks at routine precedence level. If placing the morale call has an adverse effect on normal switchboard operations, advise the caller to call back at a later time.
  - 2.3.4. Place calls in 'call loop' to monitor call length. If necessary, break in and remind caller of time restrictions.
- 2.4. Members assigned to MacDill Air Force Base will:
  - 2.4.1. Inform family members of the procedures and restrictions as outlined in this Instruction (2 calls per month not to exceed 15 minutes in length each).
  - 2.4.2. Provide family members with the DSN telephone number to be called in the deployed location.
  - 2.4.3. Provide family members with unit point of contact's phone number to obtain the telephone control number(s). Family member must obtain control number during normal duty hours.
- 2.5. Family members of sponsors assigned to MacDill Air Force Base will:
  - 2.5.1. Obtain telephone control number from unit point of contact during normal duty hours.
  - 2.5.2. Call the MacDill Air Force Base switchboard operator at 828-1110. Morale calls will not be placed between the hours of 0600 - 1800, Monday through Friday, due to high traffic periods.
  - 2.5.3. State: "I would like to make a morale call."
  - 2.5.4. Provide the operator with the control number obtained from the unit point of contact and the telephone number they wish to call.

2.5.5. Limit call to no more than 15 minutes.

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Commander