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**Communications and Information**

**DEPLOYABLE COMMUNICATIONS  
STANDARDS-TELEPHONE DIRECTORY AND  
MANAGEMENT STANDARDS**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction implements policy found in AFPD 33-1, *Command, Control, Communications, and Computer (C4) Systems*. This volume provides guidance and procedures for the preparation, publication, and distribution of deployed (tactical) telephone directories. It also provides information on the management of the local site telephone system and common-use telephones. Additionally, it standardizes the management of telephone reporting. This publication applies to PACAF active and, PACAF-gained units. This publication does not apply to Air National Guard (ANG) or United States Air Force Reserve (USAFR) units or members.

**1. General.** This volume standardizes telephone books and numbering schemes used by deployable communications units. This guideline primarily effects the AN/TTC-39A automatic telephone central, but will apply to other tactical/commercial-off-the-shelf (COTS) voice switching equipment. It also addresses the management of local telephone requirements to provide better customer service and the standards for an effective telephone trouble system. Attachments for this volume are located at:

**<http://www.hqpacaf.af.mil/sc/tactical/policy.htm>.**

**2. Developing and Publishing Directories.** Responsibility for developing and publishing deployed telephone directories in support of real-world contingencies or JCS-directed exercises lies with *the Joint Task Force (JTF)/J6*. The base systems flight commander is responsible for development of the telephone directory to support unit-directed training exercises. Use the standard telephone directory and numbering scheme in this publication for any and all deployments. Tailoring is authorized to meet unique requirements.

**3. Format and Procedures for Publishing Telephone Directories:**

**3.1. Directory Format Changes.** Limit format changes to unique requirements for a particular deployment only. The communications element commander or designated representative approves any field modifications.

**3.2. Telephone Requirements.** In a deployed environment, customers and requirements change. The appropriate annex of the deployment operations or execution order has most of the requirements for tactical telephones. Use the numbering systems in CJCSM 6231.2 to the greatest possible extent. Develop the basic telephone directory in advance with minor changes to tailor requirements.

**3.3. Telephone Directory Standard.** Deployed telephone directories will conform to the standards established by this volume. The directory should contain only the information necessary to use the tactical telephone system. All other required information should be in a separate communications information package. This information package provides generic guidance that may be modified to contingency requirements. Basic directories will follow the format outlined by paragraphs 3.5. through 3.12. established in this volume. Include security and other appropriate slogans on the inside pages.

**3.4. Telephone Numbers.** The number and type of telephones depend on the supported units and switching equipment. Using the standard telephone numbering scheme incorporates available references. The communications element commander or designated representative assigns numbers not outlined in the standard system.

**3.5. Outside Front Cover Format.** The outside front cover will contain the information illustrated on the outside front cover (see para 1., web site address).

**3.6. First Inside Page.** The first inside page should include the numbers for calling the operator, telephone trouble reporting, out-dial DSN access area code and prefix, and in-dial DSN area code and prefix. The next entry should list the names of the sites served by the tactical telephone system to include the tactical telephone access number of each supporting switch. Below this, place a frequently called numbers section for the customers' personal entries.

**3.7. Table of Contents.** A table of contents with page numbers is optional if the directory is less than four back-to-back pages in length.

**3.8. Directory Information.** This information section includes a short description of the directory outline.

**3.9. Discussion of Secure Phones.** Include a short description of the KY-68 digital secure voice terminal (DSVT) telephone, or the Standard Tactical Equipment (STE) telephone (when available), and highlight the possible misuse of the zeroizing function. Refer the user to the customer information package for additional information. As an option, refer to the KAO 193 for more in-depth information.

**3.10. Site Location Page Format.** The format for each deployed site includes the following:

- 3.10.1. Name of the site and the tactical DSN in-dial and out-dial telephone number.
- 3.10.2. Other supported locations in alphabetical order and their nonsecure telephone (operator) number.
- 3.10.3. On-site subscribers and their nonsecure and secure telephone numbers, listed by unit.

**3.11. Listings to be Included:**

**3.11.1. Conference Calls.** Identifies the preprogrammed conference calls available to each identified customer.

**3.11.2. Compressed Dialing.** Identifies the preprogrammed compressed dialing available to each identified customer.

**3.11.3. Intra-Site (On-Site) Hot Line.** Identifies the intra-site hot lines available to each identified customer.

**3.11.4. Inter-Site (Site-to-Site) Hot Line.** Identifies the site-to-site hot lines available to the customer.

**3.12. Inside Back Cover.** The inside back cover includes a standard bomb threat checklist.

**4. Standard Tactical Numbering Scheme.** Take the users and numbers from CJCSM 6231.2 and PACAF ComPlan 61 (when published). Use the standard numbering scheme to the maximum extent possible in order to enhance planning, number distribution, and switch data base generation. Recommend that the established set of numbers be used at all sites; e.g., the wing commander at Tabs 1, 2, and 3 is 101; the Intel office is 109, etc.

**4.1. TTC-39A Switch Numbering Scheme.** CJCSM 6231.2 assigns the PR (primary zone) and SL (switch location) numbers for certain units and missions.

**4.2. Standard Emergency Numbers.** Standard emergency numbers (see para 1., web site address).

**5. Standard Telephone Numbering Scheme.** See para 1., web site address for numbering scheme for a Combat Air Force (CAF) headquarters, Air Force Forces (AFFOR), and Air Force Component Headquarters (AFCH). See para 1., web site address for the numbering scheme for a theater air base (TAB).

**6. Telephone Systems Management.** Management of the deployed telephone systems has become more complex. The deployed communications element commander's staff must be aware of the options available for providing customer requirements. Prior to departing home station, the communications commander or designated authority should request the customers identify their specific requirements for the following telephone options:

**6.1. Conference Call.** The deployed communications officer or the TTC-39/COTS facility chief will manage conference calls once identified. There are two types of conference calls:

**6.1.1. Preprogrammed.** Electronically program identified customers for a preselected conference. Access the conference by dialing 6C and the two digit numbers assigned to the desired conference.

**6.1.2. Progressive.** This allows the customer to manually develop their own conference. The customer has only to dial C-XXX (desired extension) as many times as necessary to access the desired number of conferees.

**6.2. Hot Line.** Traditionally, hot lines offer quick point-to-point access. Each line uses one channel on the transmission medium. Other possible options for solving and satisfying customer needs are:

**6.2.1. Compressed Dialing Calls.** This option is the preferred option from the communications standpoint. Compressed dialing calls require no special management from the systems control (SYSCON) or communications focal point (SYSCON or CFP). The SYSCON/CFP and deployed

commander need to be aware which high priority customers are using this feature in case alternatives need to be found due to switch problems.

**6.2.2. Direct Access Service (DAS) Calls.** This is the next preferred option from the communications standpoint. The TTC-39/COTS internally controls the quasi hot lines instead of using one channel of the transmission medium.

**6.3. Alternative for Switching.** The deployed communications commander should be aware of the options if the switch fails. Choose the best alternative based on the required service and how long the switch or trunks will be out of operation. To manage this problem, the commander and/or SYSCON/CFP should:

**6.3.1. Essential Customers.** Develop a prioritized list of essential customers and coordinate it with the customers prior to departing home station or upon arrival at the deployed location. The commander and TTC-39/COTS facility chief would use this list to provide service to as many customers as possible until the switch could be restored.

**6.3.2. Essential User Bypass.** If the TTC-39/COTS software or central processing units are not working properly, there is an alternative to connect a limited number of customers to a distant TTC-39/COTS switch.

**6.3.3. Switch Replacement.** The last resort is to replace the failed switch in the network. However, you may use a small switchboard in place of the TTC-39/COTS. Reestablish connectivity based on the prioritized list provided by the commander/SYSCON/CFP.

**7. Management of Common User and High Priority Telephones.** The SYSCON/CFP and the telephone control officer/NCO must take an active role in management of the deployed telephone system. As a minimum, the following guidelines should be considered:

**7.1. Installation/Restoral of Local Telephone Service .** At the beginning of sustained operations, the commander/SYSCON/CFP must supply the TTC-39/COTS with a prioritized list of the high priority customers who require installation before the remaining common user telephones.

**7.2. Management of the TTC-39/COTS Switch Data Base Problems .** Computer Run switches pose a unique problem with data base management. The commander must know what options are available in the case of a partial or complete data base crash. To alleviate some of the problems:

7.2.1. The commander must decide, before deployment, time limits for working a major software problem before choosing an alternative or work-around. The time given should be dependent on what services are effected. Essential customers should not be without some type of service for more than 1 hour.

7.2.2. Some alternatives for a partial crash are:

7.2.2.1. Reassigning working numbers to essential users and call forwarding old numbers to the new numbers.

7.2.2.2. Re-booting (power down) the CPU and reloading the software and data base from tape.

**8. Telephone Trouble Reporting Systems.** With arrival of the TTC-39/COTS, telephone trouble reporting requires a more complex system. The following are the minimum standards for a telephone reporting system in a deployed combat communications element:

8.1. Before deploying, the commander should appoint a telephone control officer/NCO to be the focal point for all telephone troubles and outages. The telephone control officer/NCO should be familiar with all types of equipment used and services provided at the site.

8.2. Establish a single telephone trouble reporting number. This number will be manned 24 hours by a knowledgeable individual. During sustained operations, this number will be located in or near the TTC-39/COTS. Do not refer customers to any other location for telephone trouble questions. The telephone trouble person will:

8.2.1. Take all appropriate information, log it, assign a tracking number, and get a point of contact and telephone number. The unit will use an AF Form 2447, **Telephone Trouble Log**. The following unique guidance applies:

**8.2.1.1. Column 1, BLDG** , must reflect location of the tent number or function (unit/office) where the telephone is.

**8.2.1.2. Column 2, ROOM** , record the affected telephone number.

**8.2.1.3. Column 3, FACILITY OR EQUIP PHONE OR SER NO** , list the communications element person or facility who is the OPR for the repair.

8.2.2. Coordinate with the SYSCON/CFP to see if the problem is a switch or trunk problem, specially with hot lines.

8.2.3. Identify problems by working and coordinating through SYSCON/CFP and the different switch operator. Log the reason for outage (RFO) and the estimated time of return to operation (ETRO).

8.2.4. Track the outage until repaired. Once repaired, call the point of contact to confirm. Send outside plant person to confirm fix for high priority users and hot lines. Once the repair is confirmed, an entry will be entered into the log closing the out of service entry.

8.3. A telephone trouble notebook and/or an operating instruction (OI) must be available for the telephone trouble position. As a minimum, it will include the following:

8.3.1. A list of the tasks and responsibilities of the telephone trouble position as outlined above.

8.3.2. A short description of the types of telephones and features available, e.g., digital secure voice terminal (DSVT)/STEs, direct access subscriber (DAS).

8.3.3. Points of contact for certain problem areas. For example:

8.3.3.1. Hot lines, line quality, etc. (SYSCON/CFP)

8.3.3.2. DAS circuits, TTC-39/COTS features (TTC-39/COTS facility)

8.3.3.3. DSVTs/STEs (TTC-39/COTS facility)

8.3.3.4. Equipment problems (TTC-39/COTS facility)

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