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Communications and Information

**COMMUNICATION EQUIPMENT RESTORAL
PRIORITIES**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction establishes procedures to notify maintenance technicians of communications-electronics (C-E) equipment malfunctions, lists equipment restoration priorities and maintenance response times. It establishes procedures for coordination of downtime for performance of preventive maintenance inspections on Meteorological and Navigational Aids (METNAV) equipment.

SUMMARY OF REVISIONS

Maintenance Control's duty hours updated, Network Control Center Help Desk duties added, equipment listings updated, and Navigational Aids Preventive Maintenance Inspections (PMI) downtimes updated. **Attachment 6** added, Combat Intelligence Systems (CIS).

1. User Responsibility.

1.1. Whenever an equipment malfunction occurs equipment customers will notify Maintenance Control at 394-2726. Maintenance Control will contact the appropriate work center or on-call technician. The maintenance controller will need the customer to provide various information such as: initials of person reporting the outages, phone number, location, equipment type, description of problem. When the problem is corrected the user will determine if the equipment is serviceable. If it is, the user will inform Maintenance Control that the job can be closed.

2. Maintenance Control Responsibilities.

2.1. Maintenance Control's hours of operation are 0700 - 1630L, Monday, Tuesday, Thursday, Friday, and 0700 - 1500L Wednesday, except holidays. Maintenance Control to provide a responsive customer contact point for all communication requirements. During non-operational hours Maintenance Control forwards their telephone to the Network Control Center (NCC) Help Desk. Who will assume

the duties of issuing maintenance control numbers and contacting the on-call technician? Maintenance Control will:

- 2.1.1. Use the appropriate attachment to this instruction to determine the restoral priority and how soon maintenance must respond. If the current mission situation dictates a restoral priority or maintenance response time different from this instruction, tell the C-E maintenance personnel the new restoral priority and response time needed.
- 2.1.2. During normal duty hours (0715L - 1615L, Monday-Friday, except holidays) notify the proper C-E maintenance work center as listed in the attachments to this instruction.
- 2.1.3. During other than normal duty hours, notify the proper C-E maintenance on-call technician IAW the response criteria listed in the attachments to this Instruction. The primary means of notification of on-call maintenance technicians is the *telephone*. Pagers may be used only when notification by telephone is not feasible.
- 2.1.4. Maintenance Control will give the equipment user and maintenance technician a maintenance control number for use in monitoring equipment restoral.

3. Preventive Maintenance Inspections.

3.1. PMIs on Navigational Aids (NAVAIDs) equipment are essential for optimum performance. When NAVAIDs equipment, which is under the operational control of 43 OSS/OSA, cannot be released for PMIs, the control tower watch supervisor will inform maintenance personnel when the NAVAIDs equipment can be released for the PMIs.

3.2. The following are approved preventive maintenance times for the indicated systems:

ILS Localizer	Mondays	1300Z-1600Z
ILS Glideslope	Tuesdays	1300Z-1600Z
TACAN	Thursdays	1300Z-1600Z
MMLS	Fridays	1300Z-1600Z
NDB	Fridays	1300Z-1400Z

3.3. The control tower watch supervisor must consider current or forecasted weather conditions before releasing NAVAIDs equipment. Therefore, the equipment cannot be released for PMIs when the ceiling is below 3000 feet, the visibility less than 5 miles, or when the ceiling or visibility is forecasted to go below these minimums during the PMI downtime plus one hour.

3.4. Meteorological and Navigational Aids (METNAV) maintenance personnel will obtain the approval of the control tower watch supervisor immediately prior to removing NAVAIDs equipment from service.

3.5. When NAVAIDs equipment is released for maintenance, METNAV personnel will turn off the identification feature, except when the identification feature is temporarily required for maintenance checks.

3.6. Inclement weather critically affects 43d Airlift Wing flying operations and must be reviewed prior to performing any scheduled maintenance on meteorological equipment. The duty forecaster will review the current weather and forecast conditions, approximate restoration time of the meteorological

logical equipment scheduled for maintenance, and then recommend the most opportune time to perform the PMIs. Any disagreement between the forecaster and METNAV maintenance personnel will be resolved by the Station Chief and the NCOIC of METNAV maintenance or their designated representatives.

4. Priorities.

4.1. The attachments to this Instruction list equipment maintained by the maintenance sections of the 43d Communications Squadron, and indicates the maintenance response time required for the particular equipment malfunction and the relative restoration priority.

4.2. Priorities ensure resources are allocated according to the importance of the job to mission accomplishment. Mission priorities can vary and may temporarily require equipment restoral priorities different than listed here. However, unless advised otherwise by equipment user, C-E maintenance personnel will use the restoral criteria established by this Instruction to determine which equipment to work on first when multiple malfunctions occur and there is competition for resources.

4.3. A rare situation may arise when competition for resources between C-E maintenance work centers occur or is anticipated. For example, the same test equipment item may be required to restore the service of the Tactical Air Navigation Aid (TACAN) and the Base Communications Center. No firm guidelines can be written for these type situations, but the general priorities to be considered and their order of importance are: equipment needed to accomplish the 43d Airlift Wing flying mission; then equipment needed to accomplish other missions of the 43d Airlift Wing.

RICHARD J. CASEY, Brigadier General, USAF
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 33-111, *Telephone Systems Management*

POPEI 33-107, *Telephone Operations and Installations*

Abbreviations and Acronyms

AAF—Army Airfield

AES—Aeromedical Evacuation Squadron

AF—Air Force

AFB—Air Force Base

APS—Aerial Port Squadron

AS—Airlift Squadron

ASOS—Air Support Operations Squadron

ATC—Air Traffic Control

ATIS—Airport Terminal Information Service

ATOC—Air Terminal Operations Center

BET—Base Entry Terminal

CC—Commander

CCQ—Orderly Room

C-E—Communications-Electronics

CIS—Combat Intelligence Systems

CIS/AA—Command Information System/Automatic Associate

CRYPTO—Cryptographics

CSO—Base Communications and Information Systems Officer

DBRITE—Digital Bright Radar Indicator Equipment

DCO—Dial Central Office

DO—Director of Operations

DVRS—Digital Voice Recording Systems

FAA—Federal Aviation Administration

FG—Fighter Group

GRC—Ground Radio Transceiver

GRT—Ground Radio Transmitter
HF—High Frequency
IAW—In Accordance With
ICE—Initial Communications Element
ILS—Instrument Landing System
LF—Low Frequency
LGM—Maintenance Supervision
LGSF—Fuels Management Flight
LGSC—Combat Operations Support Flight
LGTO—Vehicle Operations Flight
METNAV—Meteorological and Navigational Aids
MDT—Message Data Terminal
MMLS—Mobile Microwave Landing System
MSL—Meridian Switch Logic
MXS—Maintenance Squadron
NAVAID—Navigational Aid
NCC—Network Control Center
NCOIC—Noncommissioned Officer in Charge
NDB—Non-Directional Beacon
NET—Network
NEXRAD—Next Generation Weather Radar (WSR-88D)
OSA—Airfield Operations Flight
OSAA—Airfield Management
OSS—Operations Support Squadron
OSW—Weather Flight
PMI—Preventive Maintenance Inspections
RST—Remote Switch Terminal
SEADS—Southeast Area Defense Sector
SCB—Information Systems Flight Commander
SOS—Special Operations Squadron
STS—Special Tactics Squadron
TACAN—UHF Tactical Air Navigation Aid

TRNS—Transportation Squadron

TROO—Operations Branch

UHF—Ultra High Frequency

VHF—Very High Frequency

Attachment 2

NOTIFICATION AND C-E MAINTENANCE RESPONSE TIMES

Maintenance response time is defined as the time between the C-E maintenance technician receiving notification of an equipment malfunction and the technician arriving at the job site. Actual response times for equipment malfunction reported during normal duty hours will be considerably less than the maximum response times defined below.	
MAINT RESPONSE	DEFINITION
I	The appropriate C-E maintenance technician is notified immediately and a technician will respond within 1 HOUR .
II	The appropriate C-E maintenance technician is notified immediately and a technician will respond within 4 HOURS .
III	The appropriate C-E maintenance technician is notified after 07:15L the following day and a technician will respond within 4 HOURS .
IV	The appropriate C-E maintenance work center is notified after 07:15L the following duty day and a technician will respond within 8 HOURS .

Attachment 3

GROUND RADIO COMMUNICATIONS EQUIPMENT

Ground Radio Maintenance, 394-1389/2433		
MAINT RESPONSE	EQUIPMENT CONDITION	EQUIPMENT
I	UNUSABLE	Any primary equipment or system used to transmit or receive Air Traffic Control information and back up capability is not available. <i>*Does not include Airport Terminal Information Service (ATIS)*</i>
I	UNUSABLE	Any Control Position outage that results in that position being unable to perform its mission. <i>* Does not include Intercom or Monitoring capability*</i>
I	UNUSABLE	Control Tower's DBRITE system, which renders the DBRITE totally unusable.
I	UNUSABLE	Any primary equipment used to convey information to pilots: i.e. Base Ops, Weather Ops, 74 th /75 th Fighter Squadrons, Command Post, etc. and to which no back-up capability is available.
I	UNUSABLE	Pacer Bounce Equipment used by the Southeast Area Defense Sector (SEADS), either HF1 or HF2.
I	UNUSABLE	Loss of both VHF and UHF ATIS transmitters (GRT-21 and GRT-22).
I	UNUSABLE	Ancillary Control Tower equipment where back-up capability does not exist, i.e. Flight Data System, both light guns, Airport Terminal Information Service (ATIS), both record tapes on the Control Tower DVRS.
III	UNUSABLE	Backup radio systems in the Air Traffic Control Tower i.e. GRC-171, GRC-211, Local Control's Rivet Switch backups.
III	USABLE	Loss of one record tape on the Control Tower DVRS.
III	USABLE	Any Control Position having impaired Intercom or Monitoring capability.
III	UNUSABLE	Loss of one ATIS transmitter, either GRT-21 or GRT-22.
IV	UNUSABLE	Loss of Control Tower's DVRS Playback unit.
IV	USABLE	Control Tower DBRITE. Display is apparent, but error codes are appearing on the Screen.
IV	USABLE	Any frequency or system used to convey information to pilots, including Air Traffic Control.
IV	N/A	Installation of new or upgrade equipment.

NOTES:

1. The above equipment is listed in a relative priority order. When multiple outages occur, the equipment and condition nearest the top of the list will be worked-on first.
2. When maintenance responds to any outage under category II, the customer or I must be able to release the equipment to the responding technician or the response priority will be lowered.

Attachment 4

METEOROLOGICAL AND NAVIGATIONAL AIDS EQUIPMENT (METNAV)

METNAV Maintenance, 394- 2506/2505			
MAINT RESPONSE	EQUIPMENT CONDITION	EQUIPMENT	LOCATION
I	UNUSABLE	TACAN	Pope AFB
I	UNUSABLE	ILS Localizer	Pope AFB
I	UNUSABLE	ILS Glideslope	Pope AFB
I	UNUSABLE	NEXRAD Weather Radar Set	Pope AFB
I	UNUSABLE	NEXRAD Weather Radar Set	Simmons AAF
I	UNUSABLE	Wind Measuring System	Pope AFB
I	UNUSABLE	Wind Measuring System	Simmons AAF
I	UNUSABLE	Cloud Height Set	Pope AFB
I	UNUSABLE	Cloud Height Set	Simmons AAF
I	UNUSABLE	Transmissometer Set	Pope AFB
II	USABLE	ILS Remote Status Indicator (has "Main on" & "Abnormal")	ATC Tower
II	UNUSABLE	Non-Directional Beacon (LF)	Harnett County
II	UNUSABLE	Mobile Microwave Landing System (MMLS)	Pope AFB
III	USABLE	Mobile Microwave Landing System (MMLS)	Pope AFB
III	UNUSABLE	Temp/Dew-Point Measuring Set	Pope AFB
III	UNUSABLE	Temp/Dew-Point Measuring Set	Simmons AAF
III	UNUSABLE	Temp/Dew-Point Measuring Set	Camp MacKall
III	USABLE	Non-Directional Beacon (NDB)	Harnett County
III	UNUSABLE	Wind Measuring System	Camp MacKall
III	UNUSABLE	Cloud Height Set	Camp MacKall
III	UNUSABLE	Digital Barometer/Altimeter	Pope AFB
III	UNUSABLE	Digital Barometer/Altimeter	Simmons AAF
III	UNUSABLE	Digital Barometer/Altimeter	Camp MacKall
III	USABLE	NEXRAD Weather Radar Set	Pope AFB
III	USABLE	NEXRAD Weather Radar Set	Simmons AAF
III	USABLE	Wind Measuring System	Pope AFB
III	USABLE	Wind Measuring System	Simmons AAF
III	USABLE	Cloud Height Set	Pope AFB
III	USABLE	Cloud Height Set	Simmons AAF

METNAV Maintenance, 394- 2506/2505			
MAINT RESPONSE	EQUIPMENT CONDITION	EQUIPMENT	LOCATION
IV	USABLE	TACAN Remote Status Indicator (alarm corrects itself)	ATC Tower
IV	USABLE	Transmissometer Set	Pope AFB
IV	USABLE	Digital Barometer/Altimeter	Pope AFB
IV	USABLE	Digital Barometer/Altimeter	Simmons AAF
IV	USABLE	Digital Barometer/Altimeter	Camp MacKall
IV	USABLE	Temp/Dew-Point Measuring Set	Pope AFB
IV	USABLE	Temp/Dew-Point Measuring Set	Simmons AAF
IV	USABLE	Wind Measuring System	Camp MacKall
IV	USABLE	Cloud Height Set	Camp MacKall
IV	USABLE	Temp/Dew-Point Measuring Set	Camp MacKall
IV	USABLE	All other Meteorological Equipment	ALL

NOTES:

1. The above equipment is listed in a relative priority order. When multiple outages occur, the equipment and condition nearest the top of the list will be worked-on first.
2. Mission situation may require priorities different than listed above. The Control Tower Watch Supervisor and/or Weather Station Senior Duty Forecaster will advise maintenance technicians when different restoral priorities are required.
3. Normally, during an outage of dual instrumentation equipment, maintenance will first attempt restoral of equipment serving the *ACTIVE RUNWAY*.
4. Response time to equipment located at Simmons AAF will be an additional 20 minutes. Response time to equipment located at Camp MacKall will be an additional 50 minutes.

Attachment 5

COMPUTER, CRYPTOGRAPHIC, AND TELECOMMUNICATIONS EQUIPMENT

(Including DEPLOYABLE ICE EQUIPMENT)		
Element Initial Communications, 394-1175/1174/4916		
MAINT RESPONSE	EQUIPMENT CONDITION	EQUIPMENT/CIRCUIT
I	UNUSABLE	Base Communications Center MDT and Crypto (except software)
I	UNUSABLE	Wing Command Post MDT and Crypto (except software)
I	UNUSABLE	Any cryptographic and computer equipment in support of a contingency operation with no spare equipment available
I	UNUSABLE	Any equipment used in support of the 43d Wing Initial Communications Package and is listed as a primary deployable asset.
II	USABLE	Base Communications Center MDT and Crypto (except software)
II	USABLE	Any cryptographic equipment in support of a contingency operation with no spare equipment available
II	USABLE	Wing Command Post MDT and Crypto (except software)
II	UNUSABLE	Any cryptographic equipment in support of an exercise with no spare equipment available
IV	UNUSABLE	Any cryptographic equipment in support of a contingency operation with spare equipment available
IV	UNUSABLE	All other cryptographic and computer equipment not listed
IV	UNUSABLE	Any cryptographic equipment in support of an exercise with spare equipment available
IV	USABLE	All other cryptographic and computer equipment not listed

NOTE: The above equipment is listed in a relative priority order. When multiple outages occur, the equipment and condition nearest the top of the list will be worked-on first.

Attachment 6

COMBAT INTELLIGENCE SYSTEMS (CIS)

(Including systems previously known as CONSTANT SOURCE)		
SCBBT Technical Support, ext. 2612/2148/2272		
MAINT RESPONSE	EQUIPMENT CONDITION	EQUIPMENT/CIRCUIT
I	UNUSABLE	Command Information System/Automatic Associate (CIS/AA)
II	USABLE	Command Information System/Automatic Associate (CIS/AA)

NOTE: The above equipment is listed in a relative priority order. When multiple outages occur, the equipment and condition nearest the top of the list will be worked-on first.

Attachment 7

TELEPHONE SYSTEMS

Telephone Management, 394-4403/2346			
The telephone contractor shall restore service within the specified time listed below from the time the contractor advises the Base Communications and Information Systems Officer (CSO) or his/her designated representative of the scope of the problem. Additional time is permitted to the contractor to determine the scope of the problem and advise the CSO or his/her representative.			
CONTRACTOR RESTORAL PRIORITY		TYPE OF OUTAGE	
1		Emergency Outage: within 2 hours	
2		Catastrophic Outage: within 4 hours	
3		Serious Outage: within 6 hours	
4		Routine Outage: within 1 duty day	
TELEPHONE SYSTEMS PRIORITY RESTORAL			
PRIORITY	UNIT/OFFICE	PHONE NUMBER	REMARKS
1	DCO and RST		
		A Major/Critical failure of MSL-100 Switching System must occur	
		Five or more circuits in one building must fail	
		PRIOR TO THE CONTRACTOR BEING CALLED IN	
1	DIAL CENTRAL OFFICE:		
1	Remote Switching Terminal		
1	PRIMARY CRASH		
1	SECONDARY CRASH	24 hour locations only	
	Base Ops	BLDG 708	
	Command Post	BLDG 900	
	Base Weather	BLDG 708	
	Fire Dept.	BLDG 250	
	Security Police	BLDG 378	
	ATOC (3APS/TROO)	BLDG 764	
	43CS/Comm Center	BLDG 347	
1	EMERGENCY RESPONSE VOICE LINES:		If there is a cable cut and/or the DCO/RST is down
	OPERATORS CONSOLES	BLDG 346	1110
	COMMAND POST	BLDG 309	9000/9001
	FIRE	BLDG 250	911/2117

	SECURITY	BLDG 378	911/4111/2800	
	AMBULANCE	BLDG 307	2650	
	BASE OPS	BLDG 708	6510	
	CONTROL TOWER	BLDG 241	1676	
	CE/TROUBLE DESK	BLDG 251	2821/1854	
	FUELS CONTROL CENTER	BLDG 810	6786	
	COMM CENTER/JOB CONTROL	BLDG 347	2409/2726	114/2500 AND 2726 FORWARD TO
				COMM CENTER AFTER HOURS
1	SQUADRON: If DCO or RST goes out OR cable cut and/or real world mission arises:			
	2AS/DO		7152	
	14ASOS/DO		1027	
	23 FG		7204	
	41AS/DO		6940/6941	
	43AES/DO		6068	
	43 AW/OPS		9012	
	74 FS/DO		7413/7414	
	75 FS/OPS		7552/7550	
	427 SOS/DO		6414	
1	UNIT 24 HOUR DESKS			
	43AW/CC		4312	FORWARDS TO COMMAND POST AFTER 10 RINGS
	43AW/CC STU III		2775 (HOME)	
	43LSS/CCQ		6476	
	43MXS/LGM		6626	
	43SUPS/LGSF		6787	
	43SUPS/LGSC		7768	
	43TRNS/LGTO		6904	
	21STS		1601	
	43CS/FOCAL PT		2726	
	43CS/COMM CENTER		2410	
	3APS/TRO ATOC		7279	
	43 OSS	CURRENT OPS/SCHEDULER	7386	
	43 OSS/OSW	WEATHER	6543/6544	

	43OSS/OSAA BASE OPS		6508	
	43CS/ SCB	MODEM NEST		1100
1	FAA AND WEATHER CIRCUITS: PART OF MCI LINCS SYSTEM -			BAKER SUPPORT SERVICES IS NOT NOTIFIED
	WEATHER, TOWER & BASE OPS REPORT REPAIR PROBLEMS TO MCI			
	1-800-685-4627			
	NEXRAD CIRCUITS:	CIS 172930315 PL# 166822		BAKER SUPPORT SERVICES IS NOT NOTIFIED
	CUSTOMER AND/OR SCB CALLS	800-643-3363	15AF/OSF IN NORMAN OK	
2	BILLETING SWITCH -		4131	
SYSTEMS-NETWORK: 5 OR MORE CIRCUITS MUST BE OUT BEFORE CALLING BAKER SUPPORT SERVICES				
CONTRACTOR MAINTAINING SYSTEMS LISTED BELOW MUST BE CONTACTED FIRST AND VERIFY THE TROUBLE				
TELEPHONE CONTRACTOR IS NOT NOTIFIED.				
3	SECURITY POLICE NET:	Check cross connects only at BET & DCO		
3	COMMANDERS NET:	Check cross connects only at DCO		
3	FIRE ALARM	Check cross connects only at Bet & DCO		
3	INTRUSION ALARMS:	Check cross connects only		

NOTES:

1. The above service is listed in a relative priority order IAW AFI 33-111, *Telephone Systems Management*. When multiple outages occur, the service nearest the top of the list will be worked-on first.
2. Telephone Control Officers will notify Maintenance Control trouble desk at extension 114 of all telephone and circuit problems IAW POPEI 33-107, *Telephone Operations and Installations*.