

**13 AUGUST 2004**



**Communications and Information**

**BASE TELEPHONE SYSTEMS AND SERVICES**

**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: 60 CS/SCXL (Mr. Herman E. Mercado)      Certified by: 60 CS/CC (Lt Col Anthony J. Zucco)  
Supersedes TAFBI 33-102, 25 March 1998      Pages: 8  
Distribution: F

---

This instruction implements Air Force Policy Directive (AFPD) 33-1, *Command, Control, Communications, and Computer (C4) Systems*. It also defines the type of communication services available within the base telephone systems and establishes responsibilities and procedures for the preparation and submission of Automated C4 Systems Requirements Document (ACSRD). It applies to all units assigned or attached (including tenant organizations) to Travis AFB, 349 AMW personnel, and tenant organizations.

**SUMMARY OF REVISIONS**

This revision incorporates new procedures on how to process telecommunications requests by utilizing ACSRD. This change consists of modifications to paragraph **4.1.**, and additional instructions for completing and submitting ACSRD on **Attachment 2**. A bar (|) indicates a revision from the previous edition.

**1. General.**

1.1. The entire base telephone system, consisting of the Dial Central Office with five switchboard positions for operator assistance, all telephones, and cables are government owned. Crash and fire alarm systems are an integral part of the base telephone system. An ACSRD is required for any additions, deletions, relocations, substitutions, number changes, or alterations within this system.

**2. Reference.**

2.1. *AFI 33-111, Telephone Systems Management.*

**3. Responsibilities.**

3.1. Base C4 Systems Officer (CSO) (60 CS/CC), as outlined in AFI 33-111.

3.2. Base Engineer (60 CES/CC) will:

3.2.1. Ensure that required supporting structures are provided.

3.2.2. Coordinate with applicable telephone control officers on in-place dates of all requested supporting structures.

3.3. Unit commanders and staff agency chiefs will:

3.3.1. Appoint, in writing, a primary and alternate Telephone Control Officer (TCO). A letter of appointment must be submitted to 60 CS/SCXB. Newly appointed TCOs should contact 60CS/SCXL within two weeks of appointment for an orientation and training. **NOTE:** The recommended rank for TCO and alternate is SSgt or above, or GS-5 or above.

3.3.2. Ensure timely submission of ACSRD (preferably 15 duty days prior to the date needed) to permit surveying, planning, and scheduling of work. Provided sufficient advance notification is received, work will be scheduled with the contractor whenever possible to fit into the plans of the requesting activity.

3.4. TCOs will:

3.4.1. Be responsible for sound management and administration of telephone service/systems within their unit/staff agency. Recommend to maintain a continuity or tracking folder to ensure accountability of telecommunication actions within organization.

3.4.2. Periodically review existing telephone services and eliminate those found to be in excess of actual requirements.

3.4.3. Act as authorizing official for all ACSRDs initiated within their unit/staff agency.

3.4.4. Be responsible for management/control of toll calls within their unit/staff agency.

3.4.5. Be responsible for inputs for the base telephone directory listing.

3.4.6. Ensure that all communications equipment and services requests to the Base Contracting Office (60 CONS) or Base Supply (60 LRS) are coordinated through the Base CSO (60 CS/CC). If the item is attached to a telephone cable pair (line), it must be processed through 60 CS/SCXL. Examples of such items are answering machines, recorders, facsimile (FAX) machines, secure telephone units (STU-III), code-a-phones, Dictaphones, and cordless phones.

3.4.7. Ensure all requests from private quarters, such as access to the DSN, are coordinated through the unit commander/staff agency chief, to 60 CS/SCX for approval. This access letter must be revalidated/renewed annually.

3.4.8. Be responsible for approving long distance telephone calls placed over government facilities during MINIMIZE conditions.

3.5. Chief of Base Supply (LRS) and Base Contracting Office (CONS) will ensure prior coordination between the requesting agency and 60 CS/SCXL before processing requests for communications equipment/services.

#### 4. Procedures.

4.1. Requests for Class of Service upgrades. Requester submits an ACSRD to the Unit TCO. The TCO will review the request, obtain the unit commander or staff agency chief's approval as "Authorizing Official" indicating that the service is required for key personnel use for command and control or direct mission support functions requiring frequent, daily, long distance commercial tolls, and cus-

total DSN service for official business. A copy of the ACSRD will be forwarded to 60 CS/SCXL for approval.

4.2. Requests for Special Telephone Features and Services. Requests for special telephone features, such as calling cards, speaker phones, multiple line telephone sets, headsets, voice mails and other similar services will be submitted on an ACSRD by the requester to the appropriate TCO. The TCO will review the request for accuracy and need, approve as "Authorizing Official", and process telecommunication request through ACSRD.

4.3. Requests for Other Services. Subscribers desiring communications services not listed above should contact 60 CS/SCXL prior to forwarding requests for specialized service.

4.4. Change in Service Prioritization Request. The requesting organization will submit an additional justification letter to 60 CS/SCXL and in turn be forwarded to 60 CS/CC for final approval.

4.5. Purchase of commercial telecommunications equipment. Purchase of such items as answering machines, recorders, facsimile (FAX) machines, secure telephone units (STU-III/STE), code-a-phones, Dictaphones, and cordless telephones are will be submitted on an ACSRD by the requester. Keep in mind that these items are not cover by the base maintenance contract.

## **5. Criteria for Installation or Change in Service.**

5.1. Requests for Special Telephone Features and Service. Requests (services not currently provided by Base Telephone Systems) will be validated by 60 CS/CC and approved by the Major Command (HQ AMC). Requirements will be fully justified and include, as a minimum, the following information:

- 5.1.1. Absolute mission essentiality.
- 5.1.2. Security.
- 5.1.3. Cost consideration.

## **6. Installation Approval Lead-Time.**

6.1. The expected lead-time for approval and installation of telephone systems is depicted in [Table 1](#).

**Table 1. Installation approval lead-time**

SERVICE	LEAD-TIME
Minor work orders for re-configurations, installations, relocations that do not require HQ AMC approval	Processing ACSR a. 60 CS/SCXL – 5 working days from when it was received b. Contractor – 10 working days from when work order issued to them
Work orders requiring HQ AMC approval will be processed upon receipt of approval message	Same as above
Major renovations or installations will require on-site survey by 60 CS/SCXL	Service will be projected/scheduled accordingly

**7. Unauthorized Telephone Service Actions.**

7.1. All installed telephone equipment on the base telephone system is the property of 60 CS/SCXL. The only persons authorized to perform maintenance, alter the physical appearance, and relocate services are the contract vendors. The CSO has the prerogative to withdraw or curtail service whenever violations are found. Additionally, the correction of outages, troubles, failures, or damage resulting from any unauthorized telephone actions will require submission of an ACSR, a report of survey, and a written statement from the TCO indicating all pertinent information. Telephone users are responsible for the proper care, use, safekeeping of telephone instruments and equipment, and are liable for any loss or damage thereto.

7.2. Section 1362, “COMMUNICATIONS, LINES, STATIONS, OR SYSTEMS” of the United States Code provides that: “whoever willfully or maliciously injures or destroys any of the works, property, or material of any radio, telegraph or cable, line station or system, or other means of communications operated or controlled by the United States, whether constructed or in the process of construction, or willfully or maliciously interferes in any way with the working or use of such line, or system, or willfully or maliciously obstructs, hinders or delays the transmission of any communications over such line, or system shall be fined not more than \$1,000 or imprisoned not more than three (3) years, or both. June 25, 1948, C-645, 62 STAT .764.”

**8. Telephone Outlets and Associated Wiring.**

8.1. The United States Air Force, as the landlord, in accordance with California Public Utilities Commission rulings is responsible for maintaining existing permanently installed telephone outlets and associated wiring in base quarters (including dormitories). Additional outlets or relocation of outlets will generally not be permitted unless approved by the base housing manager and funded by the occupant. Occupants will be responsible for restoring all telephone wiring and outlets to the original configuration, if required by the base-housing manager, before clearing quarters. Funds appropriated for the construction, repair, and maintenance of government quarters will be used to fund the installation and maintenance of unofficial wiring in Air Force quarters. Equipment rental or procurement costs, equipment maintenance costs, and all charges levied by the telephone company or other vendor, asso-

ciated with activating, providing, and terminating the telephone service will be funded by the subscriber.

**9. Definition of Terms.**

9.1. ACSRD. Automated C4 Systems Requirements Document (ACSRD).

9.2. Public Coin-Operated Telephones. Are the properties of AT&T and are requested through the Base Exchange (AAFES) Business Office.

ALLARD R. CARNEY, Colonel, USAF  
Director of Wing Staff

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

Section 1362, United States Code, *Communication, Lines, Stations, or Systems*, 25 June 1948, C-645, 62 STAT.764

AFPD 33-1, *Command, Control, Communications, and Computer (C4) Systems*, 17 Sept 93

AFI 33-111, *Telephone Systems Management*, 13 May 04

**Attachment 2****INSTRUCTIONS – AUTOMATED C4 SYSTEMS REQUIREMENTS DOCUMENT**

Steps for completing and submitting an Automated CSRD

1. Log into the web site <https://amcremedy/arsys/apps/default/amcw2rm804/ACSRDApp/start.jsp> using your normal login. This will bring you to the main menu window.
  - a. You can select “Create New Requirement.”
  - b. View an existing requirement.
  - c. Highlight a requirement in the displayed list and press Open Record.

**NOTE:** If you submit a new requirement, you MUST click on the “Refresh Data in Table” button in order for the new requirement to show on the list.

2. Overview information is displayed for the highlighted record in the list.
  - a. Edit a previous record.
  - b. Highlight a requirement in the displayed list and press Open Record.
3. Create a New Requirement.
  - a. At the main menu window, select Create New Requirement.
  - b. This will bring up the ACSR D form.
  - c. All Bold blocks must be completed; otherwise you will not be able to submit the requirement.
  - d. Use the mouse to go from block to block because the tab function does not always take you to the next block to be completed.
  - e. You can add attachments by clicking on the “add button in the middle of the form.
  - f. To view an attached file, highlight the file name and click Display. This will open the file in a separate window.
4. You will be listed as the requester since you are creating the form. The first three reviewers are for people in your chain who need to review the requirement prior to it being submitted to 60 CS/SCBNX for approval.
5. You must have at least one reviewer identified for the system to accept your requirement. The Local Approval Authority is the person in your unit that has been designated as having the authority to approve requirements to be submitted to 60 CS.
  - a. For procurements, this is the commander or someone delegated in writing with authority to approve requirements.
  - b. For telephone or LAN drop requirements, this will be the Telephone Control Officer.
6. Local Approval Complete – Once the Local Approval Authority has approved the requirement, they will need to select the “send to SCX Group” button, then “Submit”.

a. This will send an email to the 60 CS/SCBNX inbox stating a requirement has been submitted. This is the same as bringing or faxing the AF Form 3215 (previous process) to our office.

7. Possible errors you will receive upon submitting the ACSR D:

a. All fields with a bold label must be completed. Click OK and find/complete the block that has a bold label.

b. AREER[306] Value does not fall within the limits specified for the field: (max length is 30).

8. The Point of Contact (POC):

a. Go to the POC field and remove the office symbol. The information is too long.