

Communications and Information

UNCLASSIFIED TELEPHONE AND FACSIMILE MACHINE USE

BY ORDER OF THE DEPUTY COMMANDER

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction establishes United States Transportation Command (USTRANSCOM) policy and procedures for all unclassified voice communications. It is applicable to all USTRANSCOM military (active duty and reserve), civilian, and contractor personnel assigned at Scott AFB IL. Failure to observe the prohibitions and restrictions contained in paragraphs 3.5.2 and 6 of this instruction by military personnel is a violation of Article 92, Uniform Code of Military Justice. Violations by civilian employees may result in disciplinary action without regard to otherwise applicable criminal or civil sanctions for violations of related laws. Violations by contractor personnel may result in denied access to systems, contractual remedies against the contractor, or debarment from the installation. This instruction does not establish any rights or entitlements.

SUMMARY OF REVISIONS

This instruction is a general administrative update. It incorporates, into one instruction, appropriate segments from other directives relating to the unclassified use of landline telephones, modems, and facsimile telecommunications systems. Note. *Since this instruction has been revised in its entirety, asterisks will not be used to identify revised material.*

1. References and Supporting Information. References, related publications, abbreviations, acronyms, and terms used in this instruction are listed in Attachment 1.

2. Policy. Instruction delineates USTRANSCOM office and individual responsibilities that relate to management and use of government provided telephone resources.

3. Responsibilities:

3.1. Director, Command, Control, Communications and Computer Systems Directorate (TCJ6) will:

3.1.1. Appoint primary and alternate Command Telephone Control Officer (TCO) and provide appointment letter to 375th Communications Squadron (CS).

3.1.2. Maintain service level agreement with 375 CS to provide telephone systems operation and maintenance support to USTRANSCOM. This telephone system service includes installations, equipment relocations and removal, switch hardware upgrades and software updates, and related landline telephone actions.

3.2. Command TCO will:

3.2.1. Act as the command focal point for all telephone-related matters, and process user telephone requirements and work-related issues such as:

3.2.1.1. Requests for telephone service.

3.2.1.2. Requests for facsimile.

3.2.1.3. Requests for modems.

3.2.1.4. Requests for relocations of existing telephones.

3.2.1.5. Providing base telephone directory updates.

3.2.1.6. Coordinating user verification of official toll calls.

3.2.1.7. Verifying authorized unofficial service usage.

3.2.1.8. Providing user instructions on telephone equipment.

3.2.2. Manages the Personal Identification Number (PIN) process.

3.3. USTRANSCOM directors and Command Support Group (CSG) Chiefs, appoint primary and alternate TCOs and provide appointment letter to the Command TCO.

3.4. Directorate TCOs will:

3.4.1. Serve as liaison between the USTRANSCOM Command TCO and their directorate/CSG telephone users.

3.4.2. Relay telephone problems from affected customers to the 375 CS, Telephone Trouble Desk.

3.5. All USTRANSCOM military, civilian, and contractor personnel will:

3.5.1. Use Government telephones and telephonic equipment as described in paragraph 6.

3.5.2. Not discuss classified information over non-secure systems.

3.5.3. Contact their directorate TCO for assistance in requesting telephone services.

3.5.4. Not relocate or unplug existing telephone resources. Only 375 CS personnel are authorized to accomplish these actions.

3.5.5. Take proper care of all telephone equipment.

3.5.6. Report telephone trouble to the TCO.

4. USTRANSCOM Telephone Services.

4.1. Control numbers allow personnel to access Defense Switched Network or Federal Telecommunications System 2001 from their home via the base telephone switchboard. This service is for official business that cannot be routinely conducted during the normal duty day. The Telephone Control Number for USTRANSCOM can be obtained from the Command TCO.

4.2. Calling cards are authorized for USTRANSCOM flag officers and directors. The Flag Support team will arrange for this service by submitting a Request for Services to the Defense Information Systems Agency (DISA) or 375 CS.

4.3. A PIN is used to validate and track long distance commercial calls on Scott AFB IL. PINs are requested and deleted through the Automated Account Request System (AARS) by the Functional Area Communication and Computer Systems Manager (FACCSM) or directorate TCO. Once a request is received through AARS, a work order will be submitted to the 375 CS for creation of a PIN. FACCSMs or directorate TCOs request that PINs be transferred for personnel who move between organizations on Scott AFB. FACCSMs or directorate TCOs delete the PIN for personnel who have a permanent change of station move, retire, or are no longer employed by Scott AFB.

5. Billing for Telephone and Other Commercial Communications Services.

5.1. USTRANSCOM follows the process that is presented in Air Force Instruction 33-111, Section G, Billing for Telephone and Other Commercial Communications Services.

5.2. Reimbursement to individuals for official commercial calls. Official calls made while in temporary duty status can be claimed for reimbursement on Defense Department Form 1351-2, Travel Voucher or Sub-Voucher. Official commercial calls billed on an individual's home phone can be reimbursed using Standard Form (SF) 1164, Claim for Reimbursement for Expenditures on Official Business.

6. Personal Use of Government Telephone Resources. Government communications resources, including telephones and facsimile machines, shall be used for official use and authorized purposes only. Authorized purposes include brief communications made by Department of Defense (DOD) employees while traveling on government business to notify family members of official transportation or schedule changes. They also include personal communications from the DOD or contractor employee's usual USTRANSCOM work place that

are most reasonably made while at the work place (such as checking in with one's spouse or minor children or scheduling an auto repair appointment), so long as such communications:

6.1. Do not adversely affect the performance of the employee's duties.

6.2. Do not include the conduct of a commercial business (such as selling products, taking orders, or calling clients) and is unrelated to the employee's official duties.

6.3. Are of reasonable duration and frequency and, whenever possible, made during the employee's personal time.

6.4. Do not overburden the communications system, create no significant additional cost to USTRANSCOM or other DOD components, and in the case of long distance communications, charges are:

6.4.1. Charged to the employee's home telephone or other non-Federal Government number.

6.4.2. Made to a toll-free number.

6.4.3. Reversed to the called party if a non-Federal Government number (collect call).

6.4.4. Charged to a personal credit card.

7. Turn-In of Telephone Resources.

7.1. USTRANSCOM personnel arrange with the Command TCO to turn-in excess Telephone Resources.

7.2. Facsimile machines are considered supply items and shall be turned-in to base supply.

\\SIGEND\\

PAUL F. CAPASSO, Brigadier General, USAF
Director, Command, Control, Communications
and Computer Systems

Attachment:
References and Supporting Information

ATTACHMENT 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

Joint Travel Regulation (JTR), Volume 2

USTRANSCOMPD 33-10, Cellular Telephone Management

USTRANSCOMI 33-13, Procedures for Secure Voice/Data Communication Equipment Use

AFSSI 5027, Network Security Policy

Scott AFB Instruction 33-104, Requests for Telephone Service and Communications Connectivity