

**BY ORDER OF THE COMMANDER
BUCKLEY AIR FORCE BASE**

**BUCKLEY AIR FORCE BASE
INSTRUCTION 64-100**



3 APRIL 2014

Contracting

SATELLITE TELEVISION (SATV) SERVICE

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements AFI 64-101, *Multichannel Video Programming Distribution (Broadcast Cable)*. This instruction establishes guidelines for requisition, validation, funding, and installation of satellite television (SATV) service in government offices. It applies to all units assigned or attached to Buckley AFB (BAFB), excluding the 11th Space Warning Squadron, Schriever Air Force Base. This includes Air National Guard, Reserve, and tenant units that are reimbursable to the 460 SW for communications services per Host/Tenant Support Agreement (HTSA). This publication may not be supplemented or further implemented/extended. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Forms 847 through appropriate chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS).

1. Television Services on BAFB. Television subscription services are provided by a commercial vendor under a Blanket Purchase Agreement (BPA) established by the 460th Contracting Flight for all wing, tenant, and GSU personnel supported by the 460th Space Wing, Buckley AFB.

1.1. Use. SATV services may be employed to support four categories; official business, un-official business, non-appropriated funds (NAF) operated facilities, and personal residence.

1.1.1. Official Business. Justified by providing situational awareness for local and global news events for the following designated areas/functions:

1.1.1.1. Offices of squadron commanders, directors, wing staff agency chiefs, and above.

1.1.1.2. 24-hour operations work centers to include the EOC.

1.1.1.3. Fire Department Sleeping Quarters/Day Rooms (changes require Union approval).

1.1.2. Un-Official Business. Justified as common use area or waiting areas (where wait times may exceed 30 minutes).

1.1.2.1. Customer waiting areas.

1.1.2.2. Dormitory Day Rooms.

1.1.3. NAF Facilities. If SATV services are requested as part of the BPA, customers will establish a memorandum of agreement (MOA) with the 460 SCS and provide reimbursement for SATV services to NAF designated facilities/areas.

1.1.4. Personal Residence. SATV service for base housing and dormitory residents' quarters will be purchased by the residents as an agreement between the vendor and resident and is not associated with the BPA. Contact the Housing Office or Dorm Manager for details. Residents will troubleshoot their connection with their established service provider and escort the vendor from the Buckley AFB Entry Control Point to their residence and back. If a problem exists with building wiring, beyond the receiver to the wall jack, customers must contact the Housing Office or Dorm Manager as appropriate.

1.2. Requesting New Service.

1.2.1. On-Base Government Offices. New SATV services must be requested by the unit by submitting a *New Activation Request for Satellite TV (SATV) Service* (see Attachment 2) with specific information (building, room, justification for who or what it is supporting). This request will be routed to the owning unit commander through the 460th SCS/CC to the 460 SW/CC. **Note:** Package Type will be basic services. If additional services are requested, please refer to paragraph 3.2.

1.2.2. Base Housing/Dormitories. Contact service provider directly.

1.3. Off Base. Off-base tenant organizations will be supported in accordance with their HTSA or MOA and as requested through a Work Order Management System (WOMS) ticket.

1.4. Installation. SATV infrastructure installation does not fall under the BPA and will be funded by the requesting unit once approved in WOMS. Any exceptions not approved by the WOMS process will need Communication Systems Officer (CSO) or designee approval.

2. Responsibilities.

2.1. The Customer/Requester will:

2.1.1. Ensure only mission-essential requests are submitted by thoroughly reviewing the requirement for SATV. Requests for service must be identified and justified as one of the use categories in paragraph 1.1.

2.1.2. Submit new requirements through WOMS via Telephone Control Officer (TCO). A justification letter and single-line drawing of the proposed SATV installation area must be attached with the WOMS request.

2.1.3. Provide a point of contact for vendor liaison and escort to Buckley AFB when required.

2.1.4. Fund installation costs for charges and fees incurred during installation, troubleshooting, and/or repair via Government Purchase Card or other approved methods.

2.1.5. Document all assigned SATV receivers on their unit's Information Technology Equipment Custodian (ITEC) account and inform the 460 SCS/SCX SATV manager of any changes to their SATV inventory.

2.1.6. Assist in the physical inventory of SATV connections within their assigned area of responsibility.

2.1.7. Maintain records on all connection locations within their area of responsibility and ensure SATV connections are not altered to allow unauthorized hookups.

2.1.8. Conduct basic troubleshooting, see Table 1.

2.1.9. Contact the 460 SCS/CFP to coordinate vendor access to the communication closets, if needed.

2.2. 460 SCS/SCX will:

2.2.1. Review and process all SATV requirements submitted in WOMS for service availability and forward requirements to the CSO or designee for approval/disapproval.

2.2.2. Validate/document monthly charges and process payment to the authorized contracted commercial vendor.

2.2.3. Collect reimbursement for monthly service charge from tenant organization customers for service, installation, and maintenance/repair costs.

2.2.4. Validate all SATV connections and maintain documentation.

2.2.5. Take action to remove existing SATV services and connections that are not authorized and/or do not meet approved installation standards.

2.3. 460 CONF/LGCB will:

2.3.1. Establish a Blanket Purchase Agreement (BPA) for all wing, tenant, and GSU personnel supported by the 460th Space Wing, Buckley AFB. The BPA will be setup in a decentralized orientation allowing designated individuals from the 460 SCS to make payments and calls under the BPA using their Government Purchase card.

2.3.2. Maintain a record of those individuals who are authorized to make calls under the BPA.

3. Billing:

3.1. SATV basic channel service is funded by the 460 SW Blanket Purchase Agreement. Basic SATV service consists of cable news, weather and local channels.

3.2. Supplemental Services (services above the basic package). Supplemental service is not authorized for official use unless justification, or reference to official guidance stipulating otherwise, is provided to the 460 SCS/CSO or designee and the 460 SW/CC for approval. The responsible unit commander/director will provide the justification in writing using the *Waiver Request for Upgraded Satellite TV (SATV) Service* template (see Attachment 3). This supplemental service will require revalidation when mission changes or at least annually.

3.3. Customers can opt for supplemental services without justification provided a memorandum of agreement (MOA) is established between the customer (unit) and the 460 SCS. The MOA must state the customer's responsibility to reimburse all additional costs resulting from supplemental services. The 460 SCS/RA will work directly with 460 CPTS/FMA to ensure a reimbursement process is clearly outlined and executed by obtaining funding from tenants before any action to set up SATV is taken.

3.4. Installation, maintenance, and repair costs are funded by the owning unit.

Table 1. Troubleshooting

1. Ensure there is a COAX cable from the wall outlet to the back of SATV receiver connection labeled as "Satellite In" and ensure the connections are tight. If no COAX cable is found, customer will need to acquire COAX cable and install.
2. Ensure there is a COAX cable from the SATV receiver connection labeled as "TV Set Out" to the TV COAX connection and ensure the connections are tight. If no COAX cable is found, customer will need to acquire COAX cable and install.
3. Ensure the TV is on the proper channel, input, or source selection. (This may vary per television, most frequent channels used are 3 or 4) If a problem still exists, proceed to next step.
4. Restart the receiver; press and hold the power button on the receiver until system restarts. If problem still exists, proceed to next step.
5. Customer will take the SATV receiver's Remote Control and press the "Menu" key, then press the numbers 6 for "System Setup," 1 for "Installation," and 1 for "Point Dish/Signal." (System will attempt to lock onto satellites). Wait for satellite lock before continuing. Then select "Check Switch," "Test," (System will Check Switch Installation which could take several minutes). Check switch should indicate "Status: Satellite reception verified." Cancel out of test, if problem still exists, proceed to next step.
6. Technician Callout Required - Units will fund technician callout with Government Purchase Card (GPC).

DANIEL D. WRIGHT, III. Colonel, USAF
COMMANDER

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFI 64-101, *Multichannel Video Programming Distribution (Broadcast Cable)*, 1 December 2005

AFMAN 33-363, *Management of Records*, 01 March 2008

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

AFI—Air Force Instruction

BPA—Blanket Purchase Agreement

CONF—Contracting Flight

CSO—Communication Systems Officer

EOC—Emergency Operations Center

HTSA—Host/Tenant Support Agreement

ITEC—Information Technology Equipment Custodian

MOA—Memorandum of Agreement

OPR—Office of Primary Responsibility

RA—Resource Advisor

RDS—Records Disposition Schedule

SATV—Satellite Television

SCS—Space Communications Squadron

TCO—Telecommunications Control Officer

WOMS—Work Order Management System

Terms

Basic Service:—The least expensive SATV package offered by the authorized contracted commercial vendor. Packages should include news, weather and channels required to meet mission requirements.

Government Office: Any area or room not designated on the Base Real Estate Plan as living quarters or commercial facilities. Government offices may include Non—Appropriated Funds (NAF) areas.

SATV Service:—Satellite Television services purchased from an authorized contracted commercial vendor.

Supplemental Service:—SATV packages or channels other than basic service which result in additional charges (e.g. premium, pay per view, sports and music channels).

Unauthorized Hookup:—Any hookup, splitter or splice from an existing cable that was not installed by the commercial vendor.

Attachment 2

NEW ACTIVATION REQUEST FOR SATELLITE TV (SATV) SERVICE

Figure A2.1. New Activation Request for Satellite TV (SATV) Service Sample



DEPARTMENT OF THE AIR FORCE
460TH SPACE WING (AFSPC)

DD MMM YY

MEMORANDUM FOR 460 SW/CC

FROM: *UNIT*

SUBJECT: New Activation Request for Satellite TV (SATV) Service

1. I request the following SATV(s) be authorized for activation of new service:

<u>BLDG</u>	<u>Room#</u>	<u>Package Type</u>

2. These/This SATV(s) are mission critical because...

3. My POC is *name, phone number*.

X

Commander's Signature Block

1st Ind. 460 SW/CC

MEMORANDUM FOR *UNIT*

I approve/disapprove this waiver request.

X

DANIEL D. WRIGHT III, COL, USAF
Commander

cc: |
460 SCS/SCXP (SATV Manager)

GUARDIANS OF THE HIGH FRONTIER

Attachment 3

WAIVER REQUEST FOR UPGRADED SATELLITE TV (SATV) SERVICE

Figure A3.1. Waiver Request for Upgraded Satellite TV (SATV) Service Sample



DEPARTMENT OF THE AIR FORCE
460TH SPACE WING (AFSPC)

DD MMM YY

MEMORANDUM FOR 460 SW/CC

FROM: *UNIT*

SUBJECT: Waiver Request for Upgraded Satellite TV (SATV) Service

1. I request the following SATV(s) be authorized for other than basic service:

<u>Receiver#</u>	<u>Smart Card#</u>	<u>BLDG</u>	<u>Package Type</u>
2. These/This SATV(s) are mission critical because...			
3. My POC is <i>name, phone number</i> .			

X

Commander's Signature Block

1st Ind. 460 SW/CC

MEMORANDUM FOR *UNIT*

I approve/disapprove this waiver request.

X

DANIEL D. WRIGHT III, COL, USAF
Commander

cc:
460 SCS/SCXP (SATV Manager)

GUARDIANS OF THE HIGH FRONTIER