

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

**SCOTT AIR FORCE BASE  
INSTRUCTION 33-104**



**17 MARCH 2008**  
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**Communications and Information**

**REQUESTS FOR TELEPHONE SERVICE AND  
COMMUNICATIONS CONNECTIVITY**

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OPR: 375 CS/SCMPS

Certified by: 375 CS/SCM  
(Major Larry M. Corzine)

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This instruction establishes procedures for requesting telephone service and communications line connectivity, as well as changes to existing service; explains some of the services and options available to Scott Air Force Base (AFB) customers; applies to all government telephone users on Scott AFB, except the Defense Information Technology Contracting Organization, Defense Information Systems Agency and the 126th Air Refueling Wing. Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 37-123 (will convert to AFMAN 33-363), *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located at <https://afrims.amc.af.mil/>. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF IMT 847, *Recommendation for Change of Publication*; route AF IMT 847s from the field through the appropriate functional's chain of command.

**SUMMARY OF CHANGES**

This document has been substantially revised and must be completely reviewed. Major changes include: Cordless phones are not authorized; explanation of who can appoint TCOs; timelines for work orders; updated procedures for PINs; updated sample priority letter; and updated sample appointment letter. A margin bar indicates newly revised material.

**1. General.**

1.1. Telecommunications Service. The 375th Communications Squadron (375 CS) provides communications connectivity for official government use on Scott AFB. Features provided by the central telephone switch and ancillary equipment drive services available to individual customers. Telephone options such as "call transfer" and "call forwarding" are software-driven and are limited by system capacity, telephone instrument design, and equipment capability. Unfortunately, not all features are available at all locations. Funding for all peripheral equipment (to include telephones, wire, jacks,

etc.) will be the responsibility of the requesting unit. Cordless phones are not authorized in command and control (C2) areas. Cordless phones are authorized in non-C2 areas.

1.2. Communications Line Connectivity. Communications line connectivity comprises analog/digital voice and data connections for all originating and terminating base circuits. Communications line connectivity also includes digital/data connections for inter-base/intra-base service. Connectivity can range from a simple single wire-pair circuit to a high speed fiber-optic link.

1.3. Base Telephone System Protection. Installation, removal, relocation, or modification of any base telephone, telephone equipment, and/or associated wiring without the authorization from 375 CS is prohibited.

1.4. Telephone Control Officers (TCO).

1.4.1. It is the unit commander's responsibility to appoint TCOs as the POC for their unit's communication needs. TCOs will handle unit communication needs at the squadron level and above. Multiple unit TCO responsibilities may be combined higher in the chain, (e.g., a group or major command TCO may be appointed to represent the needs of subordinate squadrons) but TCOs will not be appointed to serve areas of responsibility smaller than squadron level.

1.4.2. One primary and no more than two alternate TCOs will be appointed by letter to the 375 CS/SCMPS signed by the proper appointment authority. The appointment letter must include e-mail addresses and duty telephone numbers of the individuals assigned. (Ref: **Attachment 2** of this instruction.)

1.4.3. Proper Appointment Authority.

1.4.3.1. Host organizations/units (squadron level or higher): The commander or appointed (by order) representative only.

1.4.3.2. Associate organizations/agencies: Associate organization commanders, directorates, or appointed (by order) representatives only.

1.4.4. The TCOs will not be permitted to submit any work requests until they have been appointed by the proper authority and formally trained by the Scott AFB Telephone Service Center (TSC). TCO training will be accomplished annually on the anniversary of the TCO appointment. If TCOs are not appointed, the responsibility will default to the responsible unit commander to perform TCO duties, however, the training stipulation still applies.

## 2. Procedures.

2.1. Only properly trained and appointed TCOs are allowed to submit a Telecommunications Service Request (TSR) for new/modified government telephone service and/or communications line connectivity. TCOs will submit TSRs via the base intranet at <https://scottnp.amc.ds.af.mil>. (Ref: **Attachment 3** of this instruction.)

2.2. TSRs must be submitted a minimum of 60 days prior to the customer's required or anticipated service date. Once all necessary parts are received and the TSR is submitted, 375 CS will have 60 days to complete the requested work. However, completion dates may be extended during periods of manning shortages due to deployments and manpower reductions. Requirements needed sooner than the 60-day window will require a priority justification letter (Ref: **Attachment 4** of this instruction) from the group commander, equivalent, or higher level explaining the need for urgent/emergency service

and stating the mission impact if denied. The priority justification letter will be forwarded to 375 CS Commander (CC) for approval. Once the TSC receives the approved letter, the 375 CS will complete the work requested within 15 duty days.

2.3. When submitting TSRs, state in simple terms what requirements/capabilities are needed. A floor plan should be submitted with all requests for service/equipment installations, removals, and relocations. Other useful information includes: applicable terminal number/line equipment numbers, directory number, and old/new locations for equipment or circuits, to include room numbers.

2.4. In the event the base intranet is down for an extended period of time or for those organizations that do not have web/LAN access, TCOs may submit requests by e-mail to the TSC via [telephone.service.center@scott.af.mil](mailto:telephone.service.center@scott.af.mil). Urgent requests may be faxed to the TSC at commercial (618) 256-5999 or DSN 576-5999.

2.5. All communication requirements for general officer quarters and senior officer quarters must be coordinated through 375 CG/Plans and Resources (SCX) who will in-turn coordinate with the base housing management office.

### 3. Special Communications Requests.

3.1. Primary/Secondary Crash: The 375th Operations Support Squadron (OSS) Commander is the OPR for all service additions or deletions to the primary/secondary crash nets. The TSR requests for additions, deletions, and/or changes to either net must be approved by the 375 OSS/CC before submission to the TSC.

3.2. FAX, Modem, and Secure Telephone Equipment (STE): The 375 CS/ Wing Information Assurance (SCBS) is the OPR for approval of all analog fax, modem, and STE line requests. Scott AFB customers will use a separate modem line identification form (Ref: **Attachment 8** of this instruction) for each fax, modem, or STE line requested and coordinate their requests through the 375 CS/SCBS office (commercial (618) 256-9142 or DSN: 576-9142) for approval.

3.2.1. If the request is approved, the 375 CS/SCBS will initiate a TSR with the TSC for processing.

3.2.2. If the request is disapproved, the 375 CS/SCBS will notify the requester.

3.3. NIPRNET/ SIPRNET: The OPR for NIPRNET and SIPRNET services is 375 CG/SCX. All requests must be submitted using the Project, Workflow, Requirements, and Resource (PWRR) via the base intranet at <https://pwrr.amc.af.mil>.

### 4. Special Services.

4.1. Telephone Control Number (TCN) Program.

4.1.1. A TCN allows authorized military/civilian personnel to make DSN calls from an off-base residence in the performance of their official duties on a temporary basis. This includes personnel who are permanent party or on temporary duty at Scott AFB.

4.1.2. Upon validation of a person's official need by the TSC, the TSC will notify the base operators of the TCN and the approved time period. The TCN user will need to provide the following information to the base operator when making a call: their TCN number, their unit TCO's name, and the telephone number they are calling.

#### 4.2. Personal Identification Number (PIN).

4.2.1. PINs are only issued to individuals whose duties require them to use federally funded commercial long distance services for conducting official business.

4.2.2. The PIN allows the base telephone billing system to identify long distance calls made using the PIN. Itemized call lists are reviewed regularly by the unit TCO. Users found using their PIN for other than official purposes may be held financially and/or administratively accountable under articles of the Uniform Code of Military Justice or other applicable federal laws.

#### 4.2.3. PIN Record Identification Number (PINRIN).

4.2.3.1. It is vitally important individual PIN users safeguard their PIN from compromise. The PINRIN is a unique number associated with the actual PIN number in the billing system. The PINRIN may be used to securely correspond with the unit TCO and the TSC regarding the PIN without compromising the actual PIN number.

4.2.3.2. Unit TCOs should only record the PINRIN and e-mail addresses of personnel who hold PINs and should not know individual PIN numbers in their account. Knowledge of the actual PIN number is restricted to the PIN user and those few trusted personnel who have access to the systems used to manage and maintain the PIN.

4.3. PIN Exemption. To obtain a PIN-exempt waiver, in addition to a TSR, a justification letter must be submitted to the 375 CS/CC stating the reason for PIN exemption. (Ref: [Attachment 6](#) and [Attachment 7](#) of this instruction.) Upon approval, the request will be forwarded to TSC for implementation and filing. The TSC will notify the TCO/unit when the letter needs to be revalidated. If the TCO/unit does not respond within 30 days, all PIN exempt numbers for the account will be deactivated.

4.4. Adopted and Prescribed Forms/IMT's: No Adopted or Prescribed Forms/IMT's contained in this publication.

ALAN L. HUNT, JR., Colonel, USAF  
Commander, 375th Airlift Wing

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****Abbreviations and Acronyms*****AFB**—Air Force Base**C2**—Command and Control**CC**—Commander**CG** - Communications Group**CS**—Communications Squadron**CSO**—Communications & Information Systems Officer**Gal**—Global Address List**OSS**—Operations Support Squadron**PIN**—Personal Identification Number**PINRIN**—PIN Record Identification Number**TCN**—Telephone Control Number**TCO**—Telephone Control Officer**TSC**—Telephone Service Center**TSR**—Telecommunications Service Request**OPR**—Office of Primary responsibility**POC**—Point of Contact**LAN**—Local Area Network**RDS**—Records Disposition Schedule**SCBS**—Wing Information Assurance**SCX**—Plans and Resources**STE**—Secure Telephone Equipment**PWRR**—Project, Workflow, Requirements, and Resource Manager**NIPRNET**—Non-Secure Internet Protocol Routed Network**SIPRNET**—Secure Internet Protocol Routed Network

Attachment 2

SAMPLE TCO APPOINTMENT LETTER



DEPARTMENT OF THE AIR FORCE

HEADQUARTERS 375TH AIRLIFT WING (AMC)



Date

MEMORANDUM FOR 375 CS/SCMPS

FROM: YOUR ORGANIZATION

SUBJECT: Appointment of Telephone Control Officers (TCOs)

1. The following individuals have been appointed as TCOs for YOUR ORGANIZATION:

<u>LAST, FIRST M.I.</u>	<u>RANK</u>	<u>EXT</u>	<u>ORG/OFF SYM</u>
Primary			
<b>Orion, Joseph P</b>	<b>SSgt</b>	<b>256/229-XXXX</b>	<b>Your Org/Office Sym Primary</b>
E-mail Address: <b>joseph.orion@scott.af.mil</b>			
Alternate 1			
<b>Romulus, John A</b>	<b>Capt</b>	<b>256/229-XXXX</b>	<b>Your Org/Office Sym Alternate</b>
E-mail Address: <b>john.romulus02@scott.af.mil</b>			
Alternate 2			
<b>Remis, Rachel S.</b>	<b>Civ</b>	<b>256/229-XXXX</b>	<b>Your Org/Office Sym Alternate</b>
E-mail Address: <b>rachel.remis@scott.af.mil</b>			

2. This letter supersedes all previous letters on the same subject.

**Name, RANK, Service Branch  
Commander** (see para. 1.4 for instructions)

**Attachment 3**

**PROCEDURES FOR SUBMISSION OF TELECOMMUNICATION SERVICE  
REQUESTS VIA THE BASE INTRANET**

**NOTE: Only TCOs are authorized to submit TSRs.**

**A3.1.** Access the base Intranet using an Internet Browser.

**A3.2.** Access the following URL: <https://scottnp.amc.ds.af.mil>.

**A3.3.** Select "**Create Service Request**" for a new request.

**A3.4.** Fill in the following information as instructed: (**NOTE: The following information must be entered accurately or errors will result in the TSR submission.**)

**LOCATION:**

**SITE:** BLV

**BUILDING:** Building # work is to be completed in.

**ROOM:** Room or post # work is to be completed in.

**POINT OF CONTACT:**

**NAME:** Name of TCO (e.g., John Doe/SSgt Doe/Mr. Doe).

**TELEPHONE:** Telephone # of TCO (618-256-XXXX or 229-XXXX).

**NOTE: This number must be assigned to the TCO's organization**

**ORG:** Use the drop down box to select the TCO's organization/office symbol.

**NOTE:** As applicable.

**INTERNAL/EXTERNAL TRACKING:**

**ASSIGNED TO:** NEW

**XREF JOB NO:** Not used.

**XREF WO NO:** Optional space for TCO-assigned work order tracking number.

**REMARKS:**

Input all requested work information the same as you would in the remarks section. Also, input the requester/POC name, location, and phone number if different from the TCO information previously entered.

**A3.5.** Click on the "Submit" button. If all the information is correct, you will be given the TSR number for that TSR. If it does not give you this number, review the information you have provided.

## Attachment 4

## SAMPLE PRIORITY LETTER



**DEPARTMENT OF THE AIR FORCE**  
 HEADQUARTERS 375TH AIRLIFT WING (AMC)



Date

MEMORANDUM FOR 375 CS/CC

FROM:

SUBJECT: Request for Priority Work Request

1. (Explanation of the need for urgent/emergency service)
2. (Mission impact if denied)
3. If you have any questions or require further information, please contact either XXXX at XXXX or XXXXX at XXXX.

(Group Commander or Equivalent Signature Block)

1st Ind, 375 CS/CC

MEMORANDUM FOR 375 CS/SCMPS

I recommend approval/disapproval of this request. **(NOTE: Please contact the TSC for currency of 375 CS/CC).**

JERI L. DAY, Lt Col, USAF  
 Commander

**Attachment 5****PERSONAL IDENTIFICATION NUMBER MANAGEMENT PROCEDURES****A5.1. Requesting a new PIN.**

A5.1.1. The TCO will submit a Telephone Service Request (TSR) for a PIN with the e-mail address display name (e.g. Doe, John D., MSgt, AMC/A3) of the person requesting the PIN. Multiple PIN requests may be combined into a single TSR. If the person requiring a PIN does not have an e-mail address, the TCO will provide the information normally provided by the e-mail display name and properties: last name, first name, middle initial, rank (military) or grade (civilian), or contractor, unit, office symbol, and contact number.

A5.1.2. The TSC will establish the PIN and send a letter containing the PIN Holder Responsibilities sheet to the future PIN user via his or her e-mail address and close the TSR.

A5.1.3. The user will read the letter, and reply (as instructed in the letter) to the sender at the TSC with a digitally signed e-mail acknowledging receipt and understanding of the PIN Holder Responsibilities sheet.

A5.1.4. The TSC will then forward the PIN to the user via e-mail with read receipt and forward a completion receipt to the requesting TCO.

A5.1.5. The TSC will keep replies and read receipts for active accounts on file should this information be needed as evidence of PIN receipt by the user.

**A5.2. Restoring a forgotten PIN.**

A5.2.1. A TSR is not required to restore a PIN for existing PIN users. If a PIN user forgets their PIN, the PIN user should contact their TCO rather than calling the TSC directly.

A5.2.2. The TCO will confirm the user's identity as an authorized PIN holder in his or her account and records.

A5.2.3. The TCO will contact the TSC, provide the user's PINRIN, and ask that the user's PIN be restored.

A5.2.4. The TSC will ensure the e-mail is from a valid TCO, retrieve the PIN from the records, restore the PIN to the user via e-mail, and forward a completion receipt to the TCO.

**A5.3. Modifying PIN account information.**

A5.3.1. A TSR is not required to modify information for existing PIN users. For example, if the TCO becomes aware that a user has moved to another location within the unit, and their contact number or e-mail address changes, they can notify the TSC of the change via phone or e-mail.

A5.3.2. If the contact number has changed, it is a simple matter for the TSC to change the number associated with the PIN in TMS.

A5.3.3. If the e-mail address for the user has changed, the user's PINRIN may change also. If so, the TSC will send the new PINRIN to the user and the TCO.

A5.3.4. Additionally, the TSC will periodically require an audit of PINs. This will also be done by the TCO during their annual equipment and service inventory. As part of this audit, the registered PIN user's e-mail addresses will be checked against the Global Address List (GAL) to ensure they are valid. Upon checking the properties of each one, if it is found the information listed in the GAL is different than that associated with the PIN, the information will be changed in TSC records.

#### **A5.4. Deleting a PIN.**

A5.4.1. The PIN user should contact their TCO to have their PIN deactivated if they suspect their PIN has been compromised or upon receipt of PCS orders, separation from the military, termination of civilian employment, or if they relocate to another organization on base.

A5.4.2. If the TCO wishes to deactivate the user's PIN for any reason, the TCO should provide the user's PINRIN (or e-mail address display name) and request PIN deletion via a TSR to the TSC. Multiple PIN requests may be combined into a single TSR.

A5.4.3. The TSC will delete the PIN number in the switch and send a completion notice to the TCO. After the monthly, itemized call report has been processed, the TSC will delete the PIN from the billing system records. The data removed will be archived in the TSC PIN order database for a period of 1 year.

A5.4.4. An alternate method for deletion is via the automated vMPF out-processing system. In this case, the TSC will schedule the member's PIN for deletion, send a notification message to the affected TCO account, and mark the member's out-processing checklist item complete. After the member's scheduled departure date, the order will be flagged for deletion and deleted as outlined in paragraph [A5.4.3](#).

## Attachment 6

### PROCEDURES FOR PERSONAL IDENTIFICATION NUMBER (PIN) WAIVER ISSUANCE

#### A6.1. Requester Responsibilities.

A6.1.1. Prepare and submit a justification letter for PIN waiver to the unit TCO and commander for approval. Refer to sample request letter in this instruction. (Ref: **Attachment 7** of this instruction.)

A6.1.1.1. Requests will list telephone numbers for exemption.

A6.1.1.2. Justification will include frequency of use, emergency or time critical needs, maintenance costs, and mission impact if request is disapproved.

**A6.2. Approval of Pin Waiver** Upon approval by the base Communication and Information Systems Officer (CSO), the requester accepts responsibility for maintaining a log of all calls made for accountability to his/her TCO. Call logs should include, as a minimum, date, time, and reason for call. (**Note:** Call logs must be maintained IAW the Records Disposition Schedule (RDS) Table 33-09, Rule 09 unless the TCO waives this requirement by having the requester sign next to the calls made as detailed on the monthly call report TCOs receive from the base TSC).

**A6.3. Recertify PIN waiver status annually.** The unit TCO will receive notification for annual recertification from the TSC. If recertification is not received by the suspense date, the telephone numbers will have their PIN exemption revoked, and the number will revert back to PIN required until recertification is received.

#### A6.4. TCO Responsibilities.

A6.4.1. Review and sign justification letter from requester for PIN waiver and forward to the unit commander for approval.

A6.4.2. Upon approval by the CSO, the TCO accepts responsibility for the following:

A6.4.2.1. Review, sign, and date monthly call report received from the base TSC verifying all calls made were for official business. Return the original document to the TSC and maintain a copy of these records IAW with the RDS Table 33-09, Rule 09.

A6.4.2.2. Review user call log of calls made for completeness. (**Note:** The TCO may waive this requirement by having the requester sign next to the calls made as detailed on the monthly call report TCOs receive from the TSC.)

**A6.5. Recertify PIN Waiver Status Annually.** The unit TCO will receive notification for annual recertification from the TSC. If recertification is not received by the suspense date, the telephone numbers will have their PIN exemption revoked, and the number will revert back to PIN required until recertification is received.

#### A6.6. Unit or Equivalent Commander Responsibilities.

A6.6.1. Review and sign justification letter received from the TCO for PIN exemption and forward to the base CSO for approval.

A6.6.2. Recertify PIN-waiver statuses annually.

## Attachment 7

## SAMPLE REQUEST FOR PIN EXEMPTION WAIVER



**DEPARTMENT OF THE AIR FORCE**  
HEADQUARTERS 375TH AIRLIFT WING (AMC)



Date

MEMORANDUM FOR 375 CS/CC

FROM: (functional address symbol)

SUBJECT: Request for Commercial Long Distance PIN Waiver Request

1. Justification. (Ref: Attachment 4, paragraph A4.1. of this instruction.)
2. Approval. Upon approval by the base CSO, I understand that I must establish a call log for each telephone number. A PIN waiver is approved for each telephone number, unless instructed otherwise by unit TCO. I understand the call log will contain the information as outlined in SAFBI 33-104, Attachment 4, paragraph A4.1., Requester Responsibilities. I understand I must keep these records for a period of 2 years. I further understand that if my unit TCO directs me not to keep such a log, I am responsible for signing the TCO's monthly call report indicating all calls were for official business.
3. Certification. I understand that I am required to recertify the waiver annually. If at any time the waiver is no longer required, I am to inform my unit TCO.
4. Assistance. If you should need anything further to assist in the approval of this request, you can reach me at XXX-XXXX.

(Signature block of requester)

1st Ind, (unit TCO)

MEMORANDUM FOR (unit or equivalent commander)

I recommend approval/disapproval of this request. The requester has been directed to start/not start a call log detailing call information.

(Signature block of TCO)

2d Ind, to (unit or equivalent commander), (date of memo), PIN Waiver Request  
(Unit or equivalent commander functional address symbol)

MEMORANDUM FOR 375 CS/CC

I recommend approval/disapproval of this request.

(Signature block of Commander)

3d Ind, 375 CS/CC

MEMORANDUM FOR 375 CS/SCMPS

I recommend approval/disapproval of this request. (*NOTE:* Please contact the TSC for currency of 375 CS/CC.)

JERI L. DAY, Lt Col, USAF  
Commander

Attachment 8

MODEM LINE IDENTIFICATION FORM

Table A8.1. Modem Line Identification Form.

<b>1. Organization/Unit Name:</b> <enter here>			
<b>2. Office Symbol:</b> <enter here>			
<b>3. Primary modem users voice contact number:</b> <enter here>			
<b>4. If contractor/vendor, also enter government QAEs number:</b> <enter here>			
<b>Modem Line #</b>	<b>Mission</b>	<b>Direction</b>	<b>Common Access Number/Entity</b>
<b>STU/STE #</b>			
<b>Voice/modem</b>			
<b>Fax</b>			
<b>Brief justification for above modem line(s) use:</b>			
_____			
_____			
_____			

**Table Legend:**

Modem Line #: Enter the actual phone # (base or commercial) of the line.

Mission: Enter the mission role this modem line serves. Enter either:

-- Mission Critical (MC): defined as those modem lines deemed mission critical to the continued operation of a system or function. Without routine or continued modem access, applicable mission will fail or cause very serious degradation.

-- Mission Essential (ME): those modem lines that are used to support or enhance mission effectiveness. Example: Those modem lines or functions that would not be routinely used during periods of minimum manning or reduced operations.

Direction: List whether modem calls are *inbound* only (to the base), *outbound* only (from the base), or *both*.

Common Access Number/Entity: For outbound modem calls, list most common phone number(s) called and name of company or system connected to (e.g., 1-800-231-3222, Acme Support System).

**NOTE:** Please use a separate form for each modem line. **Exception:** Modem lines that are physically grouped together and/or used for the same exact system/purpose (i.e., base RAS lines).