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TINKER AIR FORCE BASE**

**TINKER AIR FORCE BASE INSTRUCTION
33-111**



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Communications and Information

VOICE SYSTEMS MANAGEMENT

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This instruction implements Air Force Policy Directive (AFPD) 33-1, *Cyberspace Support*, and Tinker Air Force Base Policy. Any references or instructions pertaining to the Networx service contract, or its replacement, will also apply to the Networx program which will serve as the primary replacement for the expiring Networx and Networx Crossover contracts and Federal Wireless contracts. 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. Violations of paragraph 17.3. by military members constitute a violation of Article 92, Uniform Code of Military Justice (UCMJ), and may result in punishment under the UCMJ. Violations by civilian personnel may result in administrative or other disciplinary action under applicable civilian personnel regulations or instructions. Violations by contractor personnel will be handled according to applicable contract law. 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) located at <https://www.my.af.mil/afirms/afirms/afirms/rims.cfm>

Section A—Roles and Responsibilities 4

- 1. Host Base Communications and Information Systems Officer (CSO) or Information Technology Officer (ITO) or Assigned Representative. 4
- 2. Base Organizational Commanders and Tenant Units. 6

Section B—Telephone Services and Special Features 7

- 3. Requesting Telephone and Telephone-Related Service. 7
- 4. Competitive Long Distance Voice Service. 8
- 5. Long Distance Calls from Base Telephones. 8
- 6. Collect Calls to Air Force Installations. 8
- 7. Personal Calls over Official Telephones. 8
- 8. Official Telephone Service in Personal Quarters. 9
- 9. Official Calling Card Management and Use. 10
- 10. Air Force Guidance on Voice Mail/Messaging Systems. 11
- 11. Tinker Air Force Base (TAFB) Instruction on Cellular Telephone (CT) Service. 11
- 12. Air Force Instruction on Customer Premise Equipment Maintenance. 14
- 13. Special Telephone Features and Services for Specific Base Activities. 15
- 14. Voice Service for Geographically Separated Units. 15
- 15. Unofficial Commercial Telephone/Voice Service. 15
- 16. Class of Telephone/Voice Service. 16
- 17. DSN Precedence Request. 17
- 18. Voice Over Internet Protocol (VoIP) Instruction. 17

Section C—Voice Networks and Access Requirements 18

- 19. Instruction on Commercial Long Distance Networks. 18
- 20. Instruction on Use of Toll-Free (800, 888, 877 or 866) Numbers. 18
- 21. Instruction on Defense Switched Network (DSN) On- or Off-Net Calling. 18
- 22. Health, Morale, and Welfare (HMW) Calls. 19

Section E—Telephone Monitoring and Recording Procedures 19

- 23. Categories. 19
- 24. Controlling Monitoring and Recording. 20
- 25. Prohibited Monitoring and Recording Activities. 20
- 26. Requesting Exceptions to Recording Policy. 20

27. Unauthorized Monitoring or Recording Devices.	20
Section F—Billing for Telephone and Other Commercial Communications Services	21
28. Verifying Bills.	21
29. Processing the Bills.	22
30. Judgmental Sampling of “Toll” Calls.	22
31. Networx.	23
32. Verifying Other Charges, Credits, Local Service, and Equipment Charges (Recurring and Nonrecurring Charges).	23
33. Verifying Commercial Long Distance Calls, Networx or Equivalent Charges With AF Form 1072 or AF Form 649, Verification of Long Distance Telephone Calls.	23
34. Adjusting Billing Errors.	24
35. Sending Bills to the Financial Service Office (FSO).	24
36. Certifying Payment on Standard Form (SF) 1034.	25
37. Charges for Base Telephone Services.	25
38. Installation and Identification of Modem, Fax, and Secure Voice (Analog) Lines.	25
39. Password Procedures.	26
40. Voice Messaging/Mail System (VMS) Security.	26
Attachment 1—GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION	28
Attachment 2—CONDITIONS FOR OFFICIAL TELEPHONE SERVICE IN PERSONAL QUARTERS	33
Attachment 3—SPECIAL TELEPHONE FEATURES AND SERVICES FOR SPECIFIC BASE ACTIVITIES	34
Attachment 4—CHARGES FOR BASE TELEPHONE SERVICES	35

Section A—Roles and Responsibilities

1. Host Base Communications and Information Systems Officer (CSO) or Information Technology Officer (ITO) or Assigned Representative.

1.1. Ensures installation of voice services meet mission requirements and comply with Air Force and DOD guidance.

1.1.1. Provides requirements to the MAJCOM and Systems Telecommunications Engineering Manager-Base (STEM-B) for inclusion in the Combat Information Transport Systems (CIPs). Ensures CIPs accurately reflects voice system upgrades, expansions, and modifications required to meet mission needs.

1.1.2. Only introduces equipment and/or services to the DSN networks that have been certified for IA and as interoperable by the JITC, unless a waiver has been granted by ASD/NII. Introduction of voice equipment includes installing equipment and/or services where connection to the DSN, defined as originating and terminating DSN calls, is required.

1.1.3. Certifies and accredits voice systems and associated peripheral devices according to DODI 8510.10 and AFI 33-210, *Air Force Certification and Accreditation (C&A) Program (AFCAP)*.

1.2. Supervises overall operation and maintenance of base voice systems and associated voice processing systems, and support facilities. Although the CSO is not technically or logistically responsible for customer-owned premise equipment and other telephone devices, the CSO must establish local guidance for installation and management of authorized customer devices to ensure end-to-end interoperability with the enterprise voice network.

1.3. Inventories all leased voice services annually and reconcile all discrepancies. Updates the leased services inventory for additions, deletions, or modifications, and verifies the amount and type of service is authorized on the communications service authorization (CSA). As part of the annual leased services inventory, the CSO will ensure no more than a 20 percent excess of commercially leased direct inward dial numbers, based on the amount currently in use, and are leased for the voice systems.

1.4. Verifies government-owned base voice equipment, circuits, or services are provided to contractors. Also provides information to the appropriate contracting officer for payment.

1.5. Certifies to the base financial services office (FSO) that charges and services are correct and credits verified. See for billing procedures.

1.6. Requests reimbursement for overpayment of telephone billing charges from servicing vendors. Submits modified use reports according to Defense Information Systems Agency Circular (DISAC) 350-135-1, *Defense Commercial Communications Acquisition Procedures*, for contractor caused service interruptions for credit purposes.

1.7. Maintains a master list of numbers and locations for all commercial and coinless (calling card) telephones, as well as official cellular phones leased by the base. This list will include the POC and the phone number assigned. **Do not list cell phone number in the National Cell Phone Call Register.**

1.8. Ensures training is provided to all unit telephone control officers (TCO) upon initial appointment by the organizational commander or equivalent on Air Force, base-level, and unit TCO duties and responsibilities. Ensures all TCOs are briefed at least annually on policy changes and their duties and responsibilities.

1.9. Establishes a point of contact for all Government Emergency Telecommunications Service (GETS) matters, preferably within the communications unit or similar function. Refer to paragraph A3.16 for more information on the GETS program.

1.10. Maintenance. The base CSO or a designated representative:

1.10.1. Sets up positive controls to prevent unauthorized voice switching system software modifications except from authorized maintenance stations and personnel.

1.10.2. Compiles a circuit restoration priority list and updates it annually or sooner if mission requirements dictate a change. Works with unit TCOs to establish mission priorities within each base-level organization.

1.10.3. Establishes emergency restoration procedures for catastrophic failures of voice systems. Ensures emergency restoration procedures include criteria for notifying the local security and law enforcement office, the local Air Force Office of Special Investigations (AFOSI), and the procuring contracting officer, if any.

1.10.4. After major outages involving the voice network or equipment, prepares applicable operation reports and situation reports as prescribed in AFI 10-206, *Operational Reporting*.

1.10.5. Ensures applicable data on voice switching systems and personnel are submitted monthly as prescribed in AFI 10-201, *Status of Resources and Training System*.

1.10.6. Improves DSN precedence circuit efficiencies:

1.10.6.1. Conducts a revalidation of all dedicated precedence circuits using CJCSI 6215.01B. Discontinues any precedence circuits no longer justified.

1.10.6.2. Limits dedicated 4-wire precedence circuits to locations or organizations that cannot be serviced by the local base switch. Negates dedicated precedence and leased line costs associated with 4-wire precedence services.

1.10.6.3. Validates Defense Information Systems Agency (DISA) assigned precedence accesses are authorized according to CJCSI 6215.01B for trunk and instruments assigned to the base at least annually.

1.10.6.4. Documents all precedence requirements on TAFB Form 3215-2, *Base Communications Request*, and/or circuit history records for efficient management.

1.11. Construction. The base CSO or a designated representative:

1.11.1. Monitors activity to protect government-owned or commercially-leased systems cables (aerial and buried) during excavation or construction. Ensures all personnel, organizations, and contract activities process an AF Form 103, *Base Civil Engineering Work Clearance Request*, prior to any excavation work.

1.11.2. Ensures designated communications personnel follow AFI 32-1001, *Operations Management*, when excavating for communications and information cables or facilities.

1.11.3. Establish procedures for damage reimbursement caused by 3rd parties during excavation

1.11.4. Maintains liaison with base civil engineers, communications systems engineers, appropriate servicing contracting officers, commercial telephone companies, and other agencies responsible for construction activities. Assists the base civil engineers and users in developing common user pre-wiring, cable, and other service requirements for all construction projects. Use Air Force Civil Engineer Support Agency (AFCESA) Engineering Technical Letters (ETL) to incorporate common user communications infrastructure requirements into Military Construction appropriation-funded, and under some circumstances, Operations and Maintenance funded construction projects (see AFI 32-1023, *Design and Construction Standards and Execution of Facility Construction Projects*). Consult ETL 02-12, *Communications and Information System Criteria for Air Force Facilities*, for specific requirements for voice, video, and data system integration into a construction project. AFCESA ETL's may be provided by the local civil engineer or viewed at the AFCESA home page: <http://www.afcesa.af.mil/>

1.12. Statements of Work (SOW). The base CSO or a designated representative:

1.12.1. Reviews service request SOWs for commercial pay telephone service.

1.12.2. Reports suspected or documented contract performance deficiencies to the appropriate servicing contracting officer.

1.12.3. Provides the base budget office cost estimates for voice information facilities and services for current and subsequent FYs.

1.12.4. Provides group billing numbers, trunks, in-dial stations, or other appropriate identifying numbers to the TCOs for billing identification.

1.12.5. Informs the appropriate servicing contracting officer well in advance of requirements for non-tariff telephone services.

1.12.6. Maintains a current copy of all applicable CSAs with the necessary tariff information to ensure proper monthly telecommunications certification.

2. Base Organizational Commanders and Tenant Units.

2.1. Appoints Primary and Alternate TCOs. The unit's TCO is the individual who authorizes and controls long distance toll calls, DSN access authorization, and acts as the focal point for reviewing all unit communications requirements and requests for service before submitting them to the communications directorate.

2.2. The TCO:

2.2.1. Reviews the switch call detail listing serves as the record of call usage and can be used for validation and verification.

2.2.2. Reviews and submits TAFB Form 3215-2 requests for installation, removal, modification, and relocation of telephone services; ensures unused telephone equipment is identified and returned to voice systems personnel.

2.2.3. Gives the CSO or assigned representative an estimate of funds required by the activity for commercial long distance telephone calls.

2.2.4. Performs and submits an annual inventory of installed voice system equipment, items, and services to the base CSO and/or assigned representative. The CSO and/or assigned representative may provide each TCO a listing of all installed equipment, numbers, and services currently assigned to the TCOs applicable unit or section to facilitate the inventory. The CSO may gather assigned organizational services via the telecommunications management system (TMS) or equivalent automated record-keeping system.

2.2.5. Establishes a unit education program and distributes customer education materials from the base CSO or assigned representative.

2.2.6. Performs any additional TCO duties as determined by the base CSO and/or assigned representative and local guidance (see for billing procedures).

2.3. Will not procure commercial voice services and equipment without approval of the host CSO and/or assigned representative. Exceptions to this guidance must be clearly documented in the Host Tenant Support Agreement or similar document.

Section B—Telephone Services and Special Features

3. Requesting Telephone and Telephone-Related Service.

3.1. The CSO and/or assigned representative will:

3.1.1. Accept base communications requirements on the TAFB Form 3215-2 and process these requirements in a timely manner to establish, add, change, or delete voice services. Submit major voice system requirements, to include upgrades, modifications, and expansion, as well as requirements that cannot be solved at the host-base to the MAJCOM for review and approval, and to the STEM-B for inclusion in the CIPs blueprint.

3.1.2. Establish a competitive contract using AF FORM 9, *Request for Purchase*, or CSA using AF FORM 1218, *Request for Communications Service*. Headquarters 38Cyberspace Engineering Installation Group at Tinker AFB OK, is the only current Air Force contracting agency for issuing CSAs. A CSA is needed in areas where a public utility commission requires tariffed or regulated services (e.g., central office trunking, business lines, foreign exchange [FX] service). Ensure funds are available and certified prior to contract award. Use AF FORM 1218 to establish new CSAs or to submit changes to existing CSAs.

3.1.3. Solicit and obtain competitive bids or proposals through designated and appropriate procurement channels for all voice services.

3.1.4. Ensure Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) provisions are included for voice network enterprise connections (local, long distance, and DSN) in a competitive contract vehicle or CSA.

3.1.5. Ensure that the special telephone and voice requirements for people with disabilities are addressed according to 36 Code of Federal Regulations (CFR) 1194.23 of the *Electronic and Information Technology Accessibility Standards*, document, December 21, 2000 (<http://www.access-board.gov/sec508/508standards.htm>).

4. Competitive Long Distance Voice Service. When Networx (or its designated replacement) service is not available (e.g., certain outside the continental United States locations), follow the guidelines in AFI 33-116, *Long-Haul Telecommunications Management*, to request competitive long distance voice service.

5. Long Distance Calls from Base Telephones.

5.1. Use DSN, not commercial long distance carriers, to call other DOD activities unless DSN service is not available in a timely manner. Use the DSN system only for official business or when in the best interest of the government. DSN is the first choice for all new and existing inter-base voice requirements.

5.2. Networx and International Direct Distance Dialing (ID3) are authorized commercial long distance networks.

5.3. For verification purposes, document all commercial long distance calls on AF Form 1072, *Authorized Long Distance Telephone Calls*. This is only required when personal identification number (PINs) are not established or the host base doesn't have a centralized TMS capable of capturing the source Caller ID information for each call.

5.4. Callers without direct long distance dialing capability must request a control or billing account number from their TCO. Give the control or billing account number to the base switchboard operator.

5.5. Program all base telephone switches, including contract-maintained and leased telephone switches, to block the use of Networx (or its designated replacement) for calling local telephone numbers and chargeable directory assistance telephone numbers (e.g., 411). Allow the capability to dial commercial directory assistance numbers to the base switchboard operators only.

6. Collect Calls to Air Force Installations. The installation commander makes local guidance for handling incoming official collect calls. If when the wing commander authorizes acceptance of collect calls, AF Form 1218 must be submitted by the CSO and/or assigned representative to obtain authorization to ensure contract vehicle is in place to allow payment for collect calls.

7. Personal Calls over Official Telephones. Commanders and supervisors may allow personal calls during work hours using official telephones if:

7.1. The telephone call does not interfere with official duties.

7.2. The calls do not exceed reasonable duration and frequency, and whenever possible, are made during the employee's personal time such as after-duty hours or lunch periods.

7.3. The telephone calls serve a legitimate public interest (such as usage reduces time away from the work area or improves unit morale).

7.4. The telephone call does not reflect adversely on DOD or the Air Force (e.g., uses involving pornography; unofficial advertising, soliciting, or selling; and discussion of classified information).

7.5. The government does not incur any long distance or per-call charges above and beyond normal local charges. Determine normal local charges based upon historical averages.

7.6. Networkx (or its designated replacement) can be used for urgent emergency personal calls. These calls must be cleared through local commanders and supervisors.

8. Official Telephone Service in Personal Quarters.

8.1. Title 31, United States Code (U.S.C.), Section 1348 (31 U.S.C. 1348), *Money And Finance; The Budget Process; Appropriations; Limitations, Exceptions, And Penalties; Telephone installation and charges*, permits certain officials to have government-assigned telephones installed and maintained in their quarters, if necessary for national defense purposes. Limited telephone service for official use may be provided to those officials. Do not delegate the authority to designate these personnel to members below wing commanders or equivalent levels. Base such designations on functional position and mission impact.

8.2. Authority to designate official telephones in personal quarters resides with wing commanders.

8.2.1. See [Attachment 2](#) for conditions and arrangements for official telephone service in quarters

8.2.2. Personnel authorized official telephone service in quarters must provide separate personal telephone service at his or her own expense from the local commercial telephone company or the government-furnished exchange (Class B service).

8.2.3. When local, unofficial service is not available or the waiting period for service is unacceptable, the 72 ABW/SC may waive the requirements to permit dual usage of the official telephone. The user must pay:

8.3. Flexiplace/Telecommunicating Support to Alternative Work Sites. Public Law (PL) 104-52, *Treasury, Postal Service, and General Government Appropriations Act of 1996*, Section 620 (Title 31 U.S.C., Section 1348 note), provides that appropriated funds may be used to install telephone lines and necessary equipment, and to pay monthly charges in any private residence or private apartment of an employee who is authorized to work at home in accordance with guidelines issued by the Office of Personnel Management. The head of the department, division, bureau, or office must certify that adequate safeguards against private misuse exist, and that the service is necessary for direct support of the agency's mission.

8.3.1. Unit commanders, in coordination with the local personnel office, may authorize personnel to work at an approved flexiplace location. Unit commanders may also authorize the installation of a personal computer, applicable software, modems, fax machines, and data lines to support access at the alternate work location (PL 104-52.) Unit commanders should work with the supporting communications unit to identify the necessary support requirements and restrictions.

8.3.2. The unit commander authorizing the alternate work location must:

8.3.2.1. Determine government-provided communications service is necessary for direct support of the agency's mission.

8.3.2.2. Fund necessary equipment and phone lines needed to support the mission.

8.3.2.3. Make sure the alternate work location is an economical option to having the individual work in the office.

8.3.2.4. Authorize payment for installation and monthly recurring charges.

8.3.2.5. Certify that adequate monitoring capability and safeguards against private misuse exist. Such certification should accompany a signed employee flexiplace agreement.

8.3.2.6. Account for government-provided equipment on a hand receipt and inventory annually.

8.3.3. After approval, base communications units will work with the requiring activity to establish the service and required safeguards.

8.3.4. Because of the restrictions pertaining to the use of appropriated funds to support telephone service in private quarters, requesting unit commanders must certify that support requested under this provision is for an approved flexiplace location as defined by Air Force personnel guidance. Certification must accompany the communications and information systems requirement and be retained by the communications office as long as service or equipment is provided to the flexi- place location.

9. Official Calling Card Management and Use.

9.1. The wing commander approves the use of long-distance telephone calling cards on the base. This may be delegated to the Base CSO and/or assigned representative.

9.2. Cardholders must sign the following statement and calling card/credit card issuers must keep the signed statement on file as long as the person has the card:

“I (NAME) acknowledge receiving telephone calling card number (NUMBER) on (DATE). I further acknowledge that this card is for official use only. I must safeguard this card from loss and fraudulent or unofficial use. My failure to do so may result in disciplinary action and direct billing. I agree to return the card to the issuing office when I am transferred, separated from the service, or no longer require it to perform my official duties.”

9.3. Calling cards are issued for official use only. Cardholders must not use the calling card for any purpose other than official use. Military cardholders that use the card for unofficial purposes violate employee may result in administrative disciplinary action under AFI 36-704, *Discipline and Adverse Action*.

9.4. For random verification and audit purposes, each cardholder must provide the TCO with sufficient information to complete AF Form 1072 when requested by the TCO or base communications unit.

9.5. Base CSO may permit using calling cards from home station. The host must fund costs according to AFI 65-601, Volume 1, *Budget Guidance and Procedures*.

9.5.1. Long-distance telephone calling cards may be used from home station for official calls; user determines need.

9.6. Issue calling cards to government personnel to make official calls from temporary duty (TDY) locations that do not have DSN access. This will minimize calls placed through more expensive hotel/ motel private branch exchanges (PBX).

9.7. All host communications units will develop procedures for issuing and recovering official calling cards. Maintain a master list of all calling card users on base.

9.8. Ensure steps are added to the base/unit out-processing checklist for turn-in of issued calling cards.

10. Air Force Guidance on Voice Mail/Messaging Systems.

10.1. When procuring new or replacement stand-alone Voice Mail/Messaging Systems (VMS), installations will integrate with either the base voice system or the telephone service provider.

10.2. Communications units should evaluate the base-wide requirement for voice mail and plan for a centralized solution.

10.3. When evaluating options for satisfying user needs, the analysis must examine service and total cost of ownership to acquire, install, and sustain the system over its expected life cycle.

10.4. 72 ABW/SC can approve a waiver to purchase new or expand existing stand-alone VMS when the mission and business case is compelling and documented to be the best value to the Air Force.

11. Tinker Air Force Base (TAFB) Instruction on Cellular Telephone (CT) Service.

11.1. Do not use a regular unclassified CT for Command and Control (C2) purposes.

11.2. Do not transmit classified information over unsecured CTs. Air Force CTs are subject to monitoring.

11.3. CTs should not be used while driving. It is always advisable to pull off the road when it is safe to do so and then place the call after stopping the vehicle.

11.4. For IA purposes, use a regular telephone (land line) as a first priority when and where available. Even though land lines are more secure than CT, all classified communications should be discussed on a secure telephone (i.e., secure telephone unit [STU] or secure telephone equipment [STE]).

11.5. Use CT services only when it is the most cost-effective way to provide necessary communications or mobility is required.

11.6. In real world situations, cellular devices are unreliable during contingency or emergency operations due to system saturation or physical destruction of commercial infrastructure.

11.7. The 72nd Air Base Wing Communications Directorate provides centralized support for wireless communication devices such as mobile telephones, blackberries, air cards and mobile hotspots. The Air Force Information Technology Commodity Council (ITCC) has established enterprise agreements for the acquisition of cellular devices and services from major US providers. The 72 ABW/SCOIP base Personal Wireless Communication Systems (PWCS) managers (cellular devices) comply with ITCC strategies and use of enterprise agreements for purchase of cellular devices and commercial services.

11.7.1. The summary of service plan options and rates can be found on the AF Portal, Air Force Tab (Enterprise IT Initiatives, IT Commodity Council, Cellular Services and Devices, Vendor Rate Plans).

11.7.2. The following actions are required for the procurement and management of these devices to ensure wireless services/plans are optimized:

11.7.2.1. 72 ABW/SC Director or Designated Representative:

11.7.2.1.1. Appoints, in writing, a primary and alternate unit PWCS manager (cellular devices).

11.7.2.1.2. Revalidates mission needs for cellular telephones experiencing low or zero usage levels.

11.7.2.1.3. Annually revalidates all unit-owned, PWCS assets to determine if existing equipment meets known unit mission requirements.

11.7.2.2. Unit PWCS managers (cellular devices) will work all wireless communications matters through the 72 ABW/SCOIP base PWCS managers (cellular devices).

11.7.2.2.1. Unit PWCS managers (cellular devices) appointment and account revalidation letters must be accomplished annually and signed by the organization commander/director. The revalidation letter must include a current inventory printout to include user and device information.

11.7.2.2.2. The inventory should be compared with current monthly invoices to ensure all devices are appropriately accounted for and identified as assigned to current Air Force employees.

11.7.2.2.3. Annual revalidation letters shall be submitted to 72 ABW/SCOIP Blackberry and Cell Phone Service workflow NLT 31 May each year.

11.7.2.2.4. Unit PWCS managers (cellular devices) must review and validate monthly invoices to ensure accuracy, identify cellular devices with high, low or zero usage and revalidate the need for all wireless devices against mission requirements. Devices with high, low or zero usage should be cancelled or adjusted through the 72 ABW/SCOIP Blackberry and Cell Phone Service workflow.

11.7.2.2.5. Unit PWCS managers (cellular devices) will ensure users understand cellular devices are for official use.

11.8. The following activities will incur additional charges:

11.8.1. Text messaging

11.8.2. Operator assisted calls

11.8.3. Downloadable content

11.8.4. If additional services are essential and significant to the mission, organizations should ensure they are included in the unit service plan.

11.8.5. Third party applications are not approved for use on any government issued blackberry device.

11.9. Organizations will submit TAFB Form 3215-2 for new CT equipment and services, to 72 ABW/SCOII 3215s workflow. Forms will be forwarded to 72 ABW/SCOIP Blackberry and Cell Phone workflow for host base approval, technical solution, and/or processing.

11.10. Each organization shall establish controls needed to ensure cellular devices are justified and documented using the TAFB Form 3215-2 requirements process. Each organization shall maintain all approved documentation per AFRIMS Records Disposition Schedule in order for the accounts to be easily audited and reviewed. Commanders/Directors must provide adequate oversight to ensure approved TAFB Form 3215-2 requirement documents are maintained as required by AFRIMS.

11.11. All Personal Digital Assistant (PDA) devices (blackberries) with email capability shall be entered into the IT Asset Inventory Management System (AIM) for accountability and tracking purposes. Commanders/Directors must establish procedures to ensure unit PWCS managers maintain hand receipts/user agreements for all wireless devices.

11.12. Cellular telephones, air cards and hot spots must be accounted for using optional methods such as spreadsheets or local databases.

11.13. All users are required to sign consent to monitoring form/user agreement before being issued cellular devices. The signed forms must be retained by the unit PWCS managers (cellular devices) until six months after device is no longer in use.

11.14. When PDA devices are lost, damaged, or destroyed, the organization that has possession of the property will initiate a Report of Survey (ROS). Contact your unit ROS monitor for instructions.

11.15. Each user assigned a blackberry is required to have a Blackberry Smart Card Reader (SCR). The SCR is required for reading/sending encrypted email and signing email via blackberry device.

11.16. Cellular telephones have become commonplace and service costs have decreased. As the distinction between how we use CTs and land line telephones blur, it is important to be informed of policy and instructions governing the 'Personal Use of Official Cellular Telephones.'

11.16.1. The same rules that govern use of other Air Force communications apply to use of Air Force CTs. Like land line telephones, Air Force CTs are to be used for official and authorized purposes. "Official" purposes include any calls in furtherance of the Air Force mission. In addition, subject to local command and supervisor restrictions, members are authorized to use CTs to make short infrequent personal calls when appropriate under the circumstances.

11.16.1.1. Examples of appropriate calls include notifying family members of changes in schedules, checking on medical, school, or childcare appointments, and inquiring as to car repair status.

11.16.1.2. Emergency calls are always authorized.

11.16.1.3. Examples of inappropriate calls include obscene or harassing calls, calls for commercial gain, to conduct personal commercial activities, or personal calls that generate more than minimal charges to the government.

11.16.1.4. Unit commanders may seek reimbursement for additional costs resulting from an individual's personal use of an Air Force CT. Local limitations and cost reimbursement policies will be clearly identified to CT users as part of the original issue process by the unit PWCS manager (cellular devices)

11.16.1.4.1. Wings are authorized to manage the reimbursement process for "unauthorized personal use" in the most effective manner, while complying with the applicable regulations. Wings may also add a processing fee, for the cost to the government in processing the cash collection.

11.16.1.4.2. Members making inappropriate CT calls are subject to disciplinary action even if the call does not cause additional expense. Both the UCMJ and Civilian Personnel regulations prohibit and provide punishments for inappropriate use of government property regardless of cost to the government.

11.17. Organizations will pay for wireless devices and services using Government Purchase Card (GPC) not to exceed \$25,000 per transaction, IAW AFI 64-117, *Air Force Government-wide Purchase Card (GPC) Program*. Provisions that enable decentralized billing to individual units are in place.

11.18. Cellular telephones used outside the US&P must be host nation approved. Consult the 72 ABW/SCOIP Spectrum Management offices for guidance.

11.19. Call detail records/bills associated with CTs will be verified in full. Statistical sampling is not allowed. This is initiated to focus the user on the danger of cloned phones and resultant illegal calls billed to the Air Force.

12. Air Force Instruction on Customer Premise Equipment Maintenance. All Air Force - owned voice instruments will comply with the following maintenance guidelines:

12.1. Authorized modification of voice services. Only the voice systems maintenance personnel assigned to the host communications unit are authorized to install, relocate, modify, or remove voice instruments and services. Non-communications personnel (i.e., customers) are prohibited according to 18 U.S.C., Section 1362, *Communication Lines, Stations or Systems*:

"Whoever willfully or maliciously injures or destroys or attempts willfully or maliciously to injure or destroy any of the works, property, or material of any radio, telegraph, telephone or cable, line, station, or system, or other means of communication, operated or controlled by the United States, or used or intended to be used for military or civil defense functions of the United States, whether constructed or in process of construction, or willfully or maliciously interferes in any way with the working or use of any such line, or system, or willfully or maliciously obstructs, hinders, or delays the transmission of any communication over any such line, or system, shall be fined under this title or imprisoned not more than ten years, or both."

12.2. Voice information system customers will submit TAFB Form 3215-2 requests for modification of voice services through the unit TCO for approval and subsequent forwarding to the requirements processing section of the communications unit.

13. Special Telephone Features and Services for Specific Base Activities. See [Attachment 3](#).

14. Voice Service for Geographically Separated Units. Small off-base units, such as Reserve Officers' Training Corps detachments, get voice services through the commander of a host support base. The host support base communications unit activity processes bills using a fund citation provided by the parent MAJCOM.

15. Unofficial Commercial Telephone/Voice Service.

15.1. In Quarters:

15.1.1. The base communications unit may install and maintain unofficial wiring infrastructure for dormitories, family housing, visiting airmen's quarters, visiting officers' quarters, temporary lodging facilities, etc., supporting voice services. In addition, they may install and maintain wiring to these activities when unusual conditions warrant it. See paragraph A2.4 for restrictions on installing and using appropriated funding for family housing.

15.1.2. At locations without a communications unit, the senior ranking individual designates a responsible activity to perform these duties except when the host base employs local contract service. The base housing manager reimburses authorized expenses incurred by military housing occupants. The base may service billeted facilities by a base-awarded contract.

15.1.3. If the housing manager requires it, occupants must restore all telephone wiring and outlets to the original configuration before clearing quarters.

15.1.4. In order to provide dial-tone access to customers in barracks and other unofficial facilities on base, appropriated funds may be expended for maintenance and construction of infrastructure connecting such sites and the commercial telecommunications service provider's points of presence. Use military family housing (MFH) appropriated funds to pay for housing connectivity. Contact HQ AFNIC/JA on issues related to establishing minimum points of presence.

15.1.5. The individual subscriber must pay for renting, acquiring, and maintaining equipment, as well as all usage charges for personal telephone service.

15.2. In Air Force-Owned Facilities Other Than Quarters:

15.2.1. Subscribers install and maintain new wiring for unofficial service consistent with their organizational policy and instruction.

15.2.2. The subscriber must acquire authorization to install telephone equipment (see AFI 32-9003, *Granting Temporary Use of Air Force Real Property*), where non-Air Force-owned wiring exists in or on Air Force real property.

15.2.2.1. The base CSO and/or assigned representative coordinates all such requests.

15.2.2.2. Unless specifically approved, the authorization is a permit for DOD subscribers and a revocable license for non-DOD subscribers.

15.2.3. Unless modified by the real estate document (e.g., lease, out grant, etc.) or contract, the base CSO and/or assigned representative maintains all permanently installed building wiring that existed in the facility before occupancy by the subscriber.

15.3. Non-Government-Owned Facilities on Air Force Property. These facilities include self-sustaining banks, credit unions on CONUS bases, and other commercial activities. The subscriber installs, repairs, and maintains all outlets and associated wiring.

15.4. General Unofficial Commercial Telephone/Voice Service:

15.4.1. The subscriber funds all costs.

15.4.2. The base communications activity handles repairs when government-owned or – leased facilities or equipment are part of the circuitry.

16. Class of Telephone/Voice Service. Classes of official telephone service are:

16.1. Class A. Telephone lines accessing central offices, toll trunks, government voice systems and services, and DSN. Class A service has four billing categories:

16.1.1. Class A-1. Telephone lines for transacting official Air Force business.

16.1.2. Class A-2. Telephone lines for transacting official business of other military services or other government agencies (except the United States Postal Service) that directly support the Air Force installation, other activities furnishing service to or supporting Air Force installations, quasi-governmental agencies such as the American Red Cross (ARC) or morale, welfare, recreation, and services (MWRS) activities.

16.1.3. Class A-3. Telephone lines for transacting official business for any executive department, independent activity, or other government agency, except the Armed Forces, that is not supporting or servicing an Air Force installation.

16.1.4. Class A-4. Telephone lines for transacting official business in DOD commissaries.

16.2. Class B (Unofficial Telephone Service). Telephone service provided by a DOD component when used for personal or unofficial purposes is known as Class B telephone service. This includes telephone services provided by government-owned or government-leased facilities, or procured under contract or implied agreement, with a commercial communications company. These services are made available primarily in overseas locations, but there is limited use also in the United States. When you obtain these services from the government, the subscriber pays all charges according to Title 10 U.S.C., Section 2686, *Armed Forces; General Military Law, Service, Supply, and Procurement; Real Property; Related Personal Property; And Lease Of Non-Excess Property; Utilities and services: sale; expansion and extension of systems and facilities*; DOD criteria; and this instruction. Offer Class B service only when an installation cannot reasonably obtain commercial service for its unofficial needs. Class B subscribers can access commercial telephone central offices and toll trunks (except where restricted). Class B service does not have direct in-dial or out-dial access to DSN and other government private line services. Class B service has the following categories:

16.2.1. Class B-1. Telephone lines in government-owned and government-leased quarters for family or personal use including telephone lines in unaccompanied personnel housing, visiting officers' quarters, family housing, and hospital suites.

16.2.2. Class B-2. Telephone lines at a military location for activities such as public schools, ARC, motion picture services, Army and Air Force Exchange Service (AAFES) services and their concessionaires, credit unions, noncommissioned officers' (NCO) and officers' open messes, youth activities (e.g., Boy Scouts and Girl Scouts), nurseries, thrift shops, commercial contractors, and other profit or non-profit organizations, service clubs, and other businesses operating on behalf of DOD, if they are on or near a DOD installation.

16.3. Class C. Telephone lines for transacting official government business on Air Force installations. It does not provide direct-dial access to off-base trunk lines (toll trunks, DSN). Class C lines can receive calls from off base and have access to the switchboard operator. Classes C-1 through C-4 services has the same billing categories as Class A service.

16.4. Class D. Telephone lines for official government business. Restrict use of these lines to special services such as fire, sentry, and crash alarms. See AFI 32-2001, *The Fire Protection Operations and Fire Prevention Program*, for information on operating fire-reporting telephones.

17. DSN Precedence Request. Requests to increase the Precedence must have CJCSI 6215.01B approval. According to CJCSI 6215.01B, Priority and Immediate Precedence require service chief (formerly called CINC) approval. Flash and Flash Override require Joint Staff approval. CJCSI 6215.01B, has the format for submitting your DSN Precedence request, required supporting data, and appropriate approval authority.

17.1. AFNIC/ECNV is the entry point for Air Force CONUS DSN CJCSI 6215.01B Precedence request. Submit requests according to the format prescribed in the CJCSI 6215.01B with the required approval to AFNIC/ECNV for processing. Without the appropriate approval, AFNIC cannot process the request.

17.2. AFNIC/ECNV will review the requirement and coordinate with AFNIC/ECL to ensure the DSN common user funds are available to pay the associated monthly precedence billing charge. If the requirement is validated, with funds available to support it, AFNIC will forward the request up to the approval authority as indicated in CJCSI 6215.01B.

18. Voice Over Internet Protocol (VoIP) Instruction. AFNIC is the SAF/XC appointed information clearinghouse and approval authority for Air Force VoIP efforts. Air Force organizations considering VoIP tests or operational implementation are directed to first contact the VoIP team at AFNIC for approval before expending personnel and/or funding resources. The approval process is based on current Joint Staff, DOD and Air Force guidance. For information on the approval criteria, as well as other information on VoIP visit the VoIP Web site at <https://www.AFNIC.scott.af.mil/voip>.

Section C—Voice Networks and Access Requirements**19. Instruction on Commercial Long Distance Networks.** The following applies:

19.1. When available, the use of the NETWORKX (or its designated replacement) network is mandatory for DOD and Air Force non-command and control inter-base switched voice communications, unless service can be provided on a dedicated common-user system without expenditure of appropriated funds to expand the network.

19.2. Use DISA Circular (DISAC) 310-130-1, *Submission of Telecommunication Service Requests*, to develop and process requests for Networkx service (or its designated replacement).

19.3. Send all approved requests for Networkx (or its designated replacement) service through 72 ABW/SCOII circuit actions office prior to forwarding to the appropriate DISA office for processing. You can obtain copies of DISA publications at <http://www.disa.mil/About/Policy-Publication-Information/> (.gov/.mil restricted).

19.4. Government employees are accountable for service and usage of government property. The unauthorized use of Networkx (or its designated replacement) system for personal or unofficial business is a violation. Violators are responsible for paying for the cost of the call, the additional DITCO/GSA surcharges, and any local communications unit administrative costs incurred Networkx (or its designated replacement) Administrators will report violators to their respective commander for appropriate disciplinary actions.

20. Instruction on Use of Toll-Free (800, 888, 877 or 866) Numbers. The following applies:

20.1. Authorized for official business only. Do not advertise toll free numbers to *unauthorized* organizations or personnel to use for “easier” unofficial toll free access to the installation resources.

20.2. Order new toll free numbers from the Networkx (or its designated replacement) contract. Submit requirements according to AFI 33-116.

20.3. Include total monthly billing and usage charges for all toll free numbers on the installation’s monthly Networkx bill (or its designated replacement). If warranted, monthly service and usage charges for dedicated toll free numbers can be reimbursed by using organizations.

20.4. Do not install toll free numbers to modems unless provisions in are fully met.

20.5. Area codes 800, 880, 881, 882 are not toll free and are not authorized for toll free usage. These codes provide a way to extend toll-free calling beyond the borders of the country in which the party paying for the calls resides. These codes are used primarily to allow Caribbean callers to reach toll-free numbers in the United States. With this arrangement, the caller pays for the international segment of the call (to the US gateway), and the called party pays for the remainder.

21. Instruction on Defense Switched Network (DSN) On- or Off-Net Calling. Authorized Actions:

21.1. Placing an official call to a DSN operator (base operator) from a commercial network and having the operator extend the call over DSN to a DSN number (on-netting).

21.2. Placing an official call to a DSN operator from a DSN number and having the operator extend the call to a local commercial number (off-netting).

21.3. The base CSO and/or assigned representative determines local guidance on the off-netting of an official DSN call to an official long-distance toll number. The base CSO and/or assigned representative is directly responsible for toll charges and determines billing procedures, recourse for reimbursement and/or acceptable appropriated fund support for off-netting official installation toll calls.

22. Health, Morale, and Welfare (HMW) Calls. HMW calls are authorized over the DSN. HMW calls are not authorized on government-owned or leased CT, or via the Networx (or its designated replacement) network. However, satellite phones may be approved for HMW calls by the Directorate or Detachment Commander on a case-by-case basis.

22.1. HMW calls are intended for military and Department of the Air Force civilians. HMW calls are authorized when:

22.1.1. In an unaccompanied status at overseas or remote geographic locations.

22.1.2. Single at overseas or remote geographic locations.

22.1.3. Performing extended TDY for more than 14 days.

22.2. Immediate family members or the parents of single active duty personnel and/or the guardian of the child of a single parent or military/military couple, both of whom are deployed may be permitted to participate in the HMW program under procedures established by the Base Family Support Center (i.e., as part of “Hearts Apart” or similar programs) and the host commander. It is both the deployed commander and the host base commander’s responsibility to provide guidance on the limitations and opportunities made available by this program.

22.3. Place DSN HMW calls at routine precedence, normally not to exceed 15 minutes.

22.4. DSN HMW calls should not exceed a reasonable frequency as designated by the installation commander in conjunction with the base CSO and/or assigned representative. Reasonable frequency is normally considered no more than once a week. **EXCEPTION:** Emergency calls may exceed the established threshold.

22.5. On-netting of DSN HMW calls is permissible when placed from within the CONUS as part of Family Support “Hearts Apart” or other similar programs.

Section E—Telephone Monitoring and Recording Procedures

23. Categories. Authorization to monitor or record telephone lines is determined by the purpose of the request or nature of the interception. Three sets of authorizations and procedures govern monitoring and recording telephone conversations:

23.1. OPSEC Vulnerability Monitoring. AFPD 33-2, for information on monitoring and recording procedures for OPSEC purposes. Headquarters Air Intelligence Agency TMAP elements (including its gained reserve units), are the only Air Force organizations authorized to conduct TMAP activities.

23.2. Criminal Investigations. See AFI 71-101, Volume 1, *Criminal Investigations*, and DODD 5505.9, *Interception of Wire, Electronic, and Oral Communications for Law Enforcement*, April 20, 1995, for guidelines on using the interception of telephone services for technical surveillance activities supporting law enforcement. Procedures for law enforcement activities to request telephone call tracing information, including bomb threats, are outlined in DOD O-5505.9-M (FOUO). When authorized, the base CSO and/or assigned representative can utilize existing tools (VPS, TMS, etc.) to assist law enforcement personnel in tracing malicious or suspicious calls. The base CSO and/or designated representative must coordinate with Security Forces and Office of Special Investigations to establish local procedures compliant with the above directives.

24. Controlling Monitoring and Recording. Activities monitoring and recording telephone conversations must:

24.1. Use acquired information only to accomplish the Air Force or DOD mission.

24.2. Control access to recorded media.

24.3. Notify appropriate individuals if a doubt exists that a party is not aware of the recording and monitoring practices. Publish recording practices in the base telephone directory advising users that use of government telephones constitutes consent by the user to COMSEC monitoring.

24.4. Mark recorded media with the appropriate classification and handle according to security directives.

24.5. Destroy recorded data as soon as possible, consistent with operational need, normally within 30 days after recording.

25. Prohibited Monitoring and Recording Activities. You will not:

25.1. Record conversations for other than information management purposes (meeting minutes, action items, technical discussions and/or documentation of key decisions) during routine, in garrison operations. All recording activities are prohibited without prior notification to all parties of your recording intentions. Incidental monitoring of telephone conversations is limited to that necessary to perform quality control checks. When monitoring, voice systems personnel must inform all parties of their presence on the line, the reason for monitoring, and when they exit the circuit.

25.2. Monitor telephone conversations to determine whether the communication is for official purposes. The policy that DOD telephones are to be used to conduct official business is enforced through administrative and management techniques such as analysis or records, periodic briefings, and supervisory controls.

25.3. Use pen registers, or similar equipment, for law enforcement purposes in accordance with AFI 71-101, Volume 1, and DODD 5505.9.

26. Requesting Exceptions to Recording Policy. Request waivers to this policy from SAF/XCIF, 1800 Air Force Pentagon, Washington DC 20330-1800.

27. Unauthorized Monitoring or Recording Devices. The discovery of unauthorized monitoring or a suspected device is classified SECRET/NOFORN (Not Releasable to Foreign

Nationals). If you discover or suspect that individuals are using unauthorized monitoring or recording devices:

- 27.1. Leave the device or wires in place and secure the area to prevent tampering or removal.
- 27.2. Notify the nearest AFOSI office by the most secure means available; do this from outside the affected area.
- 27.3. Do not disseminate information concerning suspected monitoring or recording devices without specific authorization of the USAF Technical Surveillance Countermeasures (TSCM) Program Administrator at HQ AFOSI. Brief only personnel with a need to know and hold these briefings at the local AFOSI office or at a location determined by the USAF TSCM Program Administrator.
- 27.4. Continue normal activity in the area consistent with essential security precautions.
- 27.5. Contact local telephone representatives for assistance only when directed by the wing commander or AFOSI personnel.

Section F—Billing for Telephone and Other Commercial Communications Services

28. Verifying Bills. There are many types of commercial communications services that are billed to the Air Force. The following procedures are designed specifically for telephone service. Bases should adopt and use these procedures, where applicable, for other commercial services such as CTs, International Maritime Satellite, etc.

28.1. Billing and Paying. Federal agencies must pay applicable interest or late charges if they do not make payments by due dates. The receiving unit (addressee) must date-stamp all telephone company bills immediately on receipt. Use the date-stamp to determine the payment due date when a tariff or contract does not show a due date. The CSO and/or a designated representative certifies the bill's accuracy before sending it to the base FSO for payment. Each organization's IMPAC billing official will verify the accuracy of CT bills paid using the IMPAC prior to paying the bill. The following guide-lines apply:

28.1.1. Title 31 U.S.C., Section 3901, *Prompt Payment Act*.

28.1.1.1. Submit certified bills to the FSO for payment not later than (NLT) 6 working days before the due date.

28.1.1.2. Where a state's public utilities commission or other regulatory agency has approved a late payment tariff, use the tariff due date. You must pay late charges if you don't pay the bill by the due date.

28.1.1.3. Where you purchase or lease services or equipment under a contract, make the payment by the date specified in the contract. When the contract has no tariff or contract due date, make the payment NLT 30 days after you receive it. If a bill is not date-stamped, make the payment NLT 30 days after the invoice date.

28.1.2. Network (or its designated replacement) Billing Procedures. Each CONUS SC, must establish a local facility program designator code for each base in coordination with the base CSO and/or designated representative. This procedure keeps funding control at the user level, with the base CSO and/or assigned representative issuing funding authority to the Defense Information Technology Contracting Organization (DITCO) annually.

28.1.2.1. Billing procedures. Each month the contractor gives the base the call detail record (CDR). DITCO gives the CSO and/or assigned representative the customer cost and obligation data. The CSO and/or assigned representative has 10 days to dispute charges.

28.1.2.1.1. Given no billing discrepancies, DITCO charges the base using transaction for others (TFO) or transaction by others (TBO) procedures.

28.1.2.1.2. If billing discrepancies do not exceed \$1,000, DITCO still charges the base using TFO or TBO procedures. DITCO gives the base a credit after resolving the dispute.

28.1.2.1.3. If billing discrepancies are equal to or more than \$1,000.

28.1.2.1.3.1. DITCO adjusts the base's bill if they agree the charges are incorrect.

28.1.2.1.3.2. The appropriate base authority settles each unresolved discrepancy on a case-by-case basis if DITCO disagrees. Disburse the undisputed amount using TFO or TBO procedures. The base has 60 days to present evidence to DITCO regarding the disputed amount before paying the bill using TFO or TBO procedures.

28.1.2.2. Resolving Networkx (or its designated replacement) CDR disputes. The CSO documents disputes not resolved during the 10-day period by preparing an adjustment request and sending it to DISA/DITCO/RRA, 2300 East Drive, Scott AFB IL 62225-5406. DITCO must receive the adjustment request within 60 days of receiving the CDR. Notify the CSO when the parties reach resolution and you make adjustments.

28.1.3. Collection for Unauthorized Use of Networkx (or its designated replacement). Compute the cost of all unofficial Networkx calls on the basis of the commercial rate of the Networkx service provider. Also calculate the administrative costs of determining the call was unauthorized, plus the cost of processing the collection. If the unit collects the cost of the unauthorized call before receiving the bill, the CSO deposits the payment into the Appropriation or Suspense Account 57X6500 and transfers funds from the suspense account to the appropriation that paid the bill.

29. Processing the Bills. The communications unit (addressee) separates the telephone bills into groups (i.e., recurring, nonrecurring, Networkx [or its designated replacement] long distance direct-dial or equivalent service, and specialized or dedicated equipment or service) for historical comparison or verification. The CSO and/or assigned representative will:

29.1. Certify the voucher (Standard Form [SF] 1034, **Public Voucher for Purchases and Services Other Than Personal**) and send to the FSO for processing.

29.2. Maintain a monthly summary spreadsheet showing the totals of individual monthly spread- sheets (including automated or manual spreadsheets) for different types of charges (e.g., recurring, Networkx [or its designated replacement], tolls).

30. Judgmental Sampling of "Toll" Calls. The CSO and/or assigned representative will establish local verification procedures to certify bills or categories of bills (e.g., repetitive one-time service bills for installation, removal, or relocation of instruments) as official. The CSO and/or assigned representative need not verify every "toll" call. The CSO and/or assigned

representative may use other procedures, such as a statistical sampling or historical data, to satisfy the requirement if they provide a high degree of reliability or certainty that certified calls were official.

31. Networx. Use a judgmental sampling to verify bills for Networx (or its designated replacement). The General Services Administration (GSA) is the government's contracting agency for the Networx and disburses funds to the contractor. GSA states that the government is liable for all calls placed over the Networx. The purpose of verification is not to certify the bill for payment but to protect the system from abuse by collecting payment from those making unofficial calls. Credit the amount collected to the account that originally paid the bill once a month DITCO distributes a hard copy of the Networx bill to the communications units. An electronic copy is also available from DITCO. CSO and/or assigned representative should automate the process of verifying the bill.

32. Verifying Other Charges, Credits, Local Service, and Equipment Charges (Recurring and Nonrecurring Charges). At some bases, the telephone bill includes bulk message unit charges for directory assistance calls, dial 99 accesses, and interzones calls. Handle these charges as an additional cost to the city trunk bill. The base CSO and/or designated representative (not the billing activity) compares charges for billed local service and equipment with government records and CSAs or other contracts.

32.1. Comparing Billing. Use the date and nature of the service to compare items charged to the authorization document. The base CSO and/or designated representative (not the billing activity):

32.1.1. Compares dates on the "explanation of other charges and credits" with the dates shown on the corresponding authorization document (e.g., Department of Defense [DD] Form 1367, *Commercial Communication Work Order* and AF Form 9).

32.1.2. Compares nonrecurring and monthly recurring charges with those authorized on the corresponding authorization document (contract or DD Form 428, *Communication Service Authorization*).

32.1.3. Compares fractional charges and credits for service started or discontinued (nonrecurring charges) based on monthly rates.

32.2. Correcting Differences. To correct differences in entries on the "explanation of other charges and credits:"

32.2.1. Enter the appropriate charge and the date of changes if the authorization document is incorrect.

32.2.2. Return the authorization document to the issuing agency with a letter explaining the required correction if the contract is wrong.

33. Verifying Commercial Long Distance Calls, Networx or Equivalent Charges With AF Form 1072 or AF Form 649, Verification of Long Distance Telephone Calls.

33.1. Unofficial Toll Calls. The Air Force will not pay for unofficial toll calls placed from official telephones except over the Networx (or its designated replacement). For unofficial toll calls, the base:

33.1.1. Communications unit tries to find out who placed the unauthorized calls, and if necessary, asks the telephone company for help.

33.1.2. Communications unit helps unit commanders identify those making unofficial calls and gives a list of these individuals to the FSO for collection. The list includes name, social security number, unit of assignment, date of the call, city and number called, and amount owed. Ensure Title 5 U.S.C., Section 552a, *Privacy Act of 1974*, procedures are followed.

33.1.3. The FSO collects the unofficial total charge and deposits payment into Suspense Account 57X6500 and sends a copy of DD Form 1131, **Cash Collection Voucher**, to the billing activity.

33.1.4. Billing activity cites the amount collected and the suspense account on the next payment voucher.

33.1.5. Refers remaining unidentified calls to a telephone company representative. The referral document includes a written statement that investigation prohibits payment because the calls were unauthorized and that the Air Force judges that further investigation or collection efforts are not justified.

33.2. **Class B Service Billing.** The base CSO sends the certified billing statement and Class B billing information to the base FSO for processing.

33.2.1. The FSO collects charges for the toll calls in Suspense Account 57X6500 and cites the suspense account for the next payment voucher to the telephone company.

33.2.2. The billing activity cites this suspense account when preparing the payment voucher to pay the telephone company.

34. Adjusting Billing Errors. The billing activity advises the commercial telephone company of billing errors.

34.1. **Resolving Discrepancies.** The billing activity promptly resolves billing discrepancies in favor of the government. Contact the contracting officer for resolution when you cannot correct discrepancies.

34.2. **Correcting Billing Errors.** The billing activity deletes or corrects incorrect billing with the agreement of the commercial telephone company. The billing activity initials each deletion or correction before paying. If the clerk cannot get the telephone company to orally agree to change a charge, the CSO certifies only the undisputed portion of the bill.

35. Sending Bills to the Financial Service Office (FSO). The billing activity:

35.1. Prepares SF 1034 for the total amount paid against each contract number and has the base CSO certify the voucher for payment.

35.2. Enters the amount to pay for telephone services from appropriated funds. Does not include Federal tax. Shows State tax as a separate item. Enters the grand total.

35.3. Enters the appropriate contract number and date in the column headed "Number and Date of Order."

35.4. Enters the basic agreement number in the "Contract Number" block and the 4-digit authorization number and date from the "Authorization Number and Date" block of the DD

Form 428, in the column headed "Number and Date of Order" where a CSA is the contracting authority.

35.5. Forwards one copy of the CSO-certified SF 1034 to the contracting office that issued the CSA and puts one copy in a suspense file until the base FSO pays the bill. Unless substantial differences occur between the amount shown on the SF 1034 and the amount actually paid, the contracting office will use the certified SF 1034 to effect contract reporting requirements. If substantial differences occur, a copy of the SF 1034 indicating what was actually paid will be furnished to the contracting officer to permit corrections. In lieu of individual SF 1034 vouchers, Tinker Air Force base may consolidate monthly payment data, electronically or hard copy, and forward the data to the contracting officer.

35.6. Keeps the commercial telephone company bills and supporting documentation with the file copy of the SF 1034. Disposes of voucher and documentation according to Records Disposition Schedule. If a telephone company issues more than one bill with the same address, lists all of the bills on one SF 1034.

35.7. This process does not apply to bills paid with the IMPAC.

36. Certifying Payment on Standard Form (SF) 1034.

36.1. For toll calls, the base CSO or a designated representative certifies all calls.

36.2. The wing commander or deputy commander for resources designates a certifying officer on DD Form 577, **Appointment/Termination Record-Authorized Signature**. Do not delegate this authority. File a DD Form 577 for anyone authorized to sign the payment voucher.

36.3. Alternate Payment Procedure:

36.3.1. When an automated system prints the SF 1034, or if the CSO and/or assigned representative wants to pass the billing information through electronic means to the Defense Accounting Office (DAO), the CSO signs a transmittal letter stating the amount for payment is correct.

36.3.2. The DAO prepares the payment voucher using the automated accounting system and attaches the letter from the CSO and/or assigned representative.

36.3.3. The CSO and/or assigned representative continues to maintain the backup files.

36.3.4. Send only the original and two copies of the first page of the telephone bill with the correct amount entered.

36.3.5. Contact your DAO for further information concerning the automated accounting system process.

37. Charges for Base Telephone Services. See [Attachment 4](#).

38. Installation and Identification of Modem, Fax, and Secure Voice (Analog) Lines. Organizations at all levels will ensure all Remote Access Server numbers and authorized existing and newly installed modem, fax, and secure voice analog lines (STU-III, STE, Future Narrow Band Digital Terminal, etc.) are identified and submitted to the host base CSO and MAJCOM NOSC for loading into the VPS platform. Any of the above lines not identified by the base may result in their automatic disconnection by the VPS platform.

39. Password Procedures. (See TINKERAFBI33-202 *Network Security*).

39.1. Password Composition and Length. When technically feasible, the password must meet the requirements required by TAFBI33-202. When not capable of meeting these requirements, all passwords will meet as many of the individual requirements as possible.

39.2. Password Change Rate. To protect against unknown threats, the maximum lifetime of a password must be no greater than 90 days.

39.3. Change all passwords as soon as possible (maximum within one duty day) if a password compromise is suspected or confirmed. Remove a password as soon as possible (maximum within one duty day) if a user's access is removed due to punitive action or via commander's request.

39.4. Disable/suspend a password as soon as possible (maximum within three duty days) if a user no longer requires access for a period greater than 90 days (e.g., TDY).

39.5. Remove the user name and password immediately when a person no longer requires access for the performance of their job (e.g., permanent change of station, moves to another section, discharged). Ensure all root or administrative-level passwords are changed when a previous system administrator with this access departs for any reason.

39.6. Password Grace Period. Password grace period is the number of logins into the system after a password has expired. The password grace period must be set to three where technically feasible. This forces the user to change their password after three grace period logins or be locked out of the system until the voice systems security administrator can reinstate them.

39.7. Password Security. Do not write down passwords or store them in any easily accessible location (e.g., a function key). Do not share individual passwords.

40. Voice Messaging/Mail System (VMS) Security.

40.1. Protect all individual voice mailboxes with a personal identification number (PIN) (4-digit minimum).

40.2. Change default PIN numbers, if appropriate, when user changes.

40.3. Do not use obvious or trivial PIN numbers (e.g., the phone extension, social security number, easily guessed numeric combinations such as "1234" or "6543").

40.4. Never program PIN numbers into auto dial buttons located on phones.

40.5. Never have a greeting or announcement that states you will accept third party/collect calls.

40.6. If users notice any strange messages on their voice mail box or if a greeting has been changed for unknown reasons, contact the Branch IA office and NOSC VPS administrator to assess impact of potential toll fraud.

40.7. Do not create voice mailboxes before they are needed. Deactivate unassigned voice mailboxes.

40.8. If capable, lock out consecutive unsuccessful attempts to enter a voice mailbox.

40.9. Do not allow “thru-dial” or external transfers to any *outside* line or trunk (this includes local commercial and toll free numbers). If capable, ensure the VMS restricts “thru-dial” or local dialing to a fixed length (e.g., limit VMS to 7-digit intra-base, Class-C, dialing).

STEVEN J. BLEYMAIER, Colonel, USAF
Commander

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

PL 104-52, *Treasury, Postal Service, and General Government Appropriations Act of 1996*, Section 620 (Title 31 U.S.C., Section 1348 note)

10 U.S.C., Section 2686, *Armed Forces; General Military Law; Service, Supply, And Procurement; Real Property; Related Personal Property; And Lease of Non-Excess Property; Utilities and services: sale; expansion and extension of systems and facilities*

18 U.S.C., Section 1362, *Communication Lines, Stations or System*

31 U.S.C., Section, 1348, *Money and Finance; The Budget Process; Appropriations; Limitations, Exceptions, And Penalties; Telephone installation and charges*

31 U.S.C., Section 3901, *Prompt Payment Act*

36 CFR, Part 1194.23, *Electronic and Information Technology Accessibility Standards*, document, December 21, 2000 <http://www.access-board.gov/sec508/508standards.htm>.

Electronic and Information Technology Accessibility Standards document, December 21, 2000

Federal Acquisition Regulation (FAR)

CJCSI 6215.01B, *Policy for Department of Defense Voice Networks*

DODI 8510.01, *DoD Information Assurance Certification and Accreditation Process (DIACAP)*

DFARS, Part 239, Subpart 239.74, *Telecommunications Services*

DISAC 310-130-1, *Submission of Telecommunications Service Requests*

DISAC 350-135-1, *Defense Commercial Communications Acquisition Procedures*

AFI 10-201, *Status of Resources and Training System*

AFI 10-206, *Operational Reporting*

AFI 32-1001, *Operations Management*

AFI 32-1023, *Design and Construction Standards and Execution of Facility Construction Projects*

AFI 32-2001, *The Fire Protection Operations and Fire Prevention Program*

AFI 32-9003, *Granting Temporary Use of Air Force Real Property*

AFI 33-116, *Long-Haul Telecommunications Management*

AFI 33-210, *Air Force Certification and Accreditation (C&A) Program (AFCAP)*

AFI 36-704, *Discipline and Adverse Actions*

AFI 64-117, *Air Force Government-wide Purchase Card (GPC) Program*

AFI 65-601, Volume 1, *Budget Guidance and Procedures*

AFI 71-101, Volume 1, *Criminal Investigations*

TAFBI 33-202, *Network Security*

ETL 02-12, *Communications and Information System Criteria for Air Force Facilities*
(<http://www.afc-esa.af.mil>)

Prescribed Forms

TAFB Form 3215-2, *Base Communication Request*

Adopted Forms

AF Form 9, *Request for Purchase*

AF Form 103, *Base Civil Engineering Work Clearance Request*

AF Form 649, *Verification of Long Distance Telephone Calls*

AF Form 1034, *Public Voucher for Purchases and Services Other Than Personal*

AF Form 1072, *Authorized Long Distance Telephone Calls*

AF Form 1218, *Request for Communications*

DD Form 428, *Communications Service Authorization*

DD Form 577, *Appointment/Termination Record-Authorized Signature*

DD Form 1367, *Commercial Communication Work Order*

Abbreviations and Acronyms

AAFES—Army and Air Force Exchange Service

AFCEA—Air Force Civil Engineer Support Agency

AFOSI—Air Force Office of Special Investigations

AIM—Asset Inventory Management

C2—command and control

CIPs—Combat Information Systems

CSO—Communications and Information Systems Officer

CT—cellular telephone

DAO—Defense Accounting Office

DISA—Defense Information Systems Agency

DISAC—Defense Information Systems Agency circular

ETL—Engineering Technical Letters

FSO—Financial Services Office

GETS—Government Emergency Telecommunications Service

GPC—Government Purchase Card

HMW—Health, Morale, and Welfare

ID3—international direct distance dialing
IT—information technology
ITCC—Information Technology Commodity Council
ITO—Information Technology Officer
MFH—military family housing
MWRS—morale, welfare, recreation and services
NCO—noncommissioned officer
NLT—not later than
PDA—Personal Digital Assistant
PIN—personal identification number
PBX—private branch exchange
PRI—primary rate interface
PWCS—Personal Wireless Communications Systems
ROS—Report of Survey
SCR—Smart Card Reader
SOW—Statements of Work
STEM—B —systems telecommunication engineering manager-base
TBO—transaction by others
TCO—telephone control officer
TDY—temporary duty
TFO—transaction for others
TMS—telecommunications management system
TSCM—technical surveillance countermeasures
VMS—voice messaging/mail system
VoIP—voice over internet protocol

Terms

911 Service—Emergency service for subscribers. A central control desk takes the call and notifies appropriate local government agencies. Usually a state or local government agency provides this service with charges collected from telephone subscribers. In many cases, the state or local government levies this charge as a tax and the telephone company serves as the billing agent.

Certification—The process by which a communications and information system is evaluated for satisfaction of requirements for interoperability, compatibility, and integration. Verified confirmation of telephone service charges.

Classes of Telephone Service—DOD has established criteria for classifying telephone service within military departments. Classify Air Force telephones served by either government-owned or commercial voice systems as official (Classes A, C, and D) or unofficial (Class B). The class of service code is a two-or more character alphanumeric code. The first character indicates whether the line is for official or unofficial use. The second character indicates the billing mode. The third character indicates subcategories of service.

Communications Common Carrier—Companies that the Federal Communications Commission authorizes to provide telecommunications services.

Communications and Information Systems Officer (CSO)—The officer responsible for communications and information systems and functions at any Air Force organizational level. At base level, the “base CSO” is the commander of the communications unit responsible for carrying out base systems duties, including management of the base-wide command, control, communications, and computers (C4) infrastructure. At MAJCOM level, the “MAJCOM CSO” is designated by the MAJCOM commander and is responsible for overall management of MAJCOMs communications and Information assets. For detailed functions and responsibilities refer to AFI 33-101, *Commanders Guidance and Responsibilities*.

Communications Service Authorization (CSA) (DD Form 428)—A contractual vehicle to obtain telecommunications services regulated by a public utilities commission when issued against a basic agreement. These telecommunications services are typically provided only to the local exchange carrier. Examples are central office trunks, full business lines, and FX services.

Defense Information System Network (DISN)—An enhanced long-haul telecommunications infrastructure that supports a full range of communications services—voice, video, and data—to the warfighter and to organizations which support the warfighter.

Defense Switched Network (DSN)—1. A telecommunications system that provides switched, end-to-end, common-user, and dedicated telephone service for the DOD. The DSN provides rapid and low-cost long-haul, voice, data, and secure voice telecommunications for C4 users. 2. A component of the Defense Information System Network that handles DOD switched voice, data, and video communications. Also called “DSN.” See also “Defense Information System Network.”

Defense Switched Network (DSN) On— or Off-Net Calling—Official telephone calls over the DSN system that extend calls to and from local commercial telephone numbers.

Enhanced 911 (E911) Service—Emergency service providing both ANI and Automatic Location Identification information to emergency response centers.

Key System—A local telecommunications system normally installed in end-user buildings which have telephones with multiple buttons permitting (requiring) the user to directly select central office telephone and intercom lines.

Pre—wiring—Procuring and installing communications and information wiring as an integral part of major facility construction and alteration projects. The current engineering and construction technical letters on pre-wiring and communication and information requirements provide specifics.

Telephone Control Officer (TCO)—Individual who authorizes and controls long distance telephone toll calls within a unit.

Toll Call—A call to any location outside the local service area; a long distance call.

Unofficial Commercial Telephone Service—Telephone service that directly connects private telephones to a commercial telephone exchange. Not required for conduct of official business. This includes telephone service in military housing, non-appropriated fund facilities, commercial activities, and other facilities.

Voice System—hardware or software designed to send and receive voice signals across a network that provides customer voice services. Voice systems include circuit-switched and packet-switched systems.

Attachment 2

CONDITIONS FOR OFFICIAL TELEPHONE SERVICE IN PERSONAL QUARTERS

A2.1. Designate only positions requiring immediate communications response for C2. Accomplish installation of telephone service in quarters only to meet the C2 needs of the organizational mission, and not for the convenience of the occupant. Maintain written designation on file in the activity that provides the service.

A2.2. Provide official service with either direct lines to the base telephone switchboard or Class C lines. Provide DSN access if mission essential. Class A telephone service that provides local off-base or commercial long distance telephone service is not authorized.

A2.3. You may use multi-line instruments to terminate official and unofficial lines in approved quarters.

A2.3.1. The serving communications unit provides this service.

A2.3.2. The occupant of the quarters bears any cost for the multi-line instrument that exceeds the cost of providing approved official service.

A2.3.3. Use a government-owned instrument when it provides the lowest cost to the government.

A2.3.4. In calculating lowest cost, consider the costs of reworking cable, removing and replacing instruments, purchasing instruments, etc., for current and future occupants.

A2.4. According to law and Air Force housing policy, all operating costs and any repair or maintenance of family housing structures will be funded solely from the family housing operation and maintenance accounts. The only exception is for communications equipment that is readily removable and required by the occupants to perform their mission (e.g., Red Phone). MFH is responsible for funding any equipment permanently affixed to the family housing structures or installed in family housing areas. Installation of communications equipment into quarters is subject to very strict Congressionally imposed limits; consult with local finance and legal staff prior to installing communications equipment. Examples of permanently affixed assets include underground cabling and premise wiring for lines.

Attachment 3

SPECIAL TELEPHONE FEATURES AND SERVICES FOR SPECIFIC BASE ACTIVITIES

A3.1. Telephone Service for Government Employee Labor Unions. CJCSI 6215.01B provides guidance on the condition for providing DSN access to labor unions. Access to DSN is **not normally provided** to labor unions and is not routinely authorized in contract documents. The basis for supporting a request must be a clearly operational, military-related function. AFNIC cannot grant DSN access; a waiver granting access must come from DISA. The wing commander determines which labor unions meet the definition. Labor unions that do not fit this definition pay Class B-2 rates for telephone service, reimbursable long distance telephone service.

A3.2. Telephone Service for Public Schools. Public schools normally use commercial telephone service on Air Force installations. The school reimburses the government for the cost of Class B services.

A3.3. Government Emergency Telecommunications Service (GETS). This service is provided by the Office of the Manager, National Communications System that supports federal, state, local government, industry, and non-profit organization personnel in performing their National Security and Emergency Preparedness missions. GETS provides emergency access and priority processing in the local and long distance segments of the Public Switched Telephone Network. It is intended to be used in an emergency or crisis situation during which the probability of completing a call over normal or other alternate telecommunication means has significantly decreased. GETS *will not* preempt public traffic, nor are there levels of precedence in GETS. A GETS card contains the universal access number and a PIN.

A3.3.1. It is highly encouraged that each base incorporate GETS into their wing/base command post, disaster support group, and other mission critical operation centers. As a minimum, Wing/CC, Wing Command Center, Commanders of the Ops and Maintenance Groups, and the local Communications Directorate Commanders should have access to a GETS card.

A3.3.2. Wing/base POCs are responsible for submitting GETS requirements through their MAJCOM functions for GETS access and PIN. It is the responsibility of the local base GETS POC (appointed by local Communications Directorate Commanders) to educate users on GETS procedures.

A3.3.2.1. Provide 72 ABW/SCOII with a copy of the base Government Emergency Telecommunications Service (GETS) program base Point Of Contact (POC).

A3.3.3. GETS is accessed through a universal access number **1-710-NCS-GETS** (1-710-627-4387) using common telephone equipment such as a standard desk set, STU-III, facsimile, modem, or wire- less phone. A prompt will direct the entry of your PIN and the telephone number. Once you have been authenticated as a valid user, your call is identified as National Security and/or Emergency Pre- paredness type call and receives special treatment.

A3.3.4. For more in-depth information and ordering procedures see the GETS Web site at <http://gets.ncs.gov>.

Attachment 4

CHARGES FOR BASE TELEPHONE SERVICES

A4.1. Base Responsibilities. Communications Directorates are responsible for providing a basic telephone instrument to base users (depending on user, i.e., special C2, C2, or common); services that have special instrument requirements may be the user's responsibility, if deemed outside the scope of a basic telephone instrument.

A4.2. Class A Service. See [Attachment 1](#) for definition. Monthly charges for Class A telephone service provided from government-owned or commercially-leased voice information system are:

A4.2.1. Class A-1. Provide Class A-1 service without cost to Air Force activity users. Accumulate monthly toll and other specialized communications charges to Air Force tenant units not directly supporting the host base mission and send them to the local FSO for reimbursement by the tenant unit to the host base (see AFI 65-601, Volume 1).

A4.2.2. Class A-2.

A4.2.2.1. DOD tenants directly supporting the host base mission receive Class A-2 service without cost.

A4.2.2.2. DOD tenants not directly supporting the host base mission (including ARC) receive basic Class A-2 service without cost. Accumulate monthly toll and other specialized communications charges and send them to the local FSO for reimbursement by the tenant unit to the host base (see AFI 65-601, Volume 1).

A4.2.2.3. MWRS activities that do not receive communications support according to paragraph [A3.14](#), reimburse the Air Force for the service. Use the same rates as the commercial carrier serving the installation. Station lines cost at least \$14 per month and each station termination in the community costs at least \$3.50. Compute all other charges, such as installation, miscellaneous, and special equipment charges, using the same procedures as for Class B telephone service.

A4.2.3. Class A-3. The rates for Class A-3 service are the same as those paid by the installation to the commercial carrier. Station lines cost at least \$14 per month and each station termination in the community costs at least \$3.50, plus all other charges (tolls, installation, relocation, and specialized equipment charges based on local telephone company tariffs for United States bases [including Hawaii and Alaska]). Installation and relocation charges for overseas bases are the same as Class B. The user pays additional costs for facilities such as trunks, tie lines, toll terminals, and incidental operation or maintenance personnel.

A4.2.4. Class A-4. Provide telephone service for the Defense Commissary Agency retail sales stores according to paragraph [A3.12](#). Charges for reimbursable service are the same as for Class A-2 service.

A4.3. 911 or Enhanced 911 Service.

A4.3.1. The United States and its instrumentalities are constitutionally exempt from direct taxation by state and local governments. Oftentimes, service charges billed for emergency

services (i.e., 911 calls) are actually direct taxes that the Air Force is not authorized to pay (billed as a surcharge by the telephone company and remitted to the taxing authority). What the charge is labeled is not a sufficient indicator of whether it is a tax or proper service charge. Generally, emergency notification service charges are:

A4.3.1.1. Proper and payable if imposed by a telephone company for its own services and duly permitted by the tariff.

A4.3.1.2. Improper when the state or local government actually imposes the charge and merely uses the telephone company as a collection agent. In such cases, notify the telephone company that the United States Government is constitutionally exempt from the 911 service fee and cannot legally pay the fee.

A4.3.2. If it is unclear whether the charge is a fee or a tax, contact the staff judge advocate, base legal office, MAJCOM, or comptroller for guidance.

A4.3.3. This guidance does not apply to fees for private telephone service for on-base residents. If base housing is in an area where the base provides fire, police, and other emergency services, residents may challenge the emergency notification service charge. However, because telephone service to on-base residents is a private contract between the subscriber and the telephone company, on-base residents cannot claim exemption from the charge on the basis of sovereign immunity.

A4.4. Class B Service. See [Attachment 1](#) for definition. DOD Comptroller establishes rates for Class B telephone services covered in this instruction on an annual basis. These charges apply when government-owned or commercial voice systems provide Class B service.

A4.4.1. Class B Installation, Activation, and Relocation Charges. The installation, activation, and relocation charges for Class B stations apply regardless of whether previous wiring or other telephone connecting devices are available. Installation, activation, and relocation charges for external miscellaneous devices (e.g., jacks, buzzers, and gongs) are the same as those charged by the nearest United States-owned and operated telephone company providing similar services.

A4.4.2. Class B Schedule of Rates. Rates are set annually by DOD and published in Rates for Class B Services. Class B services are:

A4.4.2.1. United States rates:

A4.4.2.1.1. Flat monthly rates for various classes of unofficial telephone service provided by government-owned or commercial voice systems in the United States (including Hawaii and Alaska) are the same as those set by the local commercial telephone company providing city trunking to the base, post, or station.

A4.4.2.1.2. Rates are not less than those listed for unofficial service by government-owned facilities in overseas locations.

A4.4.2.1.3. Rates exclude mileage or special facility construction charges that the local commercial telephone company charges to the public.

A4.4.2.1.4. Use the rate of the company providing city trunking to the base, post, or station when more than one commercial telephone company operates in the vicinity.

A4.4.2.1.5. Rates apply to the types of services provided (such as private lines, multiparty lines, and extension telephones).

A4.4.2.1.6. Installation, activation, and relocation charges for all types of government-provided Class B main and extension stations in the United States (including Hawaii and Alaska) are at the same rates as those paid by the base to the commercial telephone company. They are not less than the charges based on the flat monthly rate.

A4.4.2.1.7. Charges for installing or activating main stations and extensions are not less than the charges for one month of the same type of service and not less than 40 percent of the main station installation or activation charge for extension stations.

A4.4.2.1.8. Relocation or activation charges for main or extension stations are not less than the amount computed for installing or activating extension stations.

A4.4.2.2. Overseas rates for Class B stations:

A4.4.2.2.1. Government-owned telephone facilities. Installation or activation charges for Class B lines provided by government-owned telephone facilities are the same as the flat monthly rate for that type of Class B service. Installation or activation charges for each additional station line termination are 40 percent of the flat monthly rate for that type of Class B service. Relocation charges for each extension line termination are the same as installation or activation charges for additional wiring and telephone jacks.

A4.4.2.2.2. Leased telephone facilities. Installation, activation, and relocation charges for all types of Class B main and extension stations are at the same rates as those paid by the base for the service.

A4.4.3. FY-2000 flat monthly rates for various classes of unofficial telephone service provided by government-owned telephone facilities in overseas locations, unless otherwise modified by status-of-forces agreements are:

A4.4.3.1. Class B-1: \$23.30.

A4.4.3.2. Class B-2: \$41.25.

A4.4.3.3. Class B party-line service. Applicants who want party-line service may choose two- or four-party service, if available. When more than one Class B party receives service over the same base telephone line, flat monthly charges for party-line service are the same charges paid by the installation to the commercial company but not less than these schedules:

A4.4.3.3.1. Two-party service. The minimum flat monthly charges for two-party line base telephone-service are:

A4.4.3.3.1.1. Class B-1a: \$17.25.

A4.4.3.3.1.2. Class B-2a: \$30.50.

A4.4.3.3.2. Three-party service. No provision is made for three-party service in the DOD-authorized standard services and rates for Class B subscribers.

A4.4.3.3.3. Four-party service. Applicants selecting four-party service pay the monthly rate shown, regardless of the “line fill.” The line fill may fluctuate from one to four parties on the line as other subscribers are disconnected from, or added to, the line. The maximum flat monthly charges that apply to four-party line base telephone service are:

A4.4.3.3.3.1. Class B-1b: \$11.50.

A4.4.3.3.3.2. Class B-2b: \$20.35.

A4.4.4. Restricted Service. When Class B individual, two-party, or four-party services are restricted to on-base connections without access to the telephone company central office or long distance service, 75 percent of the applicable flat monthly charges for Class B service applies.

A4.4.5. Class B Supplemental Service and Equipment. The user pays the costs for facilities and services beyond those covered by the standard rates, including:

A4.4.5.1. Miscellaneous equipment and special features. Charges for miscellaneous equipment such as single line telephone instruments, external ringers, flashing lamps, and other station accessories are the same as those charged for similar services by the nearest United States-owned and -operated telephone company. Charges for special features and services provided from the base telephone switch such as three-way calling, call waiting, call forwarding, and other features are the same as those from the nearest United States-owned and -operated telephone company. This charge applies to all classes of unofficial service.

A4.4.6. Long Distance Calls. The subscriber of the Class B station originating the call pays the cost of unofficial long distance calls. The cost is consistent with telephone company charges. Do not use the Networx (or its designated replacement) for unofficial calls, even on a reimbursable basis. The CSO must make sure subscribers can place commercial long distance calls at the bases where Class B service is provided.

A4.4.7. Mileage. The user pays the monthly charges for line mileage to reach off-premise Class B telephones.

A4.4.8. Class B Taxes. Compute Federal taxes when they apply to Class B service according to the rates in the *Internal Revenue Code* (26 U.S.C., Section 4293 *Internal Revenue Code; Miscellaneous Excise Taxes; Facilities And Services; Special Provisions Applicable to Services and Facilities Taxes; Exemption for United States and possessions*). Apply Federal taxes on billing for local and long distance service contractors; commissioned officers' and NCO open messes, and similar activities. Personal long distance service from tax-exempt agencies is taxable. Do not collect Federal taxes on billing to the ARC and Federal credit unions, which were granted an exemption under 26 U.S.C., Section 4293. Collect Federal taxes from service clubs and base exchange activities. Installation and relocation charges are not subject to Federal taxes.

A4.4.9. Class B Charges. Charges to Class B users are subject to the following policies:

A4.4.9.1. Charging for service and equipment. Bill service and equipment charges (including taxes when applicable) to Class B subscribers in the first monthly bill after the

charges are incurred, except when the wing commander requires advance payment. Prorate advance payments when service begins after the start of the billing period.

A4.4.9.2. Billing long distance calls. Bill long distance service charges to Class B subscribers with the first regular monthly bill after receiving the commercial telephone company bill for the service. Long distance telephone charges do not require advance deposits.

A4.4.9.3. Billing local calls. The standard rates for Class B service apply regardless of whether the telephone company furnishes local service at a flat or measured rate. The standard rates entitle the Class B subscriber to make local calls without additional charge. *EXCEPTIONS:* When message unit charges apply and when ANI equipment can identify the individual subscriber station making the call, bill message unit charges to the user.

A4.4.9.4. Prorating charges. When a subscriber receives service for only a part of the monthly billing period, or when a service outage exceeds 24 hours, prorate the charge. Prorate bills according to the approved tariff or prorating procedures of the local telephone company. The subscriber service outage period begins when the subscriber reports the outage and ends when the telephone company restores service.

A4.4.9.5. Recurring charges. Bill charges for supplemental services and equipment to the user at local telephone company rates. Bill supplemental service and equipment charges for a part of the billing period to the subscriber at the full monthly rate and do not prorate.

A4.4.9.6. Collecting. The FSO collects charges from users of Class B telephone service. Wing commanders may institute a payroll-deduction plan to pay for Class B telephone service.

A4.4.9.7. Depositing money received for services. Account for money received for telephone service as public funds according to prescribed Air Force policies and procedures for reimbursement to appropriated funds.

A4.5. Class C Service. See [Attachment 1](#) for definition. The conditions and arrangements for providing Class A service from either a government-owned or a commercial voice information system also apply to providing Class C service. Charges for Class C service are:

A4.5.1. Class C-1. Same as Class A-1.

A4.5.2. Class C-2. No cost to the subscriber except that toll and other specialized communications charges to DOD tenants not directly supporting the host base mission accumulate monthly and are sent to the local FSO for possible reimbursement to the Air Force. Defense Commissary Agency facilities and retail sales stores in CONUS must reimburse the government for communications support at the rate of \$4 per month for each station line termination and \$2.50 for each extension station line termination. Charges for installation, moves, and special and miscellaneous equipment are additional. Compute installation and relocation charges in the same manner as for Class B telephone installation and relocation.

A4.5.3. Class C-3. Same as Class C-2 except for installation, relocation, and specialized equipment charges which are determined by local telephone tariffs for bases in CONUS, Hawaii, and Alaska, and determined by Class B charges.

A4.5.4. Class C-4. Same as Class C-2 except for the troop issue function of the commissary.