

**BY ORDER OF THE COMMANDER
WARNER ROBINS AIR LOGISTICS
COMPLEX**



**WARNER ROBINS AIR LOGISTICS
COMPLEX INSTRUCTION 17-211**

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Cyberspace**

**PERSONAL WIRELESS
COMMUNICATION
SYSTEMS MANAGEMENT**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements directives found in Air Force Instruction (AFI) 17-210, *Radio Management*; and AFI 10-712, *Cyberspace Defense Analysis (CDA) Operations and Notice and Consent Process*. It establishes procedures and guidance for the Personal Wireless Communication System (PWCS). This instruction applies to all military, civilian, contractor, and temporary duty personnel assigned to the WR-ALC. Refer recommended changes and questions about this publication to the office of primary responsibility (OPR) using the Air Force (AF) Form 847, Recommendation for Change of Publication. This publication may be supplemented at any level, but all direct supplements must be routed to the OPR of this publication for coordination prior to certification and approval. Requests for waivers must come through the chain of command from the commander or civilian director of the maintenance group or staff office seeking relief from compliance. Waiver requests will be submitted using the AF Form 679, Air Force Publication Compliance Item Waiver Request/Approval, or via electronic mail (e-mail) or memorandum if the form is unavailable. Waiver requests must be submitted to the OPR; waiver authority has not been delegated. This publication is exempt from tiering pursuant to AFI 33-360, *Publications and Forms Management*. The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force. Ensure that all records created as a result of processes prescribed in this instruction are maintained in accordance with (IAW) AFMAN 33-363, *Management of Records*, and disposed of IAW the AF Records Information Management System Records Disposition Schedule located at

https://afrims.cce.af.mil/afrims/rds/rds_series.cfm. See **Attachment 1** for glossary of references and supporting information.

SUMMARY OF CHANGES

This revision updates the instruction number to 17-211 based on new implementing guidance, OPR and certifying authority; updates title of AFI 10-712, **opening paragraph**; adds requirement for waiver requests to be submitted using AF Form 679 or via e-mail or memorandum if the form is not available, **opening paragraph**; updates glossary of references and supporting information, **Attachment 1**. Commercial Mobile Devices (CMD) replaces Blackberry and Air Cards **throughout the document**, and refers to air cards (MiFi), cellular phones, Push to Talk phones, iPads, and/or iPhones. Clarification added to **paragraph 2.2**

1. Purpose. This instruction identifies responsibilities to support the personal wireless communication system (PWCS) government-furnished devices (i.e. CMDs and Land Mobile Radio (LMRs)) for WR-ALC. It provides guidance for managing PWCS assets, inventory accountability, reporting actions, and training.

2. Policies.

2.1. The 78th Air Base Wing Communications Directorate (78 ABW/SC) is responsible for:

2.1.1. Management of CMDs.

2.1.2. Issuing the CMDs to users.

2.1.3. Obtaining and maintaining user agreements/hand receipts.

2.1.4. Conducting and maintaining inventories on CMDs.

2.1.5. Initiating Reports of Survey (ROSS) on lost or damaged CMD.

2.2. **Device Issuance.** The devices are issued to the position, not the user. User must turn in devices when position is vacated and the new position is not under the same account.

2.3. **Device Transfer.** There will be no account-to-account transfer of devices.

2.4. **Device Cancellation.** Devices with no usage within 90 days will be cancelled. In order to restore service, the user's supervisor must provide written justification to the PWCS Equipment Custodian (PEC), signed by the group commander/director or staff office director.

2.5. **CMD Use.** CMDs are to be used for official and authorized purposes. "Official" purposes include any calls in furtherance of the AF mission. Users are authorized to make short infrequent personal calls when appropriate. Some examples of appropriate calls include notifying family members of changes in schedule and checking on medical, school, or childcare appointments. Emergency calls are always authorized. Inappropriate calls include personal solicitations or sales matters and those of a harassing or obscene nature. Commanders/directors may seek disciplinary action for additional costs resulting from an individual's personal use of an AF CMD and/or cancel cellular service.

3. Responsibilities.

3.1. **The WR-ALC commander/vice director (WR-ALC/CC/DV) will:**

3.1.1. Appoint, in writing, a primary and alternate PEC to act as the Complex single point of contact (POC) for all PWCS matters and provide the equipment control officer (ECO) a copy of the appointment letter. Designate replacements as the need arises.

3.1.2. Approve and authorize the WR-ALC staff office positions to receive CMDs.

3.1.3. Approve and authorize a waiver to issue a CMD to any position below a General Schedule (GS)-13/NH-03 supervisor/chief.

3.1.4. Approve/disapprove requests for voice call sign (VCS) changes/additions/deletions.

3.2. **The WR-ALC group commanders/directors will:**

3.2.1. Appoint, in writing, a minimum of one primary and one alternate PEC and provide a copy of the appointment letter to the ECO and Complex PEC. Designate replacements as the need arises. Group commanders/directors can assign squadron PECs at his/her discretion; otherwise, the group PEC will perform duties.

3.2.2. Approve and authorize positions to receive a CMD. Groups must limit CMDs to GS-13/NH-03 supervisor positions and above unless a waiver is approved by WR-ALC/CC/DV or designated representative.

3.2.3. Ensure multiple CMDs are not unnecessarily issued to individuals.

3.2.4. May- seek disciplinary action for additional costs resulting from an individual's excessive personal use of an AF CMD and/or cancel cellular service (reference [paragraph 2.5](#)).

3.3. The WR-ALC staff office directors/deputies will:

3.3.1. Approve and authorize positions to receive a government issued CMD.

3.3.2. Ensure multiple CMDs are not unnecessarily issued to individuals.

3.3.3. May- seek disciplinary action for additional costs resulting from an individual's excessive personal use of an AF CMD and/or cancel cellular service (reference [paragraph 2.5](#)).

3.4. WR-ALC CMD users will:

3.4.1. Turn in device and accessories to CMD service team (Bldg. 228) when no longer required or position is vacated.

3.4.2. Sign a user agreement on an annual basis. Failure to sign the agreement will result in non-issuance of a device.

3.4.3. Complete the required user training. Cyber Awareness Training in Advanced Distributed Learning Service (ADLS) serves as current method of training.

3.4.4. Report, within 2 hours, a lost or stolen CMD to the help desk, Defense Switched Network (DSN) 468-4357 or commercial 926-4357, and the applicable PEC.

3.4.5. Follow personally identifiable information (PII) e-mail protection instructions and ensure all e-mails containing PII:

3.4.5.1. Are encrypted when sending from .mil to .mil.

3.4.5.2. Include "FOUO" in the subject line.

3.4.5.3. Include a Privacy Act Statement. The following is an "all inclusive" statement:

Figure 1. All inclusive” statement.

“This e-mail contains FOR OFFICIAL USE ONLY (FOUO) information which must be protected under the Freedom of Information Act (5 United States Code [U.S.C.] 552) and/or the Privacy Act of 1974 (5 U.S.C. 552a). Unauthorized disclosure misuse of this PERSONAL INFORMATION may result in disciplinary action, criminal and/or civil penalties. Further distribution is prohibited without the approval of the author of this message unless the recipient has a need to know in the performance of official duties. If you have received this message in error, please notify the sender and delete all copies of this message.”

3.4.5.4. Are sent to a workflow box or an address other than a .mil are encrypted/password protected in Microsoft® Office. Attach the password protected document and send in one e-mail followed by another e-mail with the password.

3.4.5.5. Include only addressees that have a need to know.

3.4.6. Comply with restrictions imposed by applicable maintenance (21-series) and safety (91-series) directive documents (instructions, manuals, etc.). Restrictions include, but are not limited to, locations where device use is prohibited or activities during which device use is prohibited. Devices shall be secured/used so as to avoid distraction in the workplace, reduce risks resulting from distraction, and comply with foreign object damage prevention requirements.

3.5. The Complex PEC will:

3.5.1. Serve as the Complex single POC for PWCS matters.

3.5.2. Receive PWCS training from the 78th Air Base Wing Voice and Data Services Branch (78 ABW/SCOV) PWCS Office.

3.5.3. Maintain a continuity book (electronic is acceptable). Contents will consist of, but not be limited to, the following tabs: Authorization Letters, Appointment Letters, Self-Assessment Program (SAP) Checklist (if applicable), Policy Letters, and PWCS Training Certificates.

3.5.4. Receive requests for VCS changes/additions/deletions and forward to WR-ALC/CC/DV for approval.

3.5.5. Conduct random Complex-level audits. Findings will be coordinated with applicable commander/director or staff office director.

3.5.6. Manage staff office PWCS requirements.

3.5.6.1. Ensure CMD users sign a user agreement on an annual basis (78 ABW/SC is responsible to ensure CMD users sign a user agreement).

3.5.6.2. Ensure CMD users are briefed on the responsibilities of having a government-issued device and the proper use of the PWCS equipment. Document training in an applicable automated information system (AIS), such as Employee Information Management Center (EIMC) or a spreadsheet.

- 3.5.6.3. Notify CMD users of type plan and services provided within the plan on an annual basis.
- 3.5.6.4. Conduct quarterly reviews of existing CMD assets to evaluate usage. Ensure requirements are valid; i.e., low usage devices are still required and heavy use assets are not being abused.
- 3.5.6.5. Cancel service for any CMD that has had no usage in 90 days. Notify the user of cancellation of service. In order to restore service, the user's supervisor must provide written justification to PEC, signed by staff office director.
- 3.5.6.6. Identify heavy use of a CMD. If signs of abuse are identified, an investigation will be conducted by management.
- 3.5.6.7. Conduct an annual review of CMD assets, ensuring users are currently authorized device holders.
- 3.5.7. Conduct the annual physical inventory of the PWCS assets (LMRs, base stations, etc.) excluding assets that are managed by 78 ABW/SC (CMD), using inventory provided by the 78 ABW/SCOV PWCS Office. Provide a completed and signed copy to the PWCS Base Equipment Custodian Officer (BECO). Maintain current and previous year's asset inventory management (AIM) inventory.
- 3.5.7.1. Initiate ROS action for lost or damaged PWCS assets (LMRs, base stations, etc.) excluding CMDs.
- 3.5.7.2. Label PWCS assets (LMRs, base stations, etc.) with Department of Defense (DD) Form 2056, *Telephone Monitoring Notification Decal*, unless the organization commander/director has operations security (OPSEC) concerns based upon the local operating environment. See AFI 10-701, *Operations Security (OPSEC)*, for OPSEC risk management procedures.
- 3.5.7.3. Ensure priority PWCS (LMRs, base stations, etc.) outages are immediately reported to the communication focal point (CFP), DSN 468-4357 or commercial 926-4357. Provide network, equipment type and model, location, time of outage, and the mission impact. Include the POC name and telephone number. Ensure only the outages that affect network operations (for example, base station or network failure) are reported as priority.
- 3.5.7.4. Verify the PWCS (LMRs, base stations, etc.) devices are malfunctioning prior to turn-in to 78 ABW/SCOV for repair. Verify discrepancy by using a fully-charged battery and a known good antenna.
- 3.5.7.5. Immediately advise the 78 ABW/SCOV PWCS Office of any radio interference incidents not readily resolved (that is, through relocation from interference sources such as motors, cars, and generators).

3.6. Group PECs will:

3.6.1. Serve as the focal point for all group related matters related to PWCS assets. Group commanders/directors can assign squadron PECs at his/her discretion; otherwise, the group PEC will perform duties.

3.6.2. Initiate the LMR and/or the PEC appointment letter through the PWCS SharePoint.

3.6.3. Receive PWCS training from the 78 ABW/SCOV PWCS Office.

3.6.4. Maintain a continuity book (electronic is acceptable). Contents will consist of, but not be limited to, the following tabs: Authorization Letters, Appointment Letter, SAP Checklist (if applicable), Policy Letters, and PWCS Training Certificates.

3.6.5. Submit VCS changes/additions/deletions to the Complex PEC.

3.6.6. Assist Complex PEC in conducting random Complex-level audits. Findings will be coordinated with applicable commander/director.

3.6.7. Manage group PWCS requirements.

3.6.7.1. Ensure CMD users sign a user agreement on an annual basis (78 ABW/SC is responsible to ensure CMD users sign a user agreement).

3.6.7.2. Ensure CMD users are briefed on the responsibilities of having a government-issued device and the proper use of the PWCS equipment. Document training in applicable AIS, such as EIMC or a spreadsheet.

3.6.7.3. Notify CMD users of type plan and services provided within the plan on an annual basis.

3.6.7.4. Conduct quarterly reviews of existing CMD assets to evaluate usage. Ensure requirements are still valid; i.e., low usage devices are still required and heavy use assets are not being abused.

3.6.7.5. Cancel service for any CMD that has had no usage in 90 days. Notify the user of cancellation of service. In order to restore service, the user's supervisor must provide written justification to PEC, signed by squadron commander/director.

3.6.7.6. Identify heavy use of a CMD. If signs of abuse are identified, an investigation will be conducted by management.

3.6.7.7. Conduct an annual review of CMD assets ensuring users are currently authorized device holders.

3.6.8. Conduct the annual physical inventory of the PWCS assets, excluding assets that are managed by 78 ABW/SC (CMDs), using inventory provided by the 78 ABW/SCOV PWCS Office. Provide completed and signed copy to Complex BECO. Maintain current and previous year's AIM inventory.

3.6.8.1. Initiate ROS actions for lost or damaged PWCS assets, excluding CMDs.

3.6.8.2. Label PWCS (LMRs, base stations, etc.) with the DD Form 2056 unless the organization commander/director has OPSEC concerns based upon the local operating environment. See AFI 10-701 for OPSEC risk management procedures.

- 3.6.8.3. Ensure priority PWCS (LMRs, base stations, etc.) outages are immediately reported to CFP, DSN 468-4357 or commercial 926-4357. Provide network, equipment type and model, location, time of outage, and mission impact. Include the POC name and telephone number. Ensure only the outages that affect network operations (for example, base station or network failure) are reported as priority.
- 3.6.8.4. Verify the PWCS (LMRs, base stations, etc.) devices are malfunctioning prior to turn-in to the 78 ABW/SCOV PWCS Office for repair. Verify discrepancy by using a fully-charged battery and a known good antenna.
- 3.6.8.5. Immediately advise the 78 ABW/SCOV PWCS Office of any radio interference incidents not readily resolved (that is, through relocation from interference sources such as motors, cars, and generators).
- 3.6.9. The Aircraft Maintenance Operations Center (AMOC) will:
- 3.6.9.1. Serve as the LMR after-hours POC for reporting PWCS network trouble.
- 3.6.9.2. Report LMR troubles to the CFP, DSN 468-4357 or commercial 926-4357.

4. Radio Network Outage.

4.1. Procedures for Network Failure. By their nature, maintenance complex communications networks are subject to failure at any time. The following procedures will maintain WR-ALC mission capability at an acceptable level until repairs to the communications systems can be accomplished.

4.2. WR-ALC Outage. When radio outages occur that detrimentally affect capability within WR-ALC, the responsible PWCS manager or AMOC will:

4.2.1. Notify the CFP, DSN 468-4357 or commercial 926-4357, and open a ticket. If telephone communication is not available, contact applicable Information Technology (IT) Help Desk using runner/courier or alternate communication method.

4.2.2. Notify the WR-ALC Control Center (Management Operations Readiness Section, WR-ALC/OMD) and group commander/director of the outage.

4.2.2.1. The WR-ALC Control Center will:

4.2.2.1.1. Notify WR-ALC/CC/DV.

4.2.2.1.2. Designate individuals to act as couriers/runners for the group and ensure they have access to adequate transportation (bicycle, golf cart, minivan, government vehicle, etc.).

4.2.2.1.3. Act as the communications hub for the group courier/runner system.

4.3. Staff Office Outage. If the outage occurs in a WR-ALC staff office, the responsible staff office director, or designated alternate, will notify the WR-ALC Control Center. The WR-ALC Control Center will:

4.3.1. Notify WR-ALC/CC/DV.

4.3.2. Notify the CFP, DSN 468-4357 or commercial 926-4357, and open a ticket. If telephone communication is not available, contact applicable IT Help Desk using runner/courier.

4.3.3. Designate individuals to act as couriers/runners for the organization and ensure they have access to adequate transportation (bicycle, golf cart, minivan, government vehicle, etc.).

4.3.4. Act as the communications hub for the organization courier/runner system.

4.4. **Resuming Communication.** When normal communication capability resumes, the WR-ALC Control Center will notify WR-ALC/CC/DV.

MICHAEL C. LAWRENCE, Colonel, USAF
Vice Commander

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

AFI 17-210, *Radio Management*, 26 May 2016

AFI 33-360, *Publications and Forms Management*, 1 December 2015

AFMAN 33-363, *Management of Records*, 1 March 2008

AFI 10-701, *Operations Security (OPSEC)*, 24 July 2019

Adopted Forms

AF Form 847, *Recommendation of Change of Publication*

AF Form 679, *Air Force Publication Compliance Item Waiver Request/Approval*

DD Form 2056, *Telephone Monitoring Notification Decal*

Abbreviations and Acronyms

ADLS—Advanced Distributed Learning Service

AF—Air Force

AFI—Air Force Instruction

AFMAN—Air Force Manual

AIM—Asset Inventory Management

AIS—Automated Information System

AMOC—Aircraft Maintenance Operations Center

BECO—Base Equipment Custodian Officer

CC—Commander

CFP—Communication Focal Point

CMD—Commercial Mobile Device

DD—Department of Defense

DSN—Defense Switched Network

DV—Vice Director

ECO—Equipment Control Officer

EIMC—Employee Information Management Center

E—mail—Electronic Mail

FOUO—For Official Use Only

GS—General Schedule

IAW—In Accordance With

IT—Information Technology

LMR—Land Mobile Radio

OI—Operating Instruction

OPR—Office of Primary Responsibility

OPSEC—Operations Security

PEC—PWCS Equipment Custodian

PII—Personally Identifiable Information

POC—Point of Contact

PWCS—Personal Wireless Communication Systems

ROS—Report of Survey

SAP—Self-Assessment Program

U.S.C.—United States Code

VCS—Voice Call Signs

WR-ALC—Warner Robins Air Logistics Complex

WR-ALC/OMD—Warner Robins Air Logistics Complex Management Operations Readiness Section

78 ABW/SC—78th Air Base Wing Communications Directorate

78 ABW/SCOV—78th Air Base Wing Voice and Data Services Branch