



DEPARTMENT OF THE NAVY
COMMANDER
TRAINING AIR WING FIVE
7480 USS ENTERPRISE STREET SUITE 205
MILTON, FLORIDA 32570-6017

IN REPLY REFER TO
COMTRAWINGFIVEINST 2060.1C CH-1
N1/N6
13 Jul 11

COMTRAWINGFIVE INSTRUCTION 2060.1C CHANGE TRANSMITTAL 1

From: Commander, Training Air Wing FIVE

Subj: TELECOMMUNICATIONS SERVICES

1. Purpose. To provide changes to the basic instruction.
2. Action. Make the following pen and ink changes:
 - a. Page 2, paragraph c, add "Property Manager." after CTW-5
 - b. Enclosure (1), page 2 sub-paragraphs (a) and paragraph 3 cross out ameripina.romero and pen in "kerry.rivers"
 - c. Enclosure (1), page 3, paragraph 6 cross out Amy Romero and ameripina.romero and pen in "Kerry Rivers" and "kerry.rivers"
 - d. Enclosure (2) section 3, in bottom Code, cross out N6 and pen in "N1"


J. L. VANDIVER

Distribution:
COMTRAWINGFIVEINST 5216.1S
List II



DEPARTMENT OF THE NAVY

COMMANDER

TRAINING AIR WING FIVE

7480 USS ENTERPRISE STREET SUITE 205

MILTON, FLORIDA 32570-6017

CH-1-incorp 13 Jul 11-cmw

IN REPLY REFER TO

COMTRAWINGFIVEINST 2060.1C

Code N1/N6

4 Jun 10

COMTRAWINGFIVE INSTRUCTION 2060.1C

From: Commander, Training Air Wing FIVE

Subj: TELECOMMUNICATIONS SERVICES

Ref: (a) NAVCOMPT VOL 3

Encl: (1) Telecommunications Trouble Call Reporting Procedures
(2) Telecommunications Work Request (TWR)

1. Purpose. To establish guidelines for telephones, cellular phones and satellite television services within Commander, Training Air Wing (CTW-5) commands per reference (a).

2. Cancellation. COMTRAWINGFIVEINST 2060.1B

3. Scope. This instruction is applicable to all military, civilian and contractor personnel assigned to and supporting the training mission of Training Air Wing (TRAWING) FIVE.

4. Background. Telephone, cellular phone, and satellite television services are commercially purchased services acquired for official government business.

a. Naval Air Station Whiting Field Base Communications Office (BCO) provides Navy-owned telephone service for all supportive buildings and facilities. TRAWING FIVE's Telecommunications Officer (TCO) in conjunction with the BCO identifies, validates, and coordinates all services and actions in support of the Wing's training mission.

b. Cellular Phones and Satellite Televisions are provided through a service contract with contractual management and oversight provided by the Wing Supply/Property Manager.

5. Responsibilities. Military, Civilian, and Contracted personnel have full use of these services; therefore it is imperative the usage of these services is based solely on conducting "official government" business. Any other usage constitutes misuse and is in direct violation of the standards of conduct.

6. Voice and Cable Television Services

a. Defense Switched Network (DSN) service is a Department of Defense managed and operated worldwide, unsecure voice network. This service allows official calls to be originated from a military installation to another military installation. To access DSN services onboard NASWF, dial "8", DSN prefix and number (EX: 8-861-1000).

b. Commercial Telephone Service is provided through the Pensacola/NASWF Base Communication Office. On Base only, local, long distance, and Toll Free Calling services are available. The billable services are Toll Free and Commercial Long Distance, resulting in a monthly Telephone Service Bill. Therefore, commercial calls should be made only when DSN isn't available nor practical; limited in duration and for official business only. To access commercial telephone services onboard NASWF, dial "9", prefix and number (EX: 9-623-XXXX).

(1) Toll Free Calling. Toll-Free numbers are numbers that begin with one of the following three-digit codes: 800, 888, 877, or 866. Toll-Free numbers allow callers to reach businesses and/or individuals without being charged for the call. This is a "free" and convenient way to contact the command in case of emergency.

(2) Facsimile (Fax) Machine. These devices are connected to the Base Communications Office, thereby allowing Toll Free, DSN, local and long distance calling. When utilizing the fax machine, criteria for DSN and commercial telephone services apply.

c. Cellular Telephone Service. The usage of this service should be for "official government" business and issues of such urgency preclude the use of commercial or DSN calls. All requests and justification for cell phone issuance must be made to and authorized by the CTW-5 Property Manager.

| CH-1

d. Personal Calls. In the interest of "Good Order and Discipline", the following examples apply but are not limited to making this type of call:

(1) Checking on a family member;

(2) Arranging appointments (Medical, Dental, Home and/or Automotive);

(3) Work schedule changes

(4) When making personal calls, due consideration of the following criteria "must" apply:

(a) Calls should not adversely affect or impact work performance

(b) Calls are of a reasonable duration

- (c) Calls "can not" be made at any other time
- (d) Long distance calls "can not" be charged to the government
- (e) Calls "must" be to a local, toll free, or DSN number
- (f) Calls will not be made to Toll Free "900" numbers

General rules of thumb, if the call will result in a charge to the government, utilize a calling card, other billing source or obtain prior authorization from the chain of command.

7. Satellite Television Services. This service is provided as a moral and welfare initiative for Wing staff and squadrons. This is an annual prepaid contract for services; therefore any disruption of services should be reported immediately to the Wing Supply/Property Manager.

8. Action

a. TRAWING FIVE Telecommunications Officer (TCO) will liaison with NASWF Base Communications Office, Squadrons and Departments on all issues relative to Base Telephone Services. The TCO is responsible for coordinating requirements, submitting and funding approval for all Telecommunications Work Request (TWR) in response to mission needs of CTW-5.

b. TRAWING FIVE Financial Management Officer will establish procedures for financial collections of unofficial charges, prepare NAVCOMPT 2277 forms and submit to DFAS Cleveland for processing. In conjunction with Supply/Property Manager, review all statements for billing accuracy, prepare annual NAVCOMPT 2276/2275 for cell phone, telephone and Dish Network services contracts.

c. TRAWING FIVE Supply/Property Manager will establish procedures to audit telephone and cell phone bills for billing accuracy. Provide management oversight of issued cell phones and Dish Network receivers, conduct periodic inventory of hardware and respond to any events relative to the disruption of services.


J. L. VANDIVER

Distribution:
COMTRAWINGFIVEINST 5216.1S
List II

Commander, Training Air Wing FIVE

Telecommunications Trouble Call Reporting Procedures



**Commander, Training Air Wing FIVE
7480 USS Enterprise Street
Milton, Florida 32570**

May 2010

Enclosure (1)

1. **Telecommunications Trouble Call Reporting Procedures**

Service contracts to include cellular phones, local and long distance telephone and satellite television are provided in support of official business and support morale and welfare initiatives. Cellular phones and Dish Network services are prepaid through a contract vehicle, making it imperative to identify and resolve any disruption in services immediately. Therefore, all information should be gathered in a timely manner and accurately reported to the proper Action Officer to start the resolution process.

2. **Cellular Phone (Issues and Reporting)**

a. CTW-5 is the approving official for new cell phone issuance; therefore all requests for this service must be routed through the chain of command with appropriate justification.

b. TRAWING FIVE Plant/Property Manager will provide oversight of all contractual issues relative to this service to include but not limited to the following:

- (1) conduct monthly review of phone charges and usage;
- (2) review of pooled minutes to ensure limits aren't exceeded;
- (3) serve as initial POC for any cell phones reported as Missing, Lost, Stolen or Damaged.

(a) In the event of any service disruption, missing, lost, stolen or damaged cellular phone, contact TRAWING FIVE Plant/Property Manager, ~~Amy Romero~~ ^{Kerry Rivers} during the normal workday; via email: ~~ameripina.romero@navy.mil~~, (850) 623-7753.

CH-1

kerry.rivers

3. **Dish Network/Satellite Television (Service Interruptions)**

TRAWING FIVE Supply/Property Manager will provide oversight of all contractual issues relative to this service. Satellite receivers should not be removed, disconnected or relocated without prior authorization; doing so could result in a service disruption and also impact the maintenance contract. TRAWING FIVE Supply/Property Manager, ~~Amy Romero~~ ^{Kerry Rivers}, should be contacted during the normal workday; via email: ~~ameripina.romero@navy.mil~~, (850) 623-7753.

CH-1

kerry.rivers

4. **Base Telephone Services (Outages)**

The NASWF BCO and TRAWING FIVE TCO should be notified immediately of any building wide outage of the telephone system.

a. During normal working hours, report the outage to the NASWF BCO, Margaret Williams, margaret.williams1@navy.mil, (850) 623-7298 and TRAWING FIVE TCO at (850) 623-7766.

b. After normal working hours, report the outage directly to the Pensacola BCO at (850) 452-3454.

5. **Base Communications Office (BCO) Services (Move Add, Change)**

This service provides the capability to move and/or change a user's telephone number, relocate a user to another office and other requests in support of user/command's requirements. The vast majority of these requests require funding, so it is imperative to have the requirement validated by the chain of command. Enclosure (2) will be utilized for the submission of all requests involving changes in telephone requirements. Any supportive justification to include department command endorsement should also accompany this document. TRAWING FIVE TCO is the Wing Financial Management Officer, (850) 623-7766.

6. **Facsimile (Fax Machine)**. These devices are provided in support of command's administrative requirements. They can only be purchased by TRAWING FIVE Supply/Property Manager; therefore all requests must be justified and submitted via email to TRAWING FIVE Supply/Property Manager, ~~Amy Romero, amy.romero@navy.mil~~, (850) 623-7753. Basic user troubleshooting should provide enough detail for technicians to isolate the problem. If it is determined the FAX machine is working properly, a TWR should be submitted to TRAWING FIVE TCO for telephone line problem/isolation.

CH-1

7. **Miscellaneous.**

DSN Worldwide directory can be obtained at:
http://www.disa.mil/dsn/dsn_directory.html

Global DSN Operator (312) 560-1110

**NAVAL COMPUTER AND TELECOMMUNICATIONS STATION (NCTS) JACKSONVILLE
 BASE COMMUNICATIONS OFFICE (BCO) PENSACOLA/WHITING
 TELECOMMUNICATIONS WORK REQUEST (TWR)**

1	Customer Request Number	BCO TWR Number (BCO ONLY USE)	Building Number
	CTW5-000/xx		Building

2	Job Order Information		
	Basic Job Order Number/DICODE	Toll Job Order Number/DICODE	Non-recurring Job Order Number/DICODE
NCTS JON/DICODE	N52813xxWRAQ001/ PZW33/WFRTW-5		N52813xxWRAQ001/ PZW33/WFRTW-5

3	TO: BCO, CODE N221, Building 3261 (print all entries less signature block)		
	Telephone Control Officer (TCO):	TCO Bldg: 2944	Date: 00/00/2009
	ALT TCO:	TCO Bldg:	Date:
	POC:	Code:	Phone:
	TCO:	Code: N1 N6	Phone:
	<i>Signature</i>		

4	Telephone Type of Service(s) Requested:		
	<input type="checkbox"/> Installation	<input type="checkbox"/> Other	Requested Completion Date: <u>As soon as possible</u>

5	Activity Information:		
	Training Air Wing Five, NAS Whiting Field, Milton, FL		
	Command: _____		
	Department/Division: _____		

6	Note: A Move requires From/To Building Numbers. Directory Name is required for Add.				
Building Information:	From	To	Add	Delete	Telephone Display (Caller ID)
Bldg #					
Floor #					
Room/Cube #					
Jack #					
Phone #					

7	Detailed Description of Work:

New e911 requirements mandate any request impacting a telephone number (i.e., add, move, change, and voice mail actions) require the building number, floor, and room or cube number for all telephone numbers identified in the TWR. TWRs that do not provide this required information will be rejected back to the TCO without further processing.

Fax'd to BCO: _____ BCO Comp Date: _____ Total: _____

CH-1