



DEPARTMENT OF THE NAVY

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

IN REPLY REFER TO

COMTRAWINGFIVEINST 2060.1E

N1

17 Jun 16

COMTRAWINGFIVE INSTRUCTION 2060.1E

Subj: TELECOMMUNICATIONS SERVICES

Ref: (a) NAVCOMPT Vol 3

Encl: (1) Telecommunications Trouble Call Reporting Procedures

1. Purpose. To establish guidelines for telephones, cellular phones and satellite television services within Training Air Wing (TRAWING) FIVE commands per reference (a).
2. Cancellation. COMTRAWINGFIVEINST 2060.1D
3. Scope. This instruction is applicable to all military, civilian and contractor personnel assigned to and supporting the training mission of TRAWING FIVE.
4. Background. Telephone and satellite television services are commercially purchased services acquired for official government business.
 - a. Base Communications Office-Pensacola/Whiting Field (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 TRAWING FIVE's training mission.
 - b. Satellite television services are provided through a service contract with contractual management and oversight provided by the TRAWING FIVE Supply/Property Manager or IT Supervisor (N6).
 - c. Cellular telephone services are procured and managed by TRAWING FIVE N6.
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 "94," DSN prefix and number (EX: 94-861-1000).

b. Commercial telephone service is provided through the BCO. 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 local commercial telephone services onboard NASWF, dial the prefix and number (EX: 623-7XXX OR 665-6XXX). To access local commercial telephone services outside NASWF, dial 99 followed by the prefix and number (EX: 99-623-XXXX OR 99-994-XXXX). To access long-distance numbers, dial "98," then "1" followed by the area code and number (EX: 98-1-999-XXX-XXXX).

(1) Toll free calling. Toll free numbers are numbers that begin with one of the following three-digit codes: 800, 888, 877, 866, or 855. 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) Machines. These devices are connected to the BCO, thereby allowing toll free, DSN, local and long distance calling. When utilizing fax machines, criteria for Local, DSN, or commercial Long Distance 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 TRAWING FIVE IT Supervisor (N6).

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 TRAWING FIVE staff and squadrons. This is an annual prepaid contract for services; therefore any disruption of services should be reported immediately to the TRAWING FIVE Supply/Property Manager.

8. Action

a. TRAWING FIVE TCO will liaison with the BCO, 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 Requests (TWR) in response to mission needs of TRAWING FIVE.

b. TRAWING FIVE Financial Management Officer will establish procedures for financial collections of unofficial charges, prepare DD Form 1131s and submit to DFAS-Cleveland for processing. In conjunction with Supply/Property Manager, review all statements for billing accuracy for telephone and satellite television service contracts.

c. TRAWING FIVE Supply/Property Manager will audit bills for billing accuracy, provide management oversight of issued satellite television receivers, conduct periodic inventory of hardware and respond to any events relative to the disruption of services.

d. Enclosure (1) is provided as a guide to initiate trouble calls.


M. T. MURRAY

Distribution:
COMTRAWINGFIVEINST 5216.1U
List II

Commander, Training Air Wing FIVE

Telecommunications Trouble Call Reporting Procedures



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

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 satellite television 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. TRAWING FIVE N6 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 IT Supervisor (N6) 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 IT Supervisor (N6) at (850) 623-7386.

3. 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 IT Supervisor (N6) should be contacted at (850) 623-7386.

4. Base Telephone Services (Outages)

The BCO or 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 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. Submit all requests involving changes in telephone requirements and any supportive justification to include department/command endorsement to the TRAWING FIVE TCO at (850) 623-7766.

6. **Facsimile 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 to TRAWING FIVE Supply/Property Manager at (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.

7. **Miscellaneous.**

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

Global DSN Operator (312) 560-1110