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MARINE CORPS AIR STATION
BEAUFORT, SOUTH CAROLINA 29904-5001

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AIR STATION ORDER 2066.1E

From: Commanding Officer
To: Distribution List

Subj: PROCEDURES FOR MANAGEMENT OF THE TELECOMMUNICATIONS DIVISION

Ref: (a) CJCSI 6215.01B
(b) OPNAVINST 2305.13A
(c) MCO P2066.1
(d) MCO 2305.13
(e) DISA Circular 310-225-1

Encl: (1) Standing Operating Procedure (SOP) for Telecommunication Division

1. Situation. The Telecommunications Division of the S-6 Department is tasked with providing reliable communications infrastructure, voice and data support aboard Marine Corps Air Station (MCAS) Beaufort.

2. Cancellation. ASO P2066.1D.

3. Mission. To provide information, procedures, and instructions regarding use, operation, management, and support of the telecommunications and information systems network aboard MCAS Beaufort per references (a) through (e). This Order also serves to formulate, maintain, and update long-range communications and communications infrastructure planning for MCAS Beaufort.

4. Execution. This SOP constitutes a program for the Telecommunications Department to provide a robust, redundant communications infrastructure tailored to meet the needs of the organizations aboard MCAS Beaufort. The S-6 will provide seamless voice and data communications while operating in an efficient and economical manner. The Telecommunications Division of the S-6 Department will maintain, per this manual, voice and data communications at or near industry standards throughout the customer base aboard MCAS Beaufort.

5. Administration and Logistics. Any conflicts or difficulties with the contents of this SOP by tenant commands should be addressed to the S-6 Department.

6. Command and Signal

a. Command. This Order is applicable to Headquarters and Headquarters Squadron, all tenant units, military personnel, civilian employees, and contract personnel aboard MCAS Beaufort.

b. Signal. The Commanding Officer of Marine Aircraft Group 31 concurs with this Order in-so-far as it pertains to members of 2d Marine Air Wing units aboard MCAS Beaufort.

B. C. MURTHA

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CHAPTER 1

Responsibilities

1. Mission. The Telecommunications Division provides administrative telephone services and related telecommunications and infrastructure support to MCAS Beaufort activities and tenant organizations. Services include responsibility for operations and maintenance of all telephone equipment, telecommunications cable, voice switching systems, and telecommunication manhole and conduit systems.

2. Telephone Office. The Telephone Office, under the direction of the S-6 Department, is responsible for the administration and control of telecommunications and infrastructure. This includes supervision of telephone operations and administrative personnel; approval of request for installation/removal of telephones and associated network equipment or infrastructure; maintenance, repair, expansion and alteration of voice and data distribution systems; management and production of the MCAS Telephone Directory; and fiscal control of the division including subscriber billing and reimbursement.

3. Subscriber Responsibility

a. All persons using the Station Telephone System or telecommunications and infrastructure are considered subscribers. It is unlawful for a subscriber to:

- (1) Make nuisance or malicious telephone calls.
- (2) Use a credit card number to fraudulently obtain service.
- (3) Charge a call to another person's Forced Authorization Code (FAC) or telephone number.
- (4) Third party billing to government telephones, even for official calls.
- (5) Accept any collect call.
- (6) Use official government telephones to place personal long distance calls that result in a charge to the Government.
- (7) Use official government telephones to place Directory Assistance calls that result in a charge to the Government.
- (8) Attach any device or instrument to the telephone system or telecommunications infrastructure without approval from the Telephone Office.
- (9) Tamper with or alter any voice or data network configuration, program or terminal device.
- (10) List or provide government telephone numbers as a recall number when signing up or ordering any unofficial services or soliciting information. Providing the government number could result in charges to the government or signing up for services without the provider's knowledge.

(11) The use of cordless telephones is prohibited aboard the Air Station.

b. Subscribers are also responsible for evaluating their telephone and network needs and submitting a Telecommunications Service Request (TSR) via their unit Telephone Control Officer (TCO) to the Telephone Office in sufficient time to permit proper planning and scheduling of work (two weeks minimum). Other subscriber responsibilities are detailed in succeeding paragraphs.

4. Commanding Officers/Department Heads Responsibility

a. Commanding Officers and Department Heads will submit to the Telephone Business Office, MCAS Form 2100/TCO Assignment of Telephone Control Officer and alternates, with the signature(s) of the individual(s) authorized to act as the unit Telephone Control Officer (TCO). Individuals so authorized will be officers, Staff Noncommissioned Officers or civilian equivalents. Commanding Officers and Department Heads will ensure that MCAS Form 2100/TCO Assignment of Telephone Control Officer is current by submitting a new listing each time a change is made. MCAS Form 2100/TCO Assignment of Telephone Control Officer is available at the Telephone Office building 599.

b. Commanding Officers, the units TCO, and department or division heads will:

(1) Request a Forced Authorization Code (FAC) MCAS FORM 2100/FAC1 for personnel in their section that they deem require the ability to make long distance calls in the best interest of the government.

(2) The individuals assigned a FAC are required to sign an MCAS FORM 2100/FAC2 and pick up the code in person at the Telephone Office building 599. Codes will not be provided to anyone other than the person it is assigned to or the unit TCO. The code will not be enabled until the signed paperwork is provided to the Telephone Office.

(3) Personnel supplied with a FAC will treat this numeric code like all other security codes, keeping it secured and not allowing it to be shared or compromised.

(4) If a FAC is believed to be compromised, the personnel assigned that numeric code should report it immediately to their TCO and the Telephone Office.

(5) The FAC code will be used to place long distance or DSN calls only when such calls are in the best interest of the government and payment may be made from appropriated funds.

(6) Personnel assigned a FAC code are required to maintain a record of all toll calls made. The Units TCO will verify the monthly telephone bill against the record to insure all calls are official.

(7) Determine responsibility for any unauthorized telephone calls listed and take corrective action. The Telephone Office should be advised in writing, within a reasonable amount of time of any corrective and punitive actions taken.

(8) Request assistance from the Telephone Office on any matter regarding telephone bills, toll call listings or required telecommunications and infrastructure.

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(9) Use of government telephone services to place personal calls is not authorized except in certain instances where no charges are incurred (even if the individual intends to reimburse the government).

5. Telephone Control Officer (TCO) Responsibility

a. The TCO is the single point of contact for all telecommunications requirements for Air Station and tenant units aboard the Air Station.

b. The TCO is required to ensure that the monthly toll call listing is verified to ensure all calls are of an official nature.

c. The TCO will ensure adherence to orders pertaining to telecommunications and be the point of contact for the telephone office to report violations to.

d. The TCO is to ensure that an up to date listing is maintained at the Telephone Office of personnel authorized to pick up, view and act as a point of contact (POC) in their temporary absence.

e. The TCO will either initiate or at least review all Telephone Service Requests (TSR's) to ensure they are filled out properly and are submitted to the Telephone Office for investigation. The TCO will also ensure that TSR's are in accordance with all regulations and orders.

f. The TCO will ensure all financial information is submitted to the Telephone Office for reimbursement of services rendered. Failure in this responsibility can result in loss of commercial features and services or downgrade of service until the situation is rectified.

g. The TCO is responsible for the location and accountability of telecommunication equipment and phone numbers assigned to their unit. This includes, but is not limited to the number of DSN authorized users, numbers assigned within work areas, and equipment such as telephones.

6. Telephone Office Responsibility

a. Telephone Office Administration. The Administration portion of the Telephone Office will distribute toll call listings on a monthly basis for verification by the unit TCO. Assistance will be provided to subscribers on any matters pertaining to telephone bills or available services.

b. Maintenance and Repair. Maintenance and repair of the telecommunications and infrastructure is the responsibility of the Telephone Office and Public Works. Customer-owned equipment found to be defective will be removed from the network until the customer can effect repairs or purchase new compatible equipment. Government-owned equipment purchased through the Telephone Office will be repaired or replaced by the Telephone Office.

c. Payment and Reimbursement. Payment for telephone services will be accomplished through a government voucher for official services. Cash payments will not be accepted. All customers aboard MCAS Beaufort will be required to provide funding for any service or equipment other than basic single line telephone service.

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d. Project Planning. A surveyor/inspector is available to provide advice and assistance to units desiring to improve telephone services by removing, relocating or adding additional equipment. A cost estimate will be provided to subscribers that are required to provide reimbursement.

7. Noncompliance. Failure to comply with the instructions contained herein may result in the suspension of telephone service of the offending activity or office. Additionally, the unit commanding officer may be notified, via the chain of command, of failure to comply with directions within this Manual.

8. Definition of Service. Basic service is defined as NCOS 0 (on Station only) on a single line telephone (2500 series). See Chapter 2.

CHAPTER 2

Voice Services

1. Subscriber Features. The following subscriber features are provided, without charge, to all subscribers.

a. Call Forwarding. With this feature activated, incoming calls are automatically rerouted to another station or number. To activate Call Forwarding, dial access code *41, then listen for a second dial tone, dial the number to which calls are to be forwarded and listen for confirmation tone. Hang up. All incoming calls will now be rerouted to the other number. To remove the Call Forwarding feature, dial access code #41 from the original phone that was "forwarded". Hang up after you hear the confirmation tone. For digital telephones that are programmed with a forward button press the forward button and enter the seven digit number to which calls are to be forwarded to. Then press the forward button again and the phone is forwarded, if the phone is equipped with a display it will instruct you through this process and show CFWD. To cancel, simply press the forward button.

b. Call Holding/Call Park. The Call Hold feature can be utilized in two ways: (1) "Call Hold" and (2) "Permanent Hold".

(1) "Call Hold" allows the station user to hold an active call for any length of time, in order to place a second call or activate other features. The call will remain held for any length of time unless one of the parties hangs up. Only one call can be held at a time. To activate "Call Hold", flash the HOOK SWITCH. You will hear a confirmation tone, then dial tone to dial another number. "Permanent Hold" allows a station to hold an active call without attendant assistance. Only one active call can be held with the "Permanent Hold" feature. While the "Permanent Hold" feature is active, no subsequent calls can be made from or come into the station, nor can any other features be activated from the station. To activate "Permanent Hold", flash the HOOK SWITCH. You will hear a confirmation tone. Dial access code *44 and hang up. To retrieve a "Call Hold" or "Permanent Hold" call, lift the handset. On a digital phone equipped with a hold button simply press the button to place a call on hold and select the line placed on hold to retrieve the call.

(2) "Call Park" allows a station to place a call in a parked state similar to hold where it can be retrieved from any attendant console or telephone. After the call has been parked against a directory number, the user can continue to originate and receive calls on that directory number. To activate "Call Park", flash the HOOK SWITCH and dial access code *47; then dial the extension number where the call should be parked. To retrieve a parked call, lift the handset and dial access code #47. Dial the extension where the call is parked.

c. Ring Again. When you are making a call and encounter a busy signal, using this feature will cause the switch to notify you when the number is free by sending a distinctive ring to your phone. When you pick up the receiver, the switch will redial the number called. This feature only works for calls within the Air Station. To activate this feature, after encountering a busy signal or no answer, flash the HOOK SWITCH (you will hear a distinctive dial tone); dial access code *45 and hang up. When the busy station becomes idle, you will hear a distinctive ringing.

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The number is automatically dialed. To cancel ring again feature, lift the handset and dial feature code #45. For digital telephones that are programmed with a "Ring Again" button select the button upon receiving a busy signal. When the busy station becomes idle, you will hear a distinctive ringing, select a line and press the call again button.

d. Three Way Conference/Call Transfer/Consultation Hold. Utilizing these features, a user has the ability to hold an active call; establish a call with a third party, and consult privately with the party; and then return to the original two party call, establish a three-way conference, and/or transfer the call.

(1) State your intentions to the second party.

(2) Flash hook switch and listen for recall dial tone.

e. To Transfer: Dial the number of the third party and hang up. The call will be routed to the third party. For digital telephone that are programmed with a transfer button while on line with the party to be transferred, select the transfer button and you should receive dial tone. Dial the number to be transferred to and then select the transfer button again to transfer the call.

f. For Consultation: Dial the number of the third party, wait for an answer, consult and stay on the line after the third party hangs up. The original caller will be on the line.

g. For a Three-Way Conference: Wait until the third party answers, then flash the hook switch. All three will be connected. (For Conference Calling up to six people, repeat process.) For digital telephones that are programmed with a conference button while on line with the party to be conferenced, select the conferenced button and you should receive dial tone. Dial the number to be conference and then select the conference button again. May be repeated up to six times.

2. Classes of Service (COS). The below classes of service are derived from references. Additional subclasses may exist within each of these that further delineate access capabilities. No one unit or department will be 100% Defense Switched Network (DSN)/long distance. The number of telephone numbers assigned to an organization will determine the percentage of how many numbers will be assigned to any one class of service. DSN capabilities are limited to 40 % of an organization's total numbers assigned and the total numbers utilized by the Air Station (per ref e). Personnel may use FAC codes to dial DSN or long distance from any instrument aboard the Air Station with a station telephone number regardless of the phones COS. Determining factors for class of service assignment include, but are not limited to, the unit's mission and the telecommunications and infrastructure capacity.

a. NCOS 0. NCOS 0 is the basic service provided and is authorized for the transaction of official government business. This service provides on-base dialing only, but may receive all types of calls.

b. NCOS 1. NCOS 1 telephones are authorized for the transaction of official government business. This service provides on-base and local commercial dialing, but may receive all types of calls.

c. NCOS 2. NCOS 2 telephones are authorized for the transaction of official government business. This service provides on-base, local commercial, and direct dial DSN CONUS dialing. This COS may receive all

types of calls.

d. NCOS 4. NCOS 4 telephones are authorized for the transaction of official government business. This service provides on-base, local commercial, direct dial DSN CONUS and OCONUS and long distance commercial dialing. This COS may receive all types of calls. This NCOS is reserved for use only by commanding officers and some duty telephones.

3. Network

a. The General Services Administration (GSA) has contracted with Verizon for a private network that provides commercial long distance services, dedicated long haul direct dialing services and advanced data transmission capabilities. This network is referred to as Network. The Department of the Navy, and all its installations, utilized the Verizon portion (Network A) of Network.

b. Network provides high quality, data capable, access to all military activities. There are no restrictions on the transmission of data and facsimile traffic on this network. Network also provides international long distance calling and commercial long distance calling, at reduced rates, to all U.S. locations.

4. Defense Switched Network (DSN). The purpose of DSN is to handle essential command and control, operational and critical logistic traffic. To ensure a good grade of DSN service, commanding officers and department heads are responsible for limiting DSN access to those individuals who have a need essential to the performance of their mission (See paragraph 2).

a. DSN use is authorized for official communications only.

b. DSN use is restricted to:

(1) Only those calls that are essential, requiring a timeliness that cannot be obtained by other means, and that would withstand the scrutiny afforded a commercial toll call.

(2) The time required accomplishing official business.

(3) The use of a precedence level in consonance with the subject matter of the call established in the Joint Uniform Telephone Communications Precedence System.

(4) DSN can be used to accommodate facsimile or data transmission requirements using devices as terminals, which are normally coupled magnetically, acoustically or directly. Facsimile transmission time will not exceed a continuous time of 18 minutes. Non-business hours should be utilized to the maximum extent possible.

(5) When a facsimile machine is a common user device, e.g., centrally located and available to all organizations and activities, the use of DSN is unlimited, provided a routine precedence is not exceeded.

(6) When a device or terminal uses DSN, it will be equipped with an automatic disconnect feature that will free the circuit after the device is inactive for a period of one minute.

(7) Contractor use of DSN is restricted to personnel performing

functions normally done by military personnel in support of a C2 mission. And Intra-service Support Agreement (ISSA) is required.

c. DSN will not be authorized for:

(1) Use directly or indirectly by any non-appropriated fund activities (clubs, exchanges and other unofficial activities), which are provided telephone service at post, camp, station or base level, except when approved by the Air Station Executive Officer on a case-by-case basis.

(2) Calls within an installation, metropolitan area or confined geographical areas where other existing government provided local telephone service are available.

(3) Unofficial or personal calls.

(4) Off-net extension of calls into the commercial system at a distant PBX/Private Automatic Branch Exchange (PABX), except where such extension has been previously approved by local authorities controlling the called switchboard.

d. DSN Precedence. Use of the Joint Uniform Telephone Communications Precedence System is directed for all authorized users of voice communication facilities of the Department of Defense (DoD). Since the effectiveness of the system depends upon cooperation on the part of persons authorized to employ it, users must be familiar with the purpose to be served by each level of precedence category and the types of calls, which may be assigned the respective precedences. The following precedences apply:

(1) Flash. Flash precedence is reserved for alerts, warnings or other emergency actions having immediate bearing on national, command or area security (e.g., Presidential use; announcement of alert; opening of hostilities; land, air or sea catastrophes; intelligence reports on matters leading to enemy attack; potential or actual nuclear accident or incident; implementation of services unilateral emergency action, procedures, etc.).

(2) Immediate. Immediate precedence is reserved for vital communications having an immediate operational effect on tactical operations or which directly concern safety or rescue operations or which affect the intelligence community operations role (e.g., initial vital reports of damage due to enemy action; land, sea or air reports which must be completed from vehicles in motion such as operational mission aircraft; intelligence reports on vital actions in progress; natural disaster or widespread damage; emergency use for circuit restoration; use by tactical command posts for passing immediate operational traffic, etc.). To dial an immediate DSN call dial 92 + 94 + DSN number.

(3) Priority. Priority precedence is reserved for calls which require prompt completion for national defense and security, the successful conduct of war or to safeguard life or property, which do not require higher precedence. Normally, priority is the highest precedence that may be assigned to administrative matters for which speed of handling is of paramount importance. To dial a priority DSN call dial 93 + 94 + DSN number.

(4) Routine. Routine precedence is reserved for all other official communications. To dial a routine DSN call dial 94 and the 7-digit DSN number.

e. All communications placed with military switchboards will be handled as routine communications unless the user requests a higher precedence. Routine communications have no preemption rights.

(1) The precedence designations Flash, Immediate and Priority will be given preemption rights in order of their listing.

(2) Flash precedence is not available to MCAS Beaufort.

5. Off Station Circuits.

a. In order to provide the most efficient, cost effective and responsive telecommunications network, several call routes are provided. Consult the telephone directory for access instructions.

b. DSN. Per reference (e), access to DSN is provided only to the most essential elements of command. DSN may be used only for official business of the U.S. Government. If DSN cannot be used in a timely manner or if the called party does not have DSN service, other long distance calling methods may be used. DSN should not be used for calls within an installation, a metropolitan area or the local calling area.

6. International Long Distance. International Long Distance dialing is available to authorized subscribers.

7. Directory Assistance

a. The MCAS Beaufort Telephone Directory is published as a section within the Sprint, Hargray, and Beaufort Lowcountry Telephone Directories. The Tri-Command telephone Directory is provided by the Public Affairs Office and also contains information about the immediate area and military locations. The automated attendant system also maintains a listing of directory numbers and can be reached by dialing (843) 228-7100. The Tri-Command Telephone Directory is also maintained on-line on the Beaufort Intranet. Types of telephone listings are:

(1) Listed. The Organization/Office/Title is listed in the telephone directory and is available from the Telephone Office.

(2) Non-Listed. The Organization/Office/Title is not listed in the telephone directory, but is available from the Telephone Office.

(3) Non-Published. The Organization/Office/Title is not listed in the telephone directory and is not available from the Telephone Office.

b. Commanding Officers, Department Heads and TCO's are responsible for the accuracy of telephone directory information. Changes to the organizational listings will be submitted as they occur. The Telephone Office will publish directory information available in the files, unless notifications of changes are received. The Tri-Command Telephone Directory is updated annually.

8. Automated Attendant System. An automated attendant system is in service to reduce call waiting times for assistance and save manpower. Requests to be added to the system menu must be submitted to the Telephone Office for consideration. The size and length of announcements is limited; hence, extreme scrutiny will be exercised to keep the system menu small, yet convenient.

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9. Communication Economy. Because of the high and continuing cost increases of telephone service, it is imperative that all subscribers practice communication economy. To ensure reliable and equitable service, strict compliance with the following is mandatory:

a. Commanding Officers, Department Heads and TCO's will ensure that only the minimum number of telephones, consistent with the mission of the organization, are installed.

b. Commanding Officers, TCO's, and Department Heads will request removal of infrequently used telephones. Particular attention will be given to removal of telephones installed in areas which are being vacated.

c. Requests for service (e.g., relocations, extension, etc.) based solely upon convenience or personal preference will not be entertained.

10. Tactical Equipment Demarcation. Tactical shelterized equipment aboard the Air Station requires responsive and flexible voice switched circuitry and data systems support.

a. Use of tactical systems in a garrison environment is necessary for proper maintenance and training. The Telecommunications Division will provide support to tactical units up to a demarcation point. All equipment beyond these demarcation points will be controlled by the user for relocation, installation and maintenance.

b. Available lines will be provided to the demarcation point on marked terminal blocks. Access to terminal cans, splices and distribution blocks are not necessary and will not be permitted. Trouble calls for circuitry problems will continue to be addressed to the Help Desk. Repair will be to the demarcation point.

11. Voice Mail. Voice Mail is available as a telecommunications and infrastructure service on an equitable basis. The current distribution is 20% of all users in a command; this is driven by the capabilities and limitations of equipment currently employed. Exceptions will be made to the 20% distribution based on equipment capacity and valid operational needs. The Telephone Office will not modify existing equipment to accommodate special user-owned voice systems.

12. Secure Telephone Equipment (STE). Secure Telephone Equipment (STE) for classified transmissions should be obtained through each unit's individual Communications Security Material Custodian (CMS custodian).

13. Morale Calls. The Telephone Office has established a morale line, DSN 335-8762 (USMC), to service deployed Marines and sailors. Calls will be extended automatically to local seven digit numbers, 1-800 calling card services and Staff Duty Officers. Each service member will be limited to one 15-minute call per day. Calls will only be processed after normal duty hours (1700-0800 Monday to Friday and all day Saturday and Sunday). Collect calls will not be processed. The Telephone Office reserves the right to modify this policy at any time, due to customer abuse or system capacity.

CHAPTER 3

Request for Official Services

1. Telecommunications Service Request (Normal)

a. MCAS Form 2180/TSR, Telecommunications Service Request (TSR) (Appendix D), will be utilized when requesting telephone services. Installation, removal and relocation of service, including special equipment, must be requested in writing. This form can be requested from the Telephone Office and is also available on the Air Station intranet at S:\S-6\Telephone Office. Requests shall be submitted directly to the Telephone Office. The TCO, a TCO alternate or the unit's Commanding Officer will sign the TSR.

b. Each request should contain:

(1) The desired types of service (see Chapter 2).

(2) The present directory listing (if any).

(3) The proposed directory listing.

(4) A complete description of the work to be performed, together with justification for the service.

(5) A map with the location of services requested marked to include building number, floor number, room number, and jack numbers. Building layouts can be obtained from the Telephone Office building 599.

c. Due to the costs involved, requests must be based on necessity, and not convenience. Particular emphasis on the placement of instruments or equipment to permit more than one user is urged.

d. Routine requests for service will normally be completed in the order in which they are received at the Telephone Office if the necessary materials are available. Emergency requests will be completed as soon as possible. Emergencies shall be so designated on the request form and justified. Emergencies are defined as those occasions when loss of life, property or security is imminent due to lack of telecommunication services. The Telephone Office will approve or disapprove emergency requests for service.

e. That portion of MCAS Form 2180/TSR relating to justification must be complete and clearly defined. Information contained therein must provide detailed reasons for relocation, installations and additional equipment. Requests involving major alterations must include a present/proposed pictorial diagram.

f. All TSR's will be surveyed for planning purposes and cost estimates.

2. Telecommunications Service Request (Exercise). Procedures as set forth in paragraph 3000 will be followed for TSR preparation. However, submission will be through the operational chain of command for approval and consolidation of requirements for exercises and other temporary FMF support. The Telephone Office is authorized to approve or disapprove TSR's, based on the availability of service, cost and impact on other Air Station operational requirements.

3. Tenant Activities Reimbursement. Air Station, tenant, and MCCS activities will reimburse the Telephone Office per existing support agreements. Non-common costs shall be paid by the activity or unit served and enjoying the provision of service or special features. These costs shall include all charges and costs for:

- a. Tolls - defined as charges for calls beyond the local user rate area.
- b. Nonrecurring and recurring charges for special equipment.
- c. Service and equipment charges on an equal share or established tariff basis for those activities serviced by a PBX that is customer owned.
- d. Cable mileage when off-base numbers are used but go through government cable.
- e. Cable mileage when base numbers are used but go through commercial cable.

4. Allocation of Service. Allocation of Class Defense Switched Network (DSN) telephone service to activities will be determined on an equitable basis by the Telephone Office. The total amount of Class DSN service allotted to an activity will not exceed 40% of requesting unit's total quantity of numbers. Waivers may be granted based upon unit mission justifications and will be at the Telephone Office's discretion. Waivers will be based upon experience, availability of telephone trunks and the amount of control needed to prevent abuse of the system. Class DSN lines are required to be in a controlled area.

5. Telephone Extensions

a. In the interest of quality and acceptable service, every effort should be made to use a single line concept and avoid multiple extensions.

b. If telephone extensions are a mission necessity, no more than three instruments will have access to any telephone number. Extensions will be restricted to installation in the same room and approval of the Telephone Office.

6. Discontinuation of Service. Commanding Officers and Department Heads will initiate discontinuation of service requests by notifying the Telephone Office with a TSR.

7. Telephone Trouble Reporting. A subscriber experiencing telephone problems should contact the Telephone Office directly at 228-7036 from a working extension and report the problem as completely as possible. This service is available on a 24-hour basis and uses a voicemail service after normal working hours. Emergency maintenance after normal working hours will normally be provided only to telephones listed in the Telephone Directory as "Duty" telephones. For Emergency telephone troubles contact the Telephone Duty cell phone at 321-2247 and leave a contact number where your call can be returned or contact the MCAS SDO at 228-7121. Telephones not listed, as "duty" telephones will be repaired during normal working hours.

8. Misuse of Telephones

a. The telecommunications and infrastructure are maintained and operated by the Telephone Office. No person, other than an authorized member of the

Telephone Office, shall install, move or attach any type of apparatus that may interfere with, or modify in any manner, equipment affixed to the telecommunications and infrastructure.

b. When equipment tampering is discovered the unit using the equipment will be notified and given three days to correct the situation. After this time, Telephone Office personnel will inspect the site. If the situation has been corrected, work will proceed as required. If the situation has not been corrected, the Telephone Office will notify the TCO or the units Commanding Officer of the situation at which time service may be suspended and no additional telecommunications work will be accomplished until the situation has been rectified.

c. Equipment and instruments connected to the telecommunications infrastructure are government property furnished for use at MCAS Beaufort. Removal of this property from its assigned area is prohibited.

d. In accordance to regulations all customer purchased equipment and instruments that are connected to the base infrastructure must meet certain criteria, therefore any items purchased for installation must be directed through the Telephone Office and approval must be maintained in vicinity of approved item for verification. Unapproved equipment or instruments connected to air station infrastructure will be physically removed from the infrastructure and service may be suspended until a letter of explanation is submitted to the Telephone Office via the unit's Chain of Command.

e. Abuse, tampering or otherwise interfering with normal operation of associated equipment will result in suspension of any work on TSR's or trouble calls (with the exception of duty telephones) until the unit has rectified the situation.

CHAPTER 4

Requests for Unofficial Services

1. Procurement of Private Services. Procurement of private services must be made through local authorized carriers. Private services for MCAS Beaufort are provide by Centurylink and can be ordered via 1-800-786-6272. The Telephone Office is available to provide assistance when ordering services to ensure that the customer's needs are satisfied and locations are correctly identified.

a. Unofficial service for commercial concerns such as contractors, concessionaires or other business activities is provided jointly by Centurylink and the Telecommunications Division.

b. Unofficial service for occupants of Bachelor Officer Quarters is provided by commercial carrier currently Sprint and occupants shall submit requests directly to the business office which is located in the billeting office in O Barracks building number 1121.

c. Unofficial service for occupants living in Government Housing can be obtained by contacting local carriers such as Centurylink, Sprint or Hargray. House wiring and maintenance is the responsibility of Tri-Command Military Housing.

d. Repairs to all unofficial service shall be the responsibility of the subscriber for reimbursement per local and state utility regulations and tariffs.

CHAPTER 5

Miscellaneous

1. Pay Telephone. All commercial pay stations are owned, operated and maintained by commercial vendors and are provided for the convenience of the public. Misuse or abuse of any of the apparatus or equipment associated with these pay stations will restrict or deprive many people of a desirable convenience. Requests for installations, relocations or removals of pay stations will be made to MCCS.

2. Telephone Monitoring

a. Telephone recording devices will not be utilized to record conversations on telephones connected to the telecommunications and infrastructure, except when specifically authorized by the Secretary of the Navy. Excluded from this requirement are those electronic/mechanical answering devices employed in a secretarial capacity and not intended for the monitoring and recording of two-way telephone conversation.

b. Requests for authority to employ recording devices on office telephones to meet specific operational requirements shall be submitted by the respective CG only, to the Secretary of the Navy via CMC (CCTO). Requests to the Secretary of the Navy shall fully explain the necessity for the exact reproduction, the parties to the conversation, the nature of the conversation, the specific period of time the monitoring shall encompass, the availability of the required devices or the identity of the local commercial telephone company telephone monitoring in excess of the time authorized without specific approval of the Secretary of the Navy is not authorized. Funding for the leased recording devices is the responsibility of the requesting command.

3. Communications Security. Air Station telephone service is a sensitive but unclassified (SBU) network. Unit commanders shall assure that users of the administrative telephone system are specifically advised that it is for the transmission of "Official Government Business Only". A statement to this effect will be included in the telephone directory.

4. Directory Publication. The Telephone Office is responsible for the accuracy, guidance, and instructions on the use of the telephone system provided in the directory. TCO's, Department Heads, and unit commanders are responsible for providing accurate and complete listings of offices and telephone numbers. Directory changes will be recorded as required to ensure continued accuracy and will be submitted to Public Affairs Office (PAO) when requested.

a. Directory publication will be performed annually. Its publication may be included in a special section of the LEC telephone directory for wide dissemination to all quarters, both on and off-base.

b. Publication through a joint effort with the Public Affairs Officer's Base Guide is desirable, contingent upon contracting agreements.

c. Directory listings may include additional information such as: facsimile listings, maps, forms, special feature codes and MCCS information. Commercial advertising will not be permitted within the body of the official telephone directory.

5. Nuisance Calls

a. Malicious, threatening and abusive calls, including those calls in which obscene or profane language is used, are prohibited by Federal Law. Persons making such calls are subject to prosecution. It is the policy of this command to make every effort to deter and locate the originator of such telephone calls.

b. Upon receiving a malicious, threatening or abusive call, a subscriber should perform the following:

(1) Hook flash and dial the malicious call feature code **. This automatically enables the switch to capture the call information and print it to a printer located in the Telephone Office.

(2) The subscriber can now either hang up and report the trace to the Telephone Office at 228-7036 or continue to gather information from the caller and have someone else alert the Telephone Office. The caller should not notice any interruption to the call.

(3) The subscriber must report the infraction to CID at 228-7786.

c. Any information obtained through the trace process will only be released to CID.

6. Operator Assisted Calls. An automated attendant system will handle routine call routing and provide directory listings assistance. Limited directory information service and assistance can be obtained via the Station Duty Officer (SDO).

7. Defense Switched Network (DSN) Calls. FOR OFFICIAL USE ONLY.

a. OCONUS DSN and Precedence DSN Calls: Individual FAC will be utilized when placing overseas and precedence DSN calls. Dial *2+FAC#+94+DSN AREACODE+DSN 7-DIGIT NUMBER. The Telephone Office trouble desk is available to provide assistance and instructions.

b. CONUS DSN: Calls utilizing DSN can be made from phones with a COS 2 by dialing 94 + DSN 7-DIGIT NUMBER or by using a FAC from any station phone and dialing *2+FAC+94+ DSN 7-DIGIT NUMBER.

8. Commercial Directory Assistance. Directory Assistance calls that result in a charge to the Government are unauthorized. This service is not available on official phones.

9. Conference Calls. A conference call is a call, local and/or long distance, which simultaneously connects more than two parties. To place conference calls follow the instructions in chapter 2.

10. After Hours. Official subscribers requiring after hours operator assistance to place international DSN calls should call the Naval Base, Norfolk, Virginia at DSN 564-0111.

11. Field Wire Installation. Field wire or cable will not be placed on utility poles or on any building (except as stated below) in any manner that restricts vehicular or pedestrian traffic. In emergency situations, the Telephone Office will allow temporary installations of field wire systems not to exceed the duration of the emergency. Requests (in triplicate) for

semi-permanent installations will be addressed to the Telephone Office, with enclosures showing route(s), building(s) and the number of pairs. One copy will be endorsed and returned. If approved, a representative of the Telecommunications Division will inspect the completed installation. All material must be removed within 10 days of expiration of approved period of use.

a. Stringing of field communications wire from a tree to a building, from building to building, or on trees within 300 yards of a building or within 50 yards of on electric or communication line is prohibited, except at approved crossings and on steel messenger cable.

b. Any type of field wire suspended above the ground and crossing under an electric or telephone line will be secured to a steel messenger cable.

c. Under no circumstances will wire be suspended over and across electric or telephone lines.

d. The minimum separation from any fixed electric or telephone line to field communication lines will be eight feet.

e. The use or climbing of telephone or utility poles for any purpose is restricted to Facilities Maintenance and Telecommunications Maintenance Personnel. Telecommunications Maintenance personnel will make inspections for violations and direct immediate removal of hazardous conditions. Violations will be reported to the Commanding Officer.

f. The installation of field type wire, bare wire, rubber covered cable or any temporary wire system on utility poles without approval is prohibited.

g. All ground-laid wire along paved roads will be installed on the backslope of the ditch and will be removed immediately after completion of the exercise.

h. Digging, excavating, driving posts or pilings along roads or within inhabited areas is prohibited unless first approved by the Facilities Maintenance Officer and the Telephone Office.

12. Telecommunications Rooms. Access to Telecommunications Rooms is limited to S-6 and Public Works personnel. No equipment will be placed in Telecommunications Rooms unless authorized by the Telephone Office. These spaces will not be used for storage of any administrative supplies, cleaning equipment, personal gear, etc. These spaces will also not be used as personnel office spaces or work spaces.

13. Use of Manholes and Conduit. The Air Station underground network of manholes and conduit that is installed for the purpose of telecommunications (non-electric) is an integral part of the telecommunications and infrastructure. No work may be performed without clearance from the Telephone Office.

14. Protection of Communication/Fiber Optic Cables. Procedures for prevention of damage to all communication and data cable (fiber optic) due to excavation are the responsibility of the excavating activity. The Public Works Division should be notified two weeks minimum to any construction, excavation or demolition to be performed aboard MCAS Beaufort. Any groundwork must have an approved dig permit from Public works prior to starting any work.

a. Contact Public Works at (843)228-6317 before starting any work for dig permits.

b. If additional assistance is required contact the Telephone Office at (843)228-7036.

c. After communication/fiber optic cables have been located, the following precautions should be taken when digging near cable:

(1) Cables must be exposed by hand digging, when excavation operations will cross or parallel closer than three feet of a cable path. No mechanical digging will be performed within three feet of either side of the crossing point until the cable is physically exposed by hand digging and there is enough clearance to resume excavation by mechanical means.

(2) If digging is within three feet on either side of and parallel to a buried cable, the cable will be located by hand digging every 12 feet.

d. If the above procedures are not followed and base communications/data cables are damaged, there will be a repair cost submitted to the responsible agency for materials and labor cost for repair of utilities or the responsible party will be required to retain a contractor to do the repairs.

ASO 2066.1E
TELE
21 NOV 2013

APPENDIX A



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION
BEAUFORT, SOUTH CAROLINA 29904-5001

IN REPLY REFER TO:
SSIC
Ser
4 Mar 05

From: Commanding Officer (MAG/SQDRN) or Department Head
To: Telephone Officer, Marine Corps Air Station Beaufort
Subj: ASSIGNMENT OF TELEPHONE UNIT OR DEPARTMENT TELEPHONE CONTROL OFFICER
Ref: (a) ASO P2066.1E

1. _____ is designated as the Telephone Control Officer (TCO) for Unit or Department Name.
2. The following personnel are also authorized to pick up the monthly telephone bill for this Unit or department.

Signature
TYPE OIC OR SUPERVISOR'S NAME

ASO 2066.1E
TELE
21 NOV 2013

APPENDIX B



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION
BEAUFORT, SOUTH CAROLINA 29904-5001

IN REPLY REFER TO:
SSIC
Ser
4 Mar 05

From: Commanding Officer (MAG/SQDRN) or Department Head
To: Telephone Officer, Marine Corps Air Station Beaufort

Subj: REQUEST FOR ASSIGNMENT OF FORCED AUTHORIZATION CODE

Ref: (a) ASO P2066.E

1. It is requested that a long distance Forced Authorization Code (FAC) be assigned for the following personnel:

<u>RANK</u>	<u>NAME</u>	<u>SSN</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

2. Point of contact for this matter is Name of Telephone Control Officer (TCO) at (XXX)XXX-XXXX.

Signature
TYPE CO, DEPT HEAD or TCO

APPENDIX C

TSR # _____

MCAS TELEPHONE SERVICE REQUEST

FROM: _____
To: Telephone Officer
Via: (1) Commanding Officer / Telephone Control Officer (TCO)
Ref: (a) ASO P2066.1E

1. TCO will be the first POC for any work request.
2. There is a two (2) weeks minimum notification for all Telephone Service Requests.
3. All Telephone Work Requests requiring relocation of telephone equipment. Must be accompanied by a building print Contact the Telephone Office (BLDG 599) at 228-7036 for bldg print and for verification of existing wiring.
4. Relocation within office/work spaces can only be accomplished if there is an existing outlet.
5. UNAUTHORIZED RELOCATION OF TELEPHONES BY THE USER (S) WILL RESULT IN REMOVAL OF SERVICE.
6. Obtain and record TSR # for tracking purpose.
7. For additional information and coordination of telephone service , contact Base Telephone at 228-7036

INFORMATION:

Point of Contact (Print) _____
 POC Phone Number: _____
 Date Service Requested : _____
 Present Location of Equipment: Bldg # _____ Room # _____ Jack # _____
 Propose Location of Equipment: Bldg # _____ Room # _____ Jack # _____

TYPE OF WORK REQUESTING (Check all that apply)

Request New Numbers(s)..... _____
 Relocate Number(s)..... _____
 Relocate Equipment..... _____
 Change NCOS..... (0) On Base Only (1) On Base / Off Base (2) On Base / Off Base / DSN
 Add Pick Group..... _____
 Other (Explain)..... _____
 Multiple or major moves contact the Telephone Office 228-7036 for coordination

Details & Justification

Date _____
Requested By: _____