



Communications and Information

UNCLASSIFIED TELEPHONE AND FACSIMILE MACHINE USE

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This instruction establishes United States Transportation Command (USTRANSCOM) policy and procedures for all unclassified voice communications. It is applicable to all USTRANSCOM military (active duty and reserve), civilian, and contractor personnel assigned at Scott Air Force Base (AFB), Illinois. Failure by military personnel to observe the prohibitions and restrictions contained in paragraphs 3.5.2. and 6. of this instruction is a violation of Article 92, Uniform Code of Military Justice. Violations by civilian employees may result in disciplinary action without regard to otherwise applicable criminal or civil sanctions for violations of related laws. Violations by contractor personnel may result in denied access to systems, contractual remedies against the contractor, or debarment from the installation. This instruction does not establish any rights or entitlements. Refer recommended changes and questions about this instruction to the office of primary responsibility using Air Force Form 847, *Recommendation for Change of Publication*. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with USTRANSCOM Instruction 33-32, *USTRANSCOM Records Management Program*.

SUMMARY OF REVISIONS

This instruction is a general administrative update. It incorporates, into one instruction, appropriate segments from other directives relating to the unclassified use of landline telephones, modems, and facsimile telecommunications systems. This instruction has been revised in its entirety, asterisks will not be used to identify revised material.

- 1. References and Supporting Information.** References, related publications, abbreviations, acronyms, and terms used in this instruction are listed in Attachment 1.
- 2. Policy.** Instruction delineates USTRANSCOM office and individual responsibilities that relate to management and use of government-provided telephone resources.
- 3. Responsibilities:**

3.1. Director, Command, Control, Communications and Computer Systems Directorate will:

3.1.1. Appoint primary and alternate command Telephone Control Officers (TCO) and provide appointment letter to 375th Communications Squadron (375 CS).

3.1.2. Maintain service level agreement with 375 CS to provide telephone systems operation and maintenance support to USTRANSCOM. This telephone system service includes installations, equipment relocations and removal, switch hardware upgrades and software updates, and related landline telephone actions.

3.2. Command TCO will:

3.2.1. Act as the command focal point for all telephone-related matters, and process user telephone requirements and work-related issues, such as:

3.2.1.1. Requests for telephone service.

3.2.1.2. Requests for facsimile.

3.2.1.3. Requests for modems.

3.2.1.4. Requests for relocations of existing telephones.

3.2.1.5. Provide base telephone directory updates.

3.2.1.6. Coordinate user verification of official toll calls.

3.2.1.7. Provide user instructions on telephone equipment.

3.3. USTRANSCOM Directors and Command Support Group Chiefs, appoint primary and alternate TCOs and provide appointment letter to the command TCO.

3.4. Directorate/CSG TCOs will:

3.4.1. Serve as liaison between the USTRANSCOM command TCO and their Directorate/CSG telephone users.

3.4.2. Relay telephone problems from affected customers to the 375 CS, Scott Comm Focal Point.

3.5. All USTRANSCOM military, civilian, and contractor personnel will:

3.5.1. Use Government telephones and telephonic equipment as described in paragraph 6.

3.5.2. Not discuss classified information over non-secure systems.

3.5.3. Contact their Directorate/CSG TCO for assistance in requesting telephone services.

3.5.4. Not relocate or unplug existing telephone resources. Only 375 CS personnel are authorized to accomplish these actions.

3.5.5. Take proper care of all telephone equipment.

3.5.6. Report telephone trouble to the Directorate/CSG TCO.

4. USTRANSCOM Telephone Services. A personal identification number (PIN) is used to validate and track long distance commercial calls on Scott AFB, Illinois. PINs are requested and deleted through the Automated Account Request System (AARS) by the Functional Area Communication and Computer Systems Manager (FACCSM) or Directorate/CSG TCO. Once a request is received through AARS, a work order will be submitted to the 375 CS for creation of a PIN. FACCSMs or Directorate/CSG TCOs request that PINs be transferred for personnel who move across organizations on Scott AFB. FACCSMs or Directorate/CSG TCOs delete the PIN for personnel who have a permanent change of station move, retire, or are no longer employed on Scott AFB.

5. Billing for Telephone and Other Commercial Communications Services.

USTRANSCOM follows the process that is presented in Air Force Instruction 33-111, Section G, *Billing for Telephone and Other Commercial Communications Services*.

6. Personal Use of Government Telephone Resources. Government communications resources, including telephones and facsimile machines, shall be used for official use and authorized purposes only. Authorized purposes include brief communications made by Department of Defense (DOD) employees while traveling on government business to notify family members of official transportation or schedule changes. They also include personal communications from the DOD or contractor employee's usual USTRANSCOM work place that are most reasonably made while at the work place (such as checking in with one's spouse or minor children or scheduling an auto repair appointment), so long as such communications:

6.1. Do not adversely affect the performance of the employee's duties.

6.2. Do not include the conduct of a commercial business (such as selling products, taking orders, or calling clients) unrelated to the employee's official duties.

6.3. Are of reasonable duration and frequency and, whenever possible, made during the employee's personal time.

6.4. Do not overburden the communications system, incur no significant additional cost to USTRANSCOM or other DOD components and, in the case of long distance communications, charges are:

6.4.1. Charged to the employee's home telephone or other non-Federal Government number.

6.4.2. Made to a toll-free number.

6.4.3. Reversed to the called party if a non-Federal Government number (collect call).

6.4.4. Charged to a personal credit card.

7. Turn-In of Telephone Resources.

7.1. USTRANSCOM personnel will make arrangements with their TCO to turn-in excess telephone resources.

7.2. Facsimile machines are considered supply items and shall be turned-in to base supply.

GREGORY J. TOUHILL
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Director, Command, Control, Communications
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Attachment 1

GLOSSARY OF REFERENCES, ABBREVIATIONS, ACRONYMS, AND TERMS

Section A – References

Joint Travel Regulation (JTR), Volume 2

USTRANSCOMPD 33-10, *Cellular Telephone Management*

USTRANSCOMI 33-13, *Procedures for Secure Voice/Data Communication Equipment Use*

AFSSI 5027, *Network Security Policy*

Air Force Instruction 33-111, Section G, *Billing for Telephone and Other Commercial Communications Services*

Scott AFB Instruction 33-104, *Requests for Telephone Service and Communications Connectivity*

Section B - Abbreviations and Acronyms

375 CS - 375th Communications Squadron

AARS - Automated Account Request System

DOD – Department of Defense

FACCSM - Functional Area Communication and Computer Systems Manager

PIN - Personal Identification Number

TCO - Telephone Control Officer

USTRANSCOM – United States Transportation Command

Section C - Terms

Not Used