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NAVCOMTELSTA GUAM INSTRUCTION 2066.1F

Subj: BASE LEVEL COMMUNICATIONS

Ref: (a) COMUSFLTFORCOMINST 5450.3  
(b) OPNAVINST 2060.8  
(c) NAVCOMTELCOMINST 2066.1B  
(d) DODINST 4640.14  
(e) CNO Washington DC MSG 051619Z DEC 95  
(f) DoD Financial Management Regulation 7000.14-R  
(g) DISA Circular 310-130-4, Defense User's Guide to the Telecommunications Service Priority System (TSP)  
(h) SECNAVINST 5430.107  
(i) DOD Directive 4640.6  
(j) Chairman, Joint Chiefs-of-Staff INST 6215.01C  
(k) U.S. Public Law 101-136, Section 121  
(l) OPNAVINST 5530.14C

1. Purpose. To disseminate Department of Defense (DoD) and Department of the Navy (DoN) policy and establish procedures for use of official DoD base level communications services and systems on Guam.

2. Cancellation. NCTSGUAMINST 2066.1E

3. Background. In accordance with reference (a), the Naval Network Warfare Command (NAVNETWARCOM) mission assignments include, but are not limited to "act as the Navy's central operational authority for Information Technology (IT), networks, Signals Intelligence (SIGINT), Cryptology, Information Operations (IO) and space in support of Naval forces afloat and ashore". NAVNETWARCOM has assumed all responsibilities of the Commander, Naval Computer and Telecommunications Command. Reference (b) assigns NAVNETWARCOM responsibility for establishing policy for oversight management, validation and standards for base level telecommunications. NAVNETWARCOM has established Navy base level communications policy in reference (c). Per references (d) and (e), management of installation support, to include Fixed Voice/telephony services and Layer 1 infrastructure, at Andersen AFB transferred to Navy as the Executive Agent for joint base implementation on Guam.

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#### 4. Definitions.

a. Base Level Communications. Reference (d) defines DoD base level communications as "Facilities, equipment, and services used to support the electromagnetic dissemination, transmission, or reception of information via voice, data, video, integrated telecommunications, wire or radio within the confines of a post, camp, station, base, installation, headquarters or Federal building. This includes local interconnect trunks to the first serving commercial central office providing service to the local community and to other DoD Component facilities in the local area."

b. Base Level Information Infrastructure (BLII). The BLII is the physical infrastructure that supports base level communications. In accordance with reference (e), the BLII includes inside and outside cable plant (wire-fiber), telephone switching systems, network concentrators, routers, and servers, and all voice and data services that meet the above criteria.

#### 5. Responsibility.

a. In accordance with reference (c), the activity responsible for management of Navy base level communications at the station level is the NAVNETWARCOM base communications office (BCO). On Guam, the BCO is the NCTS Guam Base Level Communications Department. The area BCO is provided oversight management by the NAVNETWARCOM base level communications regional coordinator, which for the Pacific area is NCTAMS PAC, Hawaii.

b. In accordance with reference (b), Commanding Officers, at all levels of command, are responsible for proper use of DoD/DoN communications services.

6. Applicability and Scope. This instruction applies to Navy ashore communications and information services that are provided, operated and maintained by NCTS Guam in accordance with references (a) through (e). Included are those portions of the Defense Information Systems Network (DISN) which are assigned to NCTS Guam Base Level Communications Department.

7. Base Level Communications Manual. Base level communications encompass a wide range of services which are governed by a wide range of DoD and Navy policy documents. References (a) through (1) provide DoD and Navy policy for services included in the

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scope of this instruction. Reference (c) consolidates DoD and DoN policy and establishes local implementing procedure.

8. Action.

a. All DoD activities on Guam shall comply with the provisions of references (a) through (l), as pertain to the use of official Navy base level communications and information services.

b. All non-DoD activities operating on, or in the immediate vicinity of, U.S. DoD installations on Guam using official Navy base communications services shall obtain and use such services in accordance with the provisions of reference (c).



W. E. CHASE

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## CHAPTER 1

### GENERAL POLICY AND PROCEDURE

1.1 Background. The Guam Navy Base Level Information Infrastructure (BLII) is an official Department of Defense (DoD) telecommunications system which provides a full range of base level telecommunications services, as defined in references (d) and (e), to Navy and other authorized users on Guam. The Guam Navy BLII and Guam Navy Base Level Telecommunications services are managed, administered, operated, and maintained by the U.S. Naval Computer and Telecommunications Station Guam (NCTS Guam) Base Level Communications Department.

1.2 Policy. This instruction provides a guide to DoD Navy base level communications policy and establishes, as required, procedure for local implementation. This chapter outlines general policy and procedure. Specific policy and procedure for various services are provided in subsequent chapters.

1.3 Applicability and Scope. This instruction applies to those base level communications, Defense Information Systems Network (DISN), and Base Level Information Infrastructure (BLII) services and systems that are managed, operated and maintained by NCTS Guam Base Level Communications Department.

a. Included are:

(1) Official Navy telephones, Defense Switched Network (DSN), Federal Telephone System (FTS-2001/Networx), and commercial local and long-distance telephone services. The DSN is the primary DISN switched common user voice network for the DoD and is administered, operated and maintained by NCTS Guam as part of it's DISN mission.

(2) On-base and inter-base cable, dedicated analog and digital communications circuits, channels and transmission paths, segments of DISA long-haul circuits, telemetry and alarm systems.

(3) Intra-island data network services to include the OCONUS Navy Enterprise Network (ONE-NET) and related transport services, connections to DISN long-haul networks, and intra-island services that require base cable plant or intra-island dedicated circuits.

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(4) DISN Unclassified But Sensitive Internet Protocol Router Network (NIPRNET) and Secure Internet Protocol Router Network (SIPRNET) network nodes. The DISN NIPRNET and SIPRNET are DISN networks managed by the Defense Information Systems Agency (DISA). NCTS Guam is assigned mission responsibility for on-island node site coordinator functions.

b. Not included are:

(1) Telephone service provided for the personal use of DoD personnel living in base family housing or bachelor quarters. These services are obtained directly from the private sector.

(2) Off-island DISN and commercial long-haul point-to-point dedicated services. Off-island DISN services are a DISA responsibility.

(3) Secure Terminal Equipment (STE) instruments and keying materials which are managed by the individual using commands.

1.4 Authorized Users. The activities listed below are authorized use of local NCTS Guam Navy base level communications services. Use of services will be in accordance with applicable provisions of this instruction. Use of local Navy base level communications does not automatically imply authorization for access to DISN and other official long-haul DoD communications such as DSN, NIPRNET, SIPRNET, etc. Activities requiring these services should refer to the appropriate chapter of this instruction and referenced DoD, DISA and DoN regulations.

1.4.1 U.S. DoD activities located on, or within the immediate vicinity of any U.S. DoD installation on Guam, to include visiting fleet, squadrons, and other operational units deployed to U.S. DoD facilities on Guam.

1.4.2 Non-DoD and other U.S. Federal Government activities located on, or deployed to, U.S. DoD and other federal installations on Guam.

1.4.3 U.S. DoD non-appropriated fund (NAF) activities when authorized in accordance with reference (c) and (f) and approved by the appropriate Base Commanding Officer. Unless support is authorized, in writing, by the cognizant Base Commanding Officer, NAF activities will obtain communications services

directly from the local commercial telephone company.

1.4.4 DoD contractors, concessionaires and other private parties will normally obtain communications services from commercial sources. The only exceptions shall be when local service is not available, or can not be provided due to location or security reasons, e.g., the local commercial telephone company is not permitted to install facilities into secure spaces occupied by the contractor, or when the private party is authorized official service. This policy includes commercial ships temporarily berthed at U.S. Navy piers.

1.5 Modification of BLII Facilities. The DoD has a significant capital investment in the Guam BLII. BLII equipment and facilities are highly susceptible to damage due to improper installation practices or connection of equipment that may not be standard and which may induce unacceptable electrical voltages or optical levels. Further, improper cable installation may result in damage to customer equipment or cause personal injury when cables are blown down during typhoons or lightning is introduced into buildings due to faulty grounds. Therefore:

1.5.1 Only NCTS Guam Base Level Communications Department personnel are authorized to install, repair or modify any base communications circuits, equipment or services.

1.5.2 Customer activities may connect customer provided/owned telephone terminal equipment, e.g., answering machines, facsimile machines, programmable telephones, etc., to NCTS Guam BLII, but only subject to the following conditions:

1.5.2.1 The equipment must display a U.S. Federal Communications Commission (FCC) registration number. Most equipment available through U.S. retail sources, including the military exchange system, for use in the home or office will usually be approved. If there is any doubt, the customer should bring the equipment into the BCO customer service office to be checked prior to connecting it to the system. Telephone equipment must be plugged into an existing telephone jack or terminal box. The customer is not authorized to modify the base communications system, to include wiring.

1.5.2.2 The customer may not provide and attach customer owned equipment which requires specific hardware or software resident within NCTS Guam telephone switching system. Such equipment is

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proprietary and will be provided and installed by NCTS Guam Base Level Communications technicians.

1.5.2.3 The customer may not attach any Local Area Network hardware to the BLII, these requirements shall be coordinated with the OCONUS Navy Enterprise Network (ONE-NET) Enterprise Service Desk (ESD).

1.5.2.4 The customer should return any NCTS Guam equipment that is not being used to the BCO customer service office. The customer shall be held responsible for any equipment removed from the line and may be billed for replacement if lost or damaged, unless the equipment is turned-in.

1.5.2.5 Use of customer owned equipment shall be at the sole expense of the customer. NCTS Guam shall not be responsible for repairing defective customer owned equipment. NCTS Guam shall not under any circumstance be responsible for damage to customer equipment connected to the base level communications system.

1.5.3 Activities installing, modifying or rearranging NCTS Guam base level communications facilities without prior approval of the Base Communications Officer (BCO), or connecting unauthorized equipment to the system, may be liable for damages incurred to the system as a result of improper installation.

1.6 Funding. NCTS Guam is funded only to operate and maintain existing DoD services. Customer activities will be responsible for reimbursement for any services that can be specifically identified to that customer such as:

1.6.1 Long Distance Toll Charges. Customer activities will be billed for reimbursement for toll charges for commercial and Federal Telecommunications System (FTS/Network) calls placed by members of their command, from telephones subscribed to by their activity, or charged to calling cards assigned their activity.

1.6.2 Leased Services. Customer activities will be billed for reimbursement for any services or equipment leased from a commercial telephone or service company specifically for the customer activity and at the request of the customer.

1.6.3 New Installations. Customer activities will be required to reimburse NCTS Guam for expenses incurred for new routine installations, modifications, moves, etc. in accordance with the flat rate schedule for moves, adds, and changes. Current flat

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rate schedule can be viewed at NCTS Guam web site at [https://www.nctsguam.navy.mil/NCTS\\_Old/N2/index.html](https://www.nctsguam.navy.mil/NCTS_Old/N2/index.html). Note that this site can only be accessed from the military network and the user must have a valid PKI certificate). In addition to the costs identified on the flat rate schedule, customer activities are responsible for reimbursing the BCO for any equipment that is specific to their requirement (i.e. telephones and other customer premise equipment, CSU/DSU's, special transceivers, etc.). Customers that have participated in a budget base transfer of their communications support funding to the Naval Network Warfare Command will not be billed recurring charges for new services once installed: however, if service levels are increased to such an extent to cause NCTS Guam to exceed its authorized O&M budget, that activity may be required to transfer funds to cover the increased cost. Such situations will be referred to higher level headquarters on a case-by-case basis.

1.6.4 Special Projects. Customers will be required to reimburse NCTS Guam for all expenses associated with special projects that require new outside plant cable or expansion of the BLII network. Such efforts exceed the normal operation and maintenance responsibilities of NCTS Guam. Special projects will be addressed on a case-by-case basis.

1.7 Management. In accordance with reference (b), "responsibility for the proper use of DoD telephone facilities lies with Commanders at each level of command (activity, district or area) and heads of activities or offices within the Department of the Navy, as appropriate." Responsibility for administration and management of Navy Base Level Communications services is assigned to the NCTS Guam in accordance with references (a) and (c). It is NCTS Guam's policy to manage Guam Navy Base Level Communications services in partnership with its customers.

1.7.1 Telephone Control Officer (TCO). Each activity requiring base level communications services shall appoint a Telephone Control Officer (TCO) as follows:

1.7.1.1 The TCO shall be appointed in writing by the Commanding Officer of the customer activity and shall be the only individual recognized as authority to submit requests and commit funds for services. Activities may assign more than one TCO.

1.7.1.2 TCO's shall serve as the principal point of contact for base level communications.

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1.7.1.3 TCO's shall ensure that acquisition and use of base communications services are in accordance with the provisions of this instruction.

1.7.2 Base Communications/Telephone Control Board (BCCB/TCB). Reference (c) requires the BCO to establish and chair a TCB on a regularly recurring basis. To encourage greater customer participation in BLII planning and policy establishment, NCTS Guam shall conduct and TCB's as follows:

1.7.2.1 BLII TCB's shall be chaired by NCTS Guam. Membership shall be open to all Base Level Communications customer activities. The activity TCO shall normally be the TCB member. However, TCB's, may be expanded to include financial and other issues and wider representation is acceptable.

1.7.2.2 The primary purpose of the BLII TCB shall be to maintain a continuing dialog between NCTS Guam and BLII customer activities, identify requirements, determine how the BLII satisfies, or does not satisfy, customer requirements, and to resolve problems. The BCO may also utilize the TCB's to disseminate information concerning BLII policy, procedure, services, etc., and to obtain information for planning purposes.

1.7.2.3 In addition to the customer TCO's, the BLII TCB should include operations personnel, ONE-NET personnel, comptroller, and any others who have an interest in what services are available, how services are provided, and how services are funded.

1.7.2.4 TCB's will be scheduled on an annual basis as a minimum and will be announced to all BLII customers. More frequent boards may be convened as required whenever major changes in policy or procedure are pending. Special TCB's may be called as required to resolve specific problems in specific areas, e.g., data communications, financial, etc.

**CHAPTER 2****BASE LEVEL COMMUNICATIONS SERVICE REQUESTS**

2.1 General. Requirements for base level communications services will be submitted to the NCTS Guam BCO customer service office on a Base Level Communications Service Request (CSR), figure 2.1.

2.2 Funding. Effective 1 October 1997, Base Level Communications services were converted from reimbursable to mission funded at the level of service established as of that date. New services above the baseline will be billed on a recurring basis when approved by higher headquarters, base level communications customers who participated in the budget based transfer are no longer billed monthly line rates for Navy services. Customers are, however, still required to reimburse NCTS Guam for expenses which can be directly attributable to that customer, e.g., toll charges, services leased from a commercial vendor for a specific customer, new installations, customer requested special projects. All funding must be submitted in advance of the provision of any service or the commencement of any work, including ordering of materials.

2.2.1 The NCTS Guam BCO will advise customer activities of estimated funding requirements prior to the start of each fiscal year. Funding requirements will be estimated based on past usage.

2.2.2 Funding for recurring type services, e.g., long-distance tolls, commercial leased services (GTA), routine installations, etc. must be submitted prior to the beginning of the service period and for at least one quarter year in advance. Funding for customer requested special projects must be submitted prior to start of work. A cost estimate for each special project will be provided and funds must be received prior to the start of any work. For any major increases in level of Navy services which will result in an increase in NCTS Guam operating expense, the customer may be required to transfer appropriate funds prior to implementing the new services. Such requirements and funding arrangements will be negotiated in advance.

2.2.3 Submit funding documents to the Commanding Officer, U.S. Naval Computer and Telecommunications Station Guam, Code N2. Navy activities will submit funding on NAVCOMPT Form 2275 or DD-1149. Non-Navy DoD activities will submit funding on DD Form

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448. When authorized Navy services, DoD contractors and other non-DoD or non-Government entities, purchase order or check to cover a minimum of 6 months service.

### 2.3 Submission of CSR's.

#### 2.3.1 Official Activities.

2.3.1.1 Official activities with established base communications accounts may submit CSRs to the BCO in accordance with following instructions. The BCO will notify the requesting activity at any time requested service will cause billing to exceed funded levels. The activity may be required to submit a revised funding document to cover the additional costs.

2.3.1.2 Activities that do not have a current account will be required to submit funding prior to provision of any service.

2.3.2 Non-Appropriated Fund (NAF) Activities. Normally, NAF activities will contract directly with local commercial telephone companies and telecommunications carriers for service.

2.3.2.1 Requirements for official service for NAF activities will be submitted by the sponsor activity.

2.3.2.2 The requesting activity will designate the purpose of the service and provide justification for the service to be considered as official. The BCO will determine if the requested service is official in accordance with reference (f).

2.3.2.2.1 If the service meets the requirements for appropriated funding in accordance with of reference (f), the BCO will install Official (Class A or C) services.

2.3.2.2.2 If the service does not quality for appropriated funding, the BCO will install Class B-2 service and bill the appropriate NAF entity. Each NAF entity using BCO services must have an established account and provide funding.

2.3.3 DoD Contractors and Private Parties. DoD contractors and private parties will normally obtain services directly from commercial sources.

2.3.3.1 Official Navy base communications services may be provided only when commercial services are not available, can not be provided due to security reasons, or when the official

Navy or U.S. DoD sponsor is required to provide service by the contract.

2.3.3.2 All requests for temporary (< 6 months) official U.S. Navy base level telecommunication services for DoD contractors and private parties shall be submitted by the Navy or DoD sponsor activity. Requests will not be accepted from private parties, but the private party must provide funding for the requirement in advance.

2.3.3.3 Private parties requiring Navy base level communications services must establish an account and submit advance payment to cover a minimum of 6 months service.

2.4 CSR Priority System. Policy for DoD telecommunications priorities are governed by reference (g). CSR priorities govern the order in which installation, relocation, modification, etc., will be accomplished. CSR priority is different from, and should not be confused with, maintenance and restoral priorities which refer to the order in which disrupted services will be restored and which are addressed in a separate chapter of this instruction (refer to chapter table of contents and look for "Maintenance and Restoral Priorities). Authorized CSR priorities and approval authorities are:

2.4.1 Priority 1. Failure to provide service on required date will severely impact operational mission, ability to react to crisis or natural disaster, or may result in loss of life, serious injury to personnel, or serious damage to government property.

2.4.1.1 Approval authority. Operational command commanding officer. Signature of commanding officer, operations officer or duty officer is required. Verbal approval will be accepted for emergency situations, but must be followed up with written approval.

2.4.1.2 The National Security Emergency Preparedness (NS/EP) Telecommunications Service Priority (TSP) system, reference (g), establishes priorities for provisioning and restoral or telecommunications services which support the National security, defense, and emergency preparedness. NS/EP TSPs are assigned by the National Command Authority (NCA). Any request for base communications services in support of a circuit with an NS/EP provisioning priority of emergency (E) will automatically be assigned a CSR priority of 1. The TCO must advise the BCO of

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any requirement with an NS/EP TSP of (E) on the CSR and provide supporting documentation.

2.4.1.3 The BCO will respond to priority 1 requirements prior to CSR's with a lower priority in the order received. The only exception shall be that any requirement with an NS/EP provisioning priority of (E) shall take precedence over all priority 1 CSR's. Response shall be during normal duty hours, unless overtime is approved by the customer activity TCO. The customer activity will be responsible for payment of overtime charges.

2.4.2 Priority 2. Failure to provide service will impede ability to perform essential mission tasks.

2.4.2.1 Approval authority. Customer activity TCO.

2.4.2.2 NS/EP telecommunications services with an approved NS/EP TSP provisioning priority of 1 or 2 may be assigned a CSR priority of 2 upon request of the appropriate TCO.

2.4.2.3 Priority 2 installations, moves, etc., will normally be completed within five (5) working days. Special project estimate requests which require installation of new outside plant cable or expansion of the BCO network, a cost estimate and projected completion date will be provided following site survey.

2.4.2.4 Overtime work will not be conducted unless authorized by the appropriate TCO and only if personnel are available and not working on higher priorities. The customer activity will be responsible for payment of overtime charges.

2.4.2.5 Not more than 10% of all open work requests for any activity may be assigned CSR priority 2.

2.4.3 Priority 3. Routine. All other requests.

2.4.3.1 Approval authority. Customer activity TCO.

2.4.3.2 Normal lead time for routine installations, moves, etc. is five working days. Special projects that require installation of new outside plant cable or expansion of the BCO network will take longer. In such cases, a cost estimate and projected completion date will be provide upon request.

2.4.3.3 Overtime work will not be conducted unless authorized by the appropriate TCO and only if personnel are available and not working on higher priorities. The customer activity will be responsible for payment of overtime charges.

2.4.4 Emergencies. Emergencies refer to unanticipated situations caused by natural disaster, military operations, civil disturbance, etc., which satisfy the criteria for CSR Priority 1. Failure to properly plan for requirements does not justify raising CSR priority.

2.5 CSR Planning Estimates. Except for NS/EP priority (E) requirements, requests within each priority level will be worked on a first-come-first-served basis. Every effort will be made to meet response goals indicated above; however, response is influenced by the complexity of the requirement, availability of personnel and materials and existence of other requirements of the same priority. Response times are not guaranteed.

2.5.1 TCOs should review planned and ongoing construction, renovations, moves, etc., and submit CSRs as far in advance as possible to allow for contingencies.

2.5.2 Response for MILCONs, major renovations and alterations, etc., will likely require significant planning and design effort, long lead-time for materials, etc. Activities with such requirements should coordinate with BCO as early as possible to ensure base communications services are included in the planning and are available upon planned occupancy.

2.5.3 Scoping estimates are rough estimates of cost and completion that may be used for forecasting or initial planning. Cost and completion dates are not guaranteed and may vary depending on the situation. Detailed cost estimates requiring engineering design that may be used for funding will be accomplished on a reimbursable basis. Formal requests for funding estimates shall be submitted via CSR.

2.5.4 Informal cost estimates or milestones obtained directly from line shops are not valid for funding nor establishment of completion milestones.

2.6 Action. Requirements for base communications services, including planning, engineering, cost estimates and consultative services, will be submitted to the NCTS Guam BCO customer service office on a Customer Service Request form (CSR).

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2.6.1 The TCO should ensure that sufficient information is provided for the BCO to determine the nature of service required.

2.6.1.1 Sketches should be included if they will clarify the requirement.

2.6.1.2 Attach justification for CSR priority, restoral priority, overtime, CJCSI 6215.01C approval for Defense Switched Network (DSN) service, as appropriate.

2.6.1.3 In all cases, a point of contact who is familiar with the requirement should be designated.

2.6.1.4 If assistance in preparation of the CSR is required, or if the user is not certain of the requirement, contact the BCO for advice and assistance in defining the requirement.

2.6.2 The BCO will:

2.6.2.1 Assist customers in identifying specific services or equipment that will best satisfy their needs and in completing the CSR and any other related requirement work sheets.

2.6.2.2 Assist customers in preparation and submission of CJCSI 6215.01 requests as required for DSN services. Authorize installation of DSN service upon receipt of appropriate validation.

2.6.2.3 Assign base communications maintenance and restoration priorities (RP) in accordance with chapter 6.

2.6.2.4 Maintain status of all open CSRs and provide status of work-in-progress, billing, etc. as requested by the customer or management. Refer the customer or supporting SCE or ACE to the Base Communications Resource Management Division, or the performing work center as required to coordinate technical matters.

2.6.2.5 Prior to closing a CSR, contact the customer to ensure that requested service has been provided and that service satisfies the customer requirement.

2.6.3 During project design or installation of service, the customer may coordinate with the project engineer to discuss technical details; however, no customer requested changes which

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may result in a change in scope, require different or additional equipment or otherwise increase cost or delay execution will be made until such time as a formal CSR has been submitted via the TCO and funds authorized.

## CHAPTER 3

### BILLING

3.1 General. Official base level communications services on Guam are provided and funded by NCTS Guam. Navy customers, and non-Navy DoD and US Federal customers who fund for services directly to the NCTC/NNWC will not be billed monthly recurring line rates for services provided from NCTS Guam BLII systems. All customers are, however, responsible for reimbursing NCTS Guam for specific costs generated by and directly attributable to the customer activity, including customer owned equipment.

3.1.1 Recurring services, e.g., long-distance toll charges, GTA and other commercial services, leased by NCTS Guam on behalf of the customer activity will be billed on a monthly basis. Also, NCTS Guam BCO services for those activities that are not centrally funded via NCTC/NNWC, e.g., unofficial Class B-2 service, service to DoD activities which have not participated in the Base Communications budget based transfer, and other NCTS Guam services when authorized for non-Federal entities, will also be billed on a monthly basis as specified in this chapter.

3.1.2 All customers will be billed for the cost of routine installations, including moves, adds, and changes, in accordance with the flat rate schedule identified in paragraph 1.6.3. Customers will also be billed for any equipment that the BCO provides that is specific to the customer requirement, including telephones and other customer premise equipment, CSU/DSU's, special transceivers, etc. All activities will be billed for any overtime labor expense incurred at the customer request.

3.1.3 All customers will be billed for any expense incurred for special projects which are beyond the normal day to day operation and maintenance of base level communications services. Such expense may include: rewiring an entire customer facility due to renovation of the facility; installing cable plant to a newly constructed customer building; wiring a customer building for a LAN; installing special communications or information systems equipment in a customer facility. NCTS Guam will evaluate each request for service and will advise the customer when a request meets project criteria and must be funded. In such cases, a cost estimate will be provided. No work will commence unless, and until, approved by the customer and funding is provided.

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3.2 Billing Statements. The NCTS Guam BCO will provide monthly statements no later than the 10<sup>th</sup> of each month. Itemized charges will be listed as follows:

3.2.1 Recurring Charges for NCTS Guam Services. Applies only to those entities that are billed for recurring services, e.g., NAF activities for services that are not authorized appropriated funding, DoD activities that have not participated in the Base Communications budget based transfer, DoD contractors and private parties. Recurring charges for NCTS Guam services, e.g., lines, features, equipment, cable pair, etc., will be billed monthly, in advance, from the 1st to the last day of each month. For example, the statement dated March will include recurring charges for 1 through 31 March and will indicate quantities of each type of service, charge per unit and total charges.

3.2.2 Non-Recurring NCTS Guam Charges. Non-recurring charges, e.g., flat rate charges for customer requested installations, moves, reconfiguration, etc., will be billed after the work is completed. The billing period for non-recurring charges will be from the 26th to the 25th of each month. For example, charges incurred between 26 January and 25 February will be included on the March billing statement. Charges missed during the normal billing cycle may be included in a later bill.

3.2.3 Federal Telephone System (FTS/Networx). FTS/Networx toll charges will be billed from the 26th to the 25th of each month and include the commercial telephone company (MCI/Verizon) charges, General Services Administration (GSA) and Defense Information Systems Agency (DISA)/Defense Information Technology Center (DITCO) overhead. NCTS Guam does not add any overhead for FTS/NETWORK services. Call detail statements listing all FTS/NETWORK calls billed; calling and called numbers; date, time and duration of each call; charges for each call; and total charges, will be attached to the bill. For example, FTS/NETWORK toll charges incurred between 26 January and 25 February will appear on the March statement. Charges missed during the normal billing cycle will be included in a later bill.

3.2.4 Leased Services. Activities that require commercial leased services, e.g., GTA, GTA Cellular, Docomo, iConnect, etc., will reimburse NCTS Guam for the cost of these services. Charges for such services will be billed as a direct pass through. Users will reimburse NCTS Guam only for the expense billed by the commercial telephone company plus any overhead

that may be charged by the government contracting officer/agency. NCTS Guam does not add any overhead for providing services.

3.2.5 International Switched Voice Service (ISVS). ISVS toll charges are billed by account code. The ISVS carrier mails monthly call detail statements directly to the customer. Call detail statements are not bills. Charges for ISVS tolls appear as a line item on the monthly billing statement and identify account code, period billed and total charges. The ISVS carrier bills the Defense Information Technology Contracting Office (DITCO), DITCO bills NCTS Guam. NCTS Guam bills the customer. NCTS Guam bills include commercial carrier charges and DITCO overhead. NCTS Guam does not add overhead. Customers will be billed when charges are received from DITCO. Charges accumulate from the 1<sup>st</sup> to the last day of each month and normally will appear on the bill dated the 4<sup>th</sup> of the following month if charges have been received from DITCO.

3.3 Collections. Charges for Base Communications services will be billed against funding documents on a monthly basis by the responsible Defense Finance and Accounting Service (DFAS). NAVCOMPT Form 2193, Status of Funds, indicating collections made against funding documents can be obtained from the STARS-FL accounting system. If the Base Communications customer activity does not have access to STARS-FL, hardcopy can be obtained from DFAS Pensacola at DSN 312-922-5876 or commercial (850) 452-5876.

3.4 Certification of Official Use. In accordance with reference (b), Commanding Officers are responsible for proper use of official DoD/DoN telephones. Customer activities should maintain logs of toll calls placed from activity telephones. TCO's should review long-distance control logs to ensure that all listed calls were for officially authorized Government business and compare control logs with FTS/NETWORX and ISVS call detail statements to ensure that all calls were logged.

3.4.1 For customers that are capable of validating their bills on-line via the NCTS Guam BCO Web Billing system, on-line validation is preferred. Customers may contact the NCTS Guam BCO billing office for assistance or training for use of the Web Billing system.

3.4.2 For customers that do not have access to the Web Billing system, a hardcopy record is required. If it is determined that all calls were valid and were for official business, TCO's shall

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affix and sign the following statement in accordance with Volume 4, paragraph 046836, reference (f):

"Pursuant to Sec 4 of the Act of 10 May 1939 (53 Stat. 738, 31 U.S. Code 1348), I certify that the use of telephone for official long-distance calls listed herein was necessary in the interest of the Government."

When the certificate is executed, the capacity in which the person signs will be indicated clearly such as "John Brown, LT, USN, Communications Officer, Naval Base Guam." Certified billing statements should be filed for 2 years for audit purposes.

3.4.3 Customer activities are responsible for proper use of assigned telephones and for payment for all charges incurred regardless of whether the calls were authorized or not. If it is determined that any billed calls were not authorized, it is the responsibility of the customer activity to identify responsible individuals, recover cost and initiate corrective action.

3.4.4 If any charges are believed to be in error, the activity TCO should contact NCTS Guam Base Level Communications Billing office. The billing office will assist in investigating disputed charges and make adjustments as required on the next bill. This can be accomplished on-line using the Web Billing system or via other contact with the BCO billing office.

3.5 Verification of Charges. Call detail statements are not bills. NCTS Guam billing statements indicate charges to be billed. NAVCOMPT Form 2193 identifies actual charges against funding documents. To ensure billing is correct, TCO's should:

3.5.1 Compare FTS/NETWORK and ISVS call detail statements with NCTS Guam Base Level Communications billing statements.

3.5.2 Compare monthly billing statements with NAVCOMPT Form 2193.

3.5.3 Report discrepancies to the BCO.

## CHAPTER 4

### ANNUAL REVIEW AND REVALIDATION (R&R)

4.1 General. Reference (c) requires that all DoD base level communications services be reviewed and revalidated annually.

4.2 Scope. This instruction applies to all Guam Navy level communications services, including DSN, FTS 2001/Networx, commercial long-distance telephone services, administrative telephone services, cable pair, intra-Guam communications circuits, etc. This instruction does not apply to long-haul Defense Information System Network (DISN) services which are not under the purview of the Base Level Communications Office.

4.3 Procedure.

4.3.1 The NCTS Guam BCO will, on an annual basis, provide each base communications customer activity an inventory of all:

4.3.1.1 Government owned or leased base communications services billed to that activity.

4.3.1.2 DSN services billed to that activity. Inventory will indicate any DSN services that do not have current Chairman Joint Chiefs of Staff authorization (See table of contents for appropriate chapter of this instruction that applies to DSN).

4.3.2 Commanding Officers of activities using Guam Navy base administrative telephone services will:

4.3.2.1 Review inventories and indicate in space provided if the service is still required or can be discontinued.

4.3.2.2 Review DSN inventory and indicate in the space provided if current DSN services and precedence levels are still required. Prepare and submit CJCSI 6215.01C request in accordance with appropriate chapter of this instruction.

4.3.2.3 Return the completed review and revalidation form within 45 days to the Commanding Officer, U.S. Naval Computer and Telecommunications Station Guam, NCTS Guam), ATTN: Code N2.

4.4 Disconnection. Services not revalidated within 45 days may be disconnected. If the customer subsequently determines that the service is still required, a new CSR will be required and

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the activity will be responsible for payment of installation or  
reconnect charges.

## CHAPTER 5

### CLASS OF SERVICE (COS)

5.1 General. In accordance with reference (c), appendix D, official Navy telephone services are assigned COS categories to identify class of users and capabilities. The following COS assignments are presently used in the NCTS Guam Navy base level; communications system:

5.1.1 Class A - Official Unrestricted. Class A service is provided for official appropriated activities. Class A users have direct-dial access to all U.S. Navy telephones on Guam; to Andersen AFB; into the GTA system for local calls; and, with proper authorization code, into the FTS-2001/Networx, ISVS/ID3 and other authorized long-distance systems except Defense Switched Network (DSN). See table of contents for appropriate chapter for obtaining authorization for DSN access.

5.1.2 Class C - Official Restricted. Class C service is provided for official appropriated activities but restricted from the DSN. Class C services are further designated as:

5.1.2.1 Class C-1. Restricted to on-base only. Restricted from DSN, local off-base numbers, Andersen AB, FTS/NETWORX and ISVS, commercial long-distance and operator services.

5.1.2.2 Class C-2. Access to on-base, local off-base numbers, Andersen AB, FTS/NETWORX and ISVS, commercial long-distance, and operator services. Restricted from DSN.

5.1.3 Class B1 - Unofficial (Residential). Provided for the personal use of individual service members and their families residing in Navy family housing or bachelor quarters. At the present time, Class B1 service is not provided from the Guam Navy telephone system. Private individuals are required to obtain personal service from the commercial sector.

5.1.4 Class B2 - Unofficial (Business). Provided for use of non-appropriated fund (NAF) activities, DoD contractors and authorized private parties operating on Navy facilities on behalf of DoD or the Federal Government. Class B-2 telephones have access to local on and off-base numbers and commercial long-distance telephone companies for account code calling only. Unless specifically granted access, Class B-2 telephones are

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restricted from official DSN, FTS/NETWORX and ISVS services. See table of contents for chapters governing these services.

5.2 Defense Switched Network (DSN). DSN services are assigned specific DSN COS's. See table of contents for section of this instruction that pertains to DSN.

## CHAPTER 6

### MAINTENANCE AND RESTORAL PRIORITIES (RP)

6.1 General. Base communications services are assigned maintenance and Restoral Priorities (RP) to ensure that restoration of critical and mission essential services is not unnecessarily delayed due to technicians working on non-essential services.

6.2 NS/EP TSP System. The National Security/Emergency Preparedness (NS/EP) TSP system establishes priorities for provisioning and restoral of telecommunications services which support the National security, defense and emergency preparedness. NS/EP restoral priorities are assigned by the National Communications System/National Command Authority to telecommunications circuits used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international) that causes or could cause injury or harm to the population, damage or loss of property, or that degrades or threatens the NS/EP posture of the United States. NS/EP priorities are requested via the customer's responsible TCO in accordance with reference (g).

6.3 Base Level Communications Maintenance and Restoral Priority (RP) System. Base level communications RP's are assigned by the NCTS Guam BCO to designate the priority by which disruptions to base communications services will be responded. NCTS Guam base level communications RP's comply with NS/EP priorities and address local telephones and dedicated circuits which are not subject to the NS/EP system.

#### 6.3.1 Priority A

Any circuit with an NS/EP TSP of 1 or 2  
Air Field Crash Circuits  
Crime Stop/Fire/Ambulance Telephone Lines

#### 6.3.2 Priority B

Dedicated Command and Control Circuits for  
Operations Command Centers  
Intelligence Centers  
Dedicated Communications Center (NTCC) Circuits  
Other Operations, Logistics and Intelligence Circuits

with an NS/EP Priority of 3 through 5  
Primary telephone lines, not to exceed 10% of total  
lines, for the following functions/operations:  
Operational Command Headquarters  
Operations Center Primary Telephone  
Emergency Service Center (NAVFAC/BOSC Trouble Desk)  
Ships Telephones

6.3.3 Priority C. All other telephones and circuits.

6.4 Premium Charges for Priority Assignments. Priorities are based on mission. Since additional costs are not incurred by the BCO unless outages are experienced after normal duty hours, recurring premium rates will not apply. If however, technicians are recalled after normal duty hours, the customer activity will be billed for overtime.

6.5 RP Response Goals. Base communications services will be restored in order of priority with A having the highest and C the lowest priority. Within each priority group, disruptions will be responded to in the order received except for NS/EP priority 1 and 2 circuits which will take precedence over all other circuits. RP's specify the order in which service disruptions will be worked. Actual time required to restore a disrupted service is dependent upon many uncontrollable factors including: location of the problem, e.g., in the base switch, at the subscriber location, outside on the cable route; availability of maintenance personnel, alternate circuit or cable path, spare equipment; existence of other disruptions of circuits or services of the same or higher precedence, etc. Therefore, while every effort will be made to meet the goals indicated below, response times can not be guaranteed.

6.5.1 Priority A. Restoral goal is four (4) hours. Recall of off-duty technicians during non-duty hours is authorized upon request of the customer activity. The customer activity will be billed for overtime.

6.5.2 Priority B. Restoral goal is two (2) working days during normal duty hours. Off-duty personnel may be recalled if authorized by the using activity. The customer activity will be billed for overtime.

6.5.3 Priority C. Restoral goal is four (4) working days. Recall of off-duty personnel and overtime is not authorized unless activity specifically requests for and authorizes the

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overtime.

6.6 Action.

6.6.1 The BCO will assign base communications RP's to existing circuits in accordance with paragraph 6.2.

6.6.2 Unless requested and justified otherwise, all new circuits will be assigned RP of C.

6.6.3 Requests for change of RP and requests for new service with an RP higher than C will be submitted to the BCO on a Base CSR in accordance with Chapter 2 of this instruction. The activity TCO will attach copy of NS/EP TSP assignment or provide detailed justification for requested RP.

6.6.4 RP assignments will be revalidated annually in accordance with procedures outlines in chapter 5 of this instruction.

## CHAPTER 7

### TELEPHONE MONITORING, RECORDING AND TRACING

7.1. General. Monitoring and recording of telephone conversations to determine the content of the conversation, or using pen registers or any similar equipment to determine the numbers dialed from a particular telephone, are governed by references (h) through (i).

#### 7.2 Policy.

7.2.1 Command and Management. Monitoring or recording telephone conversations for office management activities, for the purpose of making a transcript, or for communications management or command and intelligence center monitoring and recording are governed by reference (h). The BCO will not conduct, participate in, or install equipment for the purpose of command and management monitoring and recording unless specifically directed under the provisions of reference (h).

7.2.2 Law Enforcement. In accordance with reference (h), the only activity within the Department of the Navy authorized to intercept, monitor or record telephone conversations or use pen registers or related devices for law enforcement purposes is the Naval Criminal Investigative Service (NCIS). The BCO will not participate in any law enforcement monitoring operation except by written request of the cognizant NCIS activity.

7.2.3 Security Monitoring. In accordance with reference (i), use of official DoD telephones constitutes consent to monitoring for determining whether information is being properly protected in the interest of National security. Security monitoring may only be conducted by, or under the direction of, the Naval Network Warfare Command.

7.2.4 Telephone Tracing. Tracing of telephone calls to identify the originator may be employed in law enforcement or security operations upon request of the cognizant NCIS in accordance with provisions of reference (h) or (i).

7.2.4.1 Call Tracing. Call tracing is a procedure whereby telephone technicians trace the connection of a telephone call to determine number and location of the telephone from which the call was placed. Call tracing can be performed during or after a call. Call tracing is the method used to identify calls for

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law enforcement or security purposes.

7.2.4.2 Consensual Tracing. Consensual tracing refers to a situation where one party of the conversation is aware and authorizes the tracing. In accordance with reference (h), consensual tracing may be approved by the local installation commander after coordination with the appropriate staff judge advocate or general counsel.

7.2.5 Nuisance Calls. Tracing of nuisance calls is a law enforcement function. Isolated calls are not normally traced. Continuing annoying, harassing, abusive, malicious or threatening calls, bomb threats, etc., should be reported to NCIS. Upon receipt of written request from NCIS, the responsible military facility, or installation commander, the BCO will conduct consensual call tracing to identify origination of nuisance calls.

7.2.6 Telephone Records. Official telephone records are the property of the U.S. Government and will only be released upon written request of the Special Agent in Charge of the cognizant NCIS activity or head of an appropriate Naval audit activity performing an authorized audit. Commanding Officers may request records pertaining to their respective commands. Requests for telephone records searches will be requested on a CSR in accordance with instructions provided in chapter 3 of this instruction. The requesting activity will be charged for costs incurred in searching and reproducing records.

### 7.3 Action.

7.3.1 Requests for telephone monitoring, recording or tracing operations, or official telephone records will be submitted by the appropriate authority as indicated in paragraph 7.2, in writing to the Commanding Officer, U.S. Naval Computer and Telecommunications Station Guam, ATTN: Code N2. Requests need not identify the purpose of the action, but must provide sufficient information for the BCO to comply with the request, specify a time frame for completion, and identify a point of contact for the operation. A sample request format is shown in figure 7.1.

7.3.2 Verbal requests for tracing action requiring immediate action to prevent loss of life or property, serious injury, etc., will be accepted from appropriate NCIS personnel or Command Duty Officers. Tracing will be initiated immediately

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and results provided to appropriate law enforcement personnel, as required based on the nature of the emergency. Such requests must be followed in writing no later than the first normal duty day following completion of the action. No records will be released prior to receipt of written request.

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Figure 7.1

SAMPLE REQUEST FOR CALL MONITORING OR TRACING

Date: \_\_\_\_\_

From: (Activity originating the request)

To: Commanding Officer, U.S. Naval Computer and  
Telecommunications Station, Guam, ATTN: Code N2

Subj: Enter type of request, e.g. monitoring, tracing, etc.)

Ref: (a) NCTSGUAMINST 2066.1F

1. Request (describe action required, numbers, etc.). Include amplifying remarks or instructions required to clarify the request.

2. Request action commence on \_\_\_\_\_ and continue until \_\_\_\_\_. (Include amplifying remarks or instructions required to clarify the request.)

3. The agent/investigator in-charge of this action to whom the results shall be provided is \_\_\_\_\_.

SIGNED

**CHAPTER 8****DEFENSE SWITCHED NETWORK (DSN)**

8.1 General. The DSN is the principal long-distance switched telecommunications network of the DoD providing end-to-end common user and dedicated telephone service with the capability of incorporating data, video, secure voice and other telecommunications traffic. The DSN is a fully digital telecommunications network which evolved from the AUTOVON.

8.2 Policy. In accordance with reference (j), the DSN is authorized for the use of DoD personnel performing command and control (C2) functions and will be the user's first choice for long-distance telephone service. Other long-distance services may be used only when DSN can not be used in a timely manner, or if the called party is not accessible via DSN. DSN may be used by non-C2 users on a non-interference basis only.

8.3 Authority for Use. Approval authority for DSN capability within the official Navy Guam telephone system is as follows:

8.3.1 Official Activities. Approval authority for official DoD appropriated fund activities and other official entities of the U.S. Federal Government is as follows:

8.3.1.1 JOINT REGION MARIANAS for on-island ROUTINE access.

8.3.1.2 COMPACFLT for off-island ROUTINE capability.

8.3.1.3 USPACOM for PRIORITY and IMMEDIATE capability.

8.3.1.4 USPACOM for Pacific area FLASH capability. CNO for CONUS or Global FLASH capability.

8.3.2 Non-Appropriated Fund (NAF) Activities. DSN may be authorized for conduct of command management functions dealing with non-appropriated fund matters. Requests are forwarded through service channels for approval by the Office of the Secretary of Defense (OSD). When authorized DSN access, the highest precedence assigned is Routine.

8.3.3 Morale, Welfare and Recreation (MWR) Activities. Use of DSN may be authorized for MWR non-appropriated fund activities when deemed in the best interest of the Government and when supporting the operational function of the activity. DSN may

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not be used for MWR resale activities and functions. The highest precedence authorized will be Routine. Approval authority is the same as that for official activities.

8.3.4 DoD Contractors. DSN may be authorized for civilian DoD contractor personnel in overseas areas when performing duties normally performed by DoD civilian or military personnel. Use of the DSN by U.S. DoD contractors requires USPACOM approval. Use of the DSN by foreign contractors requires JCS approval. Unless specifically directed otherwise by USPACOM or JCS, the highest precedence authorized will be Routine.

8.3.5 Private Parties. Private organizations are non-Federal entities such as banking facilities, credit unions, labor organizations, DoD supervisor and management associations, the Navy/Marine Corps Relief Society, etc., operating on DoD installations outside the scope of any official capacity of the Federal government. Approval authority for DSN service for private parties is OSD. When authorized DSN access, the highest precedence access installed will be Routine.

8.4 CJCSI 6215.01C Approval. All requirements for DSN must be approved by appropriate authority in accordance with Chairman Joint Chiefs of Staff Instruction 6215.01C, reference (j).

8.4.1 Official activities should submit a CJCSI 6215.01C request to COMPACFLT in the format shown in figure 9.1. COMPACFLT will approve/disapprove requests, or endorse such requests to the appropriate approval authority.

8.4.2 Upon receipt of CJCSI 6215.01C approval, the requesting activity may submit a CSR to the Base Communications Customer Service Office. A copy of the CJCSI 6215.01C approval should be attached. The BCO will assist the activity TCO in preparing the CJCSI 6215.01C request if required, but cannot process the CSR until approval has been received.

8.4.3 Non-C2 and non-DoD activities must process CJCSI 6215.01C requests through their respective service channels to the appropriate approval authority indicated in paragraph 8.3 prior to submitting a CSR for DSN service. CSR's will not be accepted and DSN service will not be installed until the activity has obtained necessary CJCSI approval.

8.4.4 Temporary Precedence Upgrades. Temporary DSN precedence upgrading to support the NCA, Chairman of the Joint Chiefs of

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Staff, Chiefs of the Services, or other equivalent personnel during travel is authorized for all precedence for up to 30 days in accordance with reference (j). Temporary upgrading is also authorized for contingencies and exercises.

8.4.4.1 Activities with requirements for temporary upgrades would submit via appropriate channels and in format specified in reference (j).

8.4.4.2 Emergency requests may be submitted directly to U. S. NCTS Guam via CSR or verbally. NCTS will coordinate with appropriate DISA management activity and provide service to meet authorized requirement. Emergency requests must be followed up with appropriate CJCSI 6215.01C request IAW reference (j).

8.5 NCS Voice Precedence System. DSN precedence shall be assigned to each call based on mission requirements in accordance with the National Communications System (NCS) Joint Uniform Telephone Communications Precedence System, figure 8.2.

8.5.1 Precedence levels shown in figure 8.2 apply to each call placed. Approval for a DSN line capable of precedence higher than ROUTINE does not automatically grant authorization to place all calls at higher precedence. Calls should be placed at the lowest precedence that meets the criticality of the call as defined in figure 8.2.

8.5.2 Precedence shall not be raised simply to improve the quality of service. Such practice places unwarranted stress on the system thereby reducing, rather than improving, overall quality of service. DSN design restricts the simultaneous number of Priority and Immediate calls that may be placed at any given time. The effect is that callers may be blocked at Priority or Immediate precedence, but may be able to get through on Routine. For best results, calls should be attempted at the lowest precedence commensurate with the urgency of the call.

8.6 Access Procedure. Authorized DSN users should dial calls directly in accordance with following procedures. Placing calls through the operator will not improve call completion time or rate. Rather, using the operator for calls which can be dialed direct delays call completion and increases operating costs.

8.6.1 Official DSN Telephones. DSN calls may be dialed directly from DSN class-marked telephones at precedence and to areas authorized by Class-of-Service (COS). Dialing

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instructions are provided in the Navy Guam consolidated telephone directory.

8.6.2 Unofficial Class B-2 Users. Access to the DSN by Class B-2 users, when authorized in accordance with provisions of paragraph 8.3, will be controlled by authorization code.

8.6.3 Off-Net Access. Due to time differences between Guam and CONUS, authorized DSN users may be permitted to place official DSN calls from "off-net" telephones during non-duty hours or when the urgency of the call is such that it can not wait until the caller returns to his or her normal place of duty. Off-net refers to quarters or other telephones that are not provided from the official Navy telephone system. Off-net access will not be used to increase DSN access from non-approved Navy lines.

8.6.3.1 Transient Personnel. Transient personnel on official duty in Guam may place official DSN calls from quarters. Off-net access to the DSN by transient personnel will be controlled by authorization code assigned by the sponsor activity.

8.6.3.2 Health, Morale and Welfare (HMW) Calls. HMW calls will be processed 24 hours per day. HMW calls are authorized for military members and DoD civilians under transportation agreement.

8.6.3.2.1 Military members and eligible DoD civilians must be in unaccompanied status at overseas or remote geographic locations to use HMW services. This includes individuals performing extended temporary duty for more than 14 days, regardless of location. (Unaccompanied status is defined as separation from immediate family.)

8.6.3.2.2 Unaccompanied military and eligible DoD civilians can use the HMW call service by calling the base operator, caller must provide their name, unit and destination number.

8.6.3.3 Hearts Apart. Hearts Apart is a Family Support Center program that allows a TDY/deployed military member's spouse to call an active duty member at their various locations.

8.6.3.3.1 Spouses must register with the Hearts Apart.

8.6.3.3.2 Once authorized, spouses can use the Hearts Apart service by calling the base operator. Caller must also provide their name, unit and destination number.

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8.6.3.4 Emergency Access. DSN authorization codes are provided to permit unassisted access to DSN from off-base. It is the responsibility of activities with personnel who may need to access the DSN from off-base to ensure that such personnel have authorization codes. When DSN access is required during an emergency situation, callers should obtain authorization codes from their watch sections or Command Duty Officer. In the event that authorization code cannot be obtained in a timely manner, the caller with emergency requirement can contact the base operator and state the nature of the emergency. The operator will note the callers name and unit and facilitate the requested connection. The DSN telephone operators do not have the capability to place commercial long distance calls.

8.7 Off-Net Procedure. Access to the DSN from off-net telephones will be controlled by authorization code as follows:

8.7.1 Activities requiring access to the DSN from off-net telephones should submit a request for DSN authorization codes on a Base CSR in accordance with chapter 2 of this instruction.

8.7.1.1 CSR must cite CJCSI 6215.01C approved DSN line from which off-net access shall be derived.

8.7.1.2 Authorization codes should be limited to the minimum necessary to accomplish the required mission while maintaining control. No more than one (1) authorization code may be assigned per CJCSI authorized DSN line.

8.7.2 Activities shall be responsible for control of assigned authorization codes and for internal distribution of codes to assigned activity personnel who have valid requirements to place DSN calls for official business after normal duty hours and to newly assigned or transient personnel visiting the activity.

8.7.3 Personnel assigned valid DSN off-net authorization codes may place DSN calls from off-net, non-Navy, telephones by dialing the current off-net access number, entering the authorization code, and dialing the desired DSN area code and number.

8.7.3.1 Personnel should normally direct-dial DSN off-net calls as they would dial DSN calls from authorized on-base DSN lines. Instructions for direct dial from off-net may be obtained from the Base Communications Customer Service Office.

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8.7.3.2 Base operators may be used to place DSN calls from off-net when the caller is experiencing problems with direct-dial. Base operators will not process DSN calls for any personnel who do not have a current authorization code.

8.7.3.3 The highest precedence authorized from off-net or Class B-2 telephones is Routine.

8.7.4 Transient personnel, or personnel who have a legitimate need to place DSN calls from off-net telephones, but who do not have a valid authorization code, shall obtain an authorization code from their sponsor or host activity duty officer.

8.7.5 DSN authorization codes are provided to permit authorized DSN users to place calls from off-net during non-duty hours. Authorization codes will not be used to circumvent the requirement to obtain CJCSI 6215.01C approval, therefore:

8.7.5.1 Codes may not be used to place DSN calls from Class A or C telephones.

8.7.5.2 Activities will not permanently assign DSN authorization codes to contractors or other non-Governmental entities.

8.7.6 DSN authorization codes will be changed semi-annually, upon customer request, or at any time there exists evidence of unauthorized use or abuse of authorization codes.

8.8 Data Transmission. Data transmission ties up DSN circuits for long periods of time and degrades the capability of the DSN to respond to C2 voice requirements. In accordance with reference (j), data transmission will be restricted to:

8.8.1 Secure Telephone Equipment (STE). Use of STE for the transmission of secure voice communications is permitted.

8.8.2 Dial-Up Data. In accordance with reference (j), the DISN packet switched systems are the primary means to transmit data. DSN dial-up data service may be used to supplement the DISN switched networks where connectivity is not available or where dial-up connectivity is more operationally advantageous.

8.8.2.1 Data transmission equipment using the DSN will be capable of automatically disconnecting when the call is completed or when the line is preempted.

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8.8.2.1 DSN data users with requirements to transmit large volumes, holding times in excess of one hour, or for dedicated operational systems requiring switch data connectivity, will coordinate with DISA for a technical evaluation of the requirement.

8.8.3 Dial-Up Facsimile. The DSN may be used to transmit unsecured facsimile traffic without a STE only if the facsimile machine automatically disconnects from the line within one minute after the facsimile transmission ends or the circuit is preempted.

8.9 Minimize. In an emergency or crisis situation, a MINIMIZE may be imposed. MINIMIZE means that normal record and/or voice traffic must be reduced so that it will not interfere or delay vital traffic related to the emergency. MINIMIZE requirements vary from situation to situation. Specific instructions will be disseminated by message and other media when MINIMIZE is imposed.

8.10 Operator Abuse. U.S. facility operators are under strict instructions not to place unauthorized DSN calls. Intimidation of operators to place unauthorized calls is considered abuse and will be reported to the abusing party's command for resolution. Repeated operator abuse will constitute grounds for discontinuing telephone service to the abusing party.

8.11 DSN Management. Proper use of the DSN is the responsibility of the using activity commanding officer. The BCO is responsible for ensuring that misuse or abuse of the DSN does not degrade support to high priority C2 users.

8.12 Annual Precedence Revalidation. DSN access will be revalidated annually.

8.12.1 The BCO will provide each customer activity a listing of all telephones class-marked for DSN access annually.

8.12.2 The activity TCO will review listings and sign the enclosed validation statement, or identify access to be discontinued, and return to Commanding Officer, U.S. Naval Computer and Telecommunications Station Guam, ATTN: Code N2, within 45 days of postmark or message date-time-group.

8.12.3 DSN access not revalidated within 45 days of the due date indicated on the validation statement may be discontinued.

**Figure 8.1**

**CJCSI 6215.01 DSN REQUEST FORMAT**

FROM: ORIGINATING ACTIVITY  
TO: COMPACFLT PEARL HARBOR HI//5//  
INFO: USPACOM HONOLULU HI//J62//  
JTREG MARIANAS GU//J6//  
DISA PAC WHEELER AFB HI//DPS//  
DISA FLD OFC GU//DPWG//  
NCTS GUAM GU//N2//

UNCLAS (OR APPROPRIATE CLASSIFICATION)  
MSGID/GENADMIN/ORIGINATING ACTIVITY//  
SUBJ/CJCSI 6215.01C REQUEST FOR \_\_\_\_\_//  
REF/A/RMG/AS APPROPRIATE PER MTF//  
RMKS/1. DESCRIPTION OF REQUIRED CAPABILITY (CONCISE NARRATIVE  
DESCRIPTION)  
A. COMPLETE IDENTIFICATION OF REQUIREMENT (E.G., NEW , TYPE OF  
CHANGE, DELETION, OR ADDITION).  
B. UNIT, TITLE, AND GEOGRAPHIC LOCATION OF REQUESTING AGENCY.  
C. PRECEDENCE/CALLING AREA REQUESTED.  
D. START DATE (IF SHORT NOTICE, GIVE JUSTIFICATION AND MISSION  
IMPACT OF DELAY).  
E. SERVING SWITCH (FINEGAYAN)  
F. TERMINATING EQUIPMENT (E.G., SINGLE OR MULTI-LINE TELEPHONE,  
KEY TELEPHONE SYSTEM, DATA/TERMINAL/MODEM, STE ETC.)  
G. NUMBER OF EXTENSIONS REQUIRED (PROVIDE IF MULTI-LINE  
APPEARANCE ON A KEY TELEPHONE SYSTEM)  
H. LOCATION (BASE AND BLDG NUMBER)  
I. TRADE-OFF (IDENTIFY BY TELEPHONE NUMBER EXISTING DSN  
SERVICE, IF ANY, THAT IS EXCESS TO ACTIVITY NEEDS AND WILL BE  
TRADED OFF)  
J. DESCRIPTION OF EXPECTED DESTINATION, FREQUENCY, DURATION AND  
TYPES OF CALLS, E.G., VOICE, DATA, FACSIMILE, ETC.

2. JUSTIFICATION.  
A. PRESENT CAPABILITIES FOR DSN CALLING AND WHY THEY ARE  
INADEQUATE.  
PROVIDE BY TYPE, TOTAL NUMBER OF EXISTING DSN ACCESSES AND TOTAL  
NUMBER OF TELEPHONES IN ACTIVITY (E.G., IF REQUESTING ROUTINE,  
PROVIDE CURRENT TOTAL NUMBER OF ROUTINE DSN LINES AND CURRENT  
TOTAL NUMBER OF TELEPHONES IN ACTIVITY.  
B. DETAILED DESCRIPTION OF MISSION DIRECTLY SUPPORTED BY  
REQUIREMENT OR MISSION CHANGE THAT GENERATED REQUIREMENT AND  
MISSION IMPACT IF DISAPPROVED.  
C. EXPLANATION IF NO TRADE-OFF IS PROVIDED.  
D. OTHER CONSIDERATIONS OR REMARKS AS APPROPRIATE.

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3. ACTIVITY POINT OF CONTACT. (NAME, OFFICE SYMBOL, DSN AND COMMERCIAL TELEPHONE NUMBER OF PERSON FAMILIAR WITH REQUIREMENT).

4. FUNDING: LIST COMMAND RESPONSIBLE, AND ANTICIPATED AMOUNT.//

Figure 8.2

NATIONAL COMMUNICATIONS SYSTEM (NCS) VOICE PRECEDENCE SYSTEM

NCS precedence levels are listed in order of pre-empt with Flash being the highest, preempting all calls of lower precedence, and Routine the lowest, no pre-empt capability. Flash capability is not presently authorized from Guam DSN class-marked telephones.

PRECEDENCE

A P P L I C A T I O N

- |           |  |
|-----------|--|
| FLASH     | Alerts, warnings, or other emergency actions having an immediate bearing on national command or area security, e.g., Presidential use, announcement of alert; opening of hostilities; intelligence reports on matters leading to enemy attack; potential/actual nuclear accident or incident; land, air or sea catastrophe; implementation of services unilateral emergency actions;   |
| IMMEDIATE | Vital communications having an immediate operational effect on tactical operations, which directly concern safety or rescue operations or affect the intelligence community operational role, e.g., initial vital 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; natural emergency weather reports having an immediate bearing on mission in progress; emergency use for circuit restoration; use by tactical command posts for passing immediate operational traffic, etc.                             |
| PRIORITY  | Calls which require prompt completion for national defense or security, the successful conduct of war, or safeguard life or property, which do not require higher precedence, e.g., reports of priority land, sea or air movements; administrative, intelligence, operational or logistic activity calls requiring priority action; calls that would have a serious impact on military, administrative, intelligence, operational or logistic activities if handled as a ROUTINE call. Normally, PRIORITY will be the highest precedence which may be assigned to administrative matters for which speed of handling is of paramount importance. |
| ROUTINE   | All other authorized official communications.  |

## CHAPTER 9

### COMMERCIAL LONG-DISTANCE (FTS/Networkx AND ISVS/ID3)

9.1 General. There are presently only two commercial long-distance telephone services authorized for use by Navy activities on Guam, the Federal Telecommunications System (FTS/NETWORK) and follow-on contract (Networkx), and IT&E for the International Switched Voice Service (ISVS/ID3).

#### 9.1.1 Federal Telecommunications System (FTS)/Networkx.

FTS/Networkx is an official Government long-distance telephone service contracted and administered by the General Services Administration (GSA) serving the U.S., including Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam and for international destinations. FTS/Networkx provides direct-dial capability from any Guam telephone, Navy or off-base, to any government or commercial telephone number within these locations for official business only. Additionally, FTS/Networkx calling cards are available for use of personnel on official travel for domestic and international destinations.

9.1.2 International Switched Voice Service (ISVS). ISVS is an International long-distance voice services contracted by the Defense Information Technology Contracting Office (DITCO), and is presently available on Guam through IT&E.

9.2 Policy. In accordance with reference (j), the DSN shall be the first choice for long-distance telephone service for official Department of Defense (DoD) business. Other means may be used only when DSN will not satisfy the requirement or when the called party is not accessible via DSN. In accordance with reference (k), FTS/NETWORK shall be used to meet Federal long-distance requirements unless an exception has been granted by GSA. For international calls to locations not served by FTS/Networkx, IT&E may be used.

9.3 Authorized Users. FTS/Networkx and ISVS are official DoD telephone services and are restricted for officially approved business of the U.S. Government. All official Navy and DoD appropriated and NAF activities are authorized to use FTS/Networkx and IT&E. DoD contractors performing activities normally performed by DoD military or civilian personnel or performing installation or other work on a temporary basis may be authorized FTS/Networkx and ISVS access is determined in the

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best interest of the Government. Credit unions, employee and supervisor associations, concessions and other private parties operating on Navy facilities shall obtain long-distance services from local commercial sources.

9.4 Submission of Service Requests. Requests for FTS/Networx, IT&E service will be submitted to the NCTS Guam BCO Telephone Customer Service Office on a Base CSR (see chapter 2).

9.4.1 Requests for FTS/Networx service must identify an official Class A or C telephone for billing purposes. This number is for billing purposes only. FTS/Networx calls may be placed from other telephones. IT&E charges will be billed to account code assigned by the carrier; therefore, it will not be necessary to identify a Navy number on the request for service.

9.4.2 Requests for FTS/Networx or IT&E service for private parties or DoD contractors must be submitted by the sponsor activity. The sponsor activity TCO must certify on the CSR that requested service is in the best interest of the U.S. Government. Private parties will be required to submit advance payment for a minimum of three months.

9.5 Access Procedure. Access to FTS/Networx/IT&E will be controlled by authorization code.

9.5.1 Upon approval of service request, the BCO will provide authorization codes. ISVS authorization codes are assigned by the commercial telephone company and may be provided directly.

9.5.2 FTS/Networx and IT&E calls may be placed from any on or off-base telephone and must be dialed by the customer. Instructions are provided in the official telephone directory. Customers will be required to key in an approved authorization code in order to place an FTS/Networx or IT&E call. Navy base telephone operators are not able to dial FTS/Networx or IT&E calls.

9.5.3 For security purposes, FTS/Networx authorization codes will be changed annually or upon request. Authorization codes providing access to DSN lines via Direct Inward Service Access will be required to be changed at least once every six months. IT&E authorization codes are assigned by the long-distance carrier and are not changed unless requested. Activities requiring new IT&E codes should submit request to the BCO via CSR in accordance with chapter 2.

## 9.6 Billing.

### 9.6.1 Billing Rates.

9.6.1.1 FTS/Networx Rates. FTS/Networx calls are billed by a flat rate per minute to regardless of the called number or time of day the call is placed. Although FTS/Networx provides for different rates depending on called and calling locations and time of call, the current billing system does not support this level of charge breakdown. Therefore a flat rate per minute rate has been implemented that includes the average charge per minute billed by the commercial FTS/Networx vendor plus applicable GSA and DITCO overhead charges.

9.6.1.2 IT&E Rates. IT&E calls are billed at rates established by contract and are shown in IT&E call detail statements provided by the carrier.

9.6.2 Billing Procedure. FTS/Networx charges are billed to the official telephone number identified in the CSR, regardless of where the call was placed from. IT&E calls are controlled by, and billed by, authorization code which is assigned by the carrier.

9.7 Management. Possession of FTS/Networx and IT&E authorization codes constitutes authority to obligate the subscribing activity for charges for calls placed with the code. Codes should be safeguarded the same as a commercial charge card or any similar instrument. The customer activity is responsible for safeguarding assigned codes and for payment for charges for FTS/Networx and IT&E calls placed with assigned authorization codes.

**APPENDIX A****Acronyms and Abbreviations**

ACE	Activity Civil Engineer
AFB	Air Force Base
AT&T	American Telephone and Telegraph
AUTOVON	Automatic Voice Network
BCO	Base Communications Office
BCP/BLIIP	Base Communications Plan/Base Level Information Infrastructure Plan
BOSC	Base Operations Support Contractor
C2	Command and Control
C4I	Command, Control, Computers, Communications and Intelligence
COMCPACFLT	Commander, Pacific Fleet
CJCS	Chairman, Joint Chiefs of Staff
COS	Class of Service
CPE	Customer Premise Equipment
CSR	Communications Service Request
DAO	Defense Accounting Office
DCS	Defense Communications System
DISA	Defense Information Systems Agency
DISN	Defense Information Systems Network
DITCO	Defense Information Technology Contracting Office
DoD	Department of Defense
DoN	Department of the Navy
DSN	Defense Switched Network
ENCL	Enclosure
FCC	Federal Communications Commission
FTS	Federal Telecommunications System
GSA	General Services Administration
GTA	TeleGuam Holdings LLC+
HMW	Health, Morale, and Welfare
ISDN	Integrated Services Digital Network
ISVS	International Switched Voice Service
JCS	Joint Chiefs of Staff
LAN	Local Area Network
MFS	Multi-Function Switch
MILCON	Military Construction Project
MWR	Morale, Welfare, and Recreation
NAF	Non-Appropriated Fund
NAVFAC	Naval Facilities Engineering Command Marianas
NAVNETWARCOM	Naval Network Warfare Command
NAVSECGRU	Naval Security Group
NCIS	Naval Criminal Investigative Service

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NCTAMS	Naval Computer and Telecommunications Area Master Station
NEX	Navy Exchange
NIPRNET	Unclassified but Sensitive Internet Protocol Router Network
NS/EP	National Security/Emergency Preparedness
NTCC	Naval Telecommunications Center
ONE NET	OCONUS Navy Enterprise Network
OSD	Office of the Secretary of Defense
RP	Restoral Priority
R&R	Review and Revalidation
SCE	Staff Civil Engineer
SIPRNET	Secure Internet Protocol Router Network
STE	Secured Telephone Equipment
TCB	Telephone Control Board
TCO	Telephone Control Officer
TSP	Telecommunications Service Priority
USPACOM	United States Pacific Command
VTC	Video Teleconferencing