DEPARTMENT OF THE NAVY
U.S. NAVAL SUPPORT ACTIVITY
PSC 817, BOX 1
FPO AE 09622-1000

NAVSUPPACT NAPLES INST 2060.1A CH-1
65
6 APR 2000

NAVSUPPACT NAPLES INSTRUCTION 2060.1A CHANGE TRANSMITTAL 1

From: Commanding Officer, U.S. Naval Support Activity, Naples, Italy

Subj: COMMERCIAL AND DEFENSE SWITCHED NETWORK (DSN) TELEPHONE USE

1. Purpose. To transmit change 1 to the basic instruction.

2. Action. Delete the last two sentences of paragraph 10, and replace with, "It is suggested to use Telecom Commercial access to the United States prior to use of the MCI calling cards, because the cost of the direct call is less expensive."

B. L. GRAY

Distribution:
NAVSUPPACT NAPLES INST 5216.4V
Lists: I, II, III, IV (2. 6. only);
V (1. 2. only)

DEPARTMENT OF THE NAVY
U.S. NAVAL SUPPORT ACTIVITY
PSC 817 BOX 1
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NAVSUPPACT NAPLES INST 2060.1A
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8 NOV 1999

NAVSUPPACT NAPLES INSTRUCTION 2060.1A

From: Commanding Officer, U. S. Naval Support Activity, Naples, Italy

Subj: COMMERCIAL AND DEFENSE SWITCHED NETWORK (DSN) TELEPHONE USE

Ref: (a) SECNAVINST 2305.11A
(b) OPNAVINST 2060.8
(c) NCTAMSMEDINST 2305.1G
(d) DoD 7000.14-R, Vol.V (Financial Management Regulation)
(e) CNO WASHINGTON DC 011852Z Jun 94
(f) COMMAVCOMTELCOM WASH DC 221500Z Jun 94
(g) NAVSUPPACT NAPLES INST 5500.7B

Encl: (1) Sample Telephone Log, NAVEUR NAVSUPPACT Naples 2060/1 (New 9-99)
(2) Controlled-Equipage Custody Form, NAVEUR NAVSUPPACT Naples 5230/5 (New 9-99)
(3) Copy of Work Request NAVFAC 9-11014/20

1. Purpose. To promulgate information concerning management and access to command commercial and DSN telephone assets, as required by references (a) and (b). To establish guidelines and procedures for the acquisition, access, control and use of telecommunication instruments (including cellular telephones), systems and ancillary equipment which are under the jurisdiction and/or control of the U.S. Naval Support Activity, Naples, Italy (NAVSUPPACT Naples), Telephone Control Officer (TCO). To establish procedures for the procurement, use, and custodial control of cellular telephones supported by NAVSUPPACT Naples TCO.

2. Cancellation. NAVSUPPACT NAPLES INST 2060.1

3. Scope. This instruction applies to all cost centers and supported agencies under the jurisdiction and/or control of the Commanding Officer, U.S. Naval Support Activity, Naples, Italy, and the NAVSUPPACT Naples TCO.

4. Background. NAVSUPPACT Naples personnel have access to commercial and DSN telephone service. Department Telephone Control Officers (DTCOs) are appointed in writing to act as direct liaisons between their respective departments and the TCO concerning all aspects of telephone use and maintenance. Cellular telephones have been determined to be an effective method of insured connectivity in cases where a sense of urgency and/or need for immediate communication exists. However, the acquisition and use of a cellular telephone is expensive and should only be used as a matter of necessity rather than convenience.

5. Information. Use of command telephones for other than official military purposes constitutes fraud against the U.S. Government. Any unauthorized use is prohibited and is subject to prosecution under the Uniform Code of Military Justice. This instruction details the cost center TCO assignment procedures, the class of service (COS) available, work request initiation and processing procedures, lead time required to provide the requested service, and the collection procedures for reimbursing the costs of other than official calls.

a. References (b) and (c) provide guidance for the use, management, administration, and validation of base telecommunications within the Department of the Navy (DoN).

b. Reference (c) describes the procedures and guidelines concerning Naples area DSN management and use.

c. References (d) and (e) require Commanding Officers with government-furnished telephone service to ensure prescribed operating practices and procedures are followed.

6. Action

a. Department heads and supported commands (cost centers) will:

(1) Assume overall responsibility for the proper control and use of DoD telephones and equipment within their jurisdiction.

(2) Establish a comprehensive telephone control program to delineate and administer the authorization, access, control, use and accountability of DoD telephones.

(3) Designate, in writing, a DTCO in the grade of E-6 or above or civilian equivalent and an alternate DTCO (ADTCO). The DTCO will act as a direct liaison between the respective department/command and the NAVSUPPACT Naples TCO concerning all aspects of telephone use and maintenance.

(4) Strongly encourage the use of DSN vice commercial lines for all calls whenever possible. Long distance commercial calls will not be made without prior approval by those individuals authorized to do so, as stipulated above.

(5) Indoctrinate all personnel in the proper use of command telephones and possible penalties for unauthorized use.

(6) Ensure all personnel who have access to precedence DSN telephone lines are briefed on the Joint Uniform Telephone Communication Precedence System. This system is directed for use by all authorized users of the voice communications facilities of cooperation on the part of persons authorized to employ it. Users must be familiar with the purpose to be served by each precedence. Each authorized user should consider whether a call requires special precedence and exercise care not to utilize a higher precedence than the circumstances require. The Defense Information Systems Agency (DISA) strictly prohibits programming precedence into a phone with automatic dialing capabilities. Appendix B of reference (c) contains a list of the precedence designators and examples of the types of calls that qualify as a precedence call.

(7) Review reference (c) to determine the required COS needed to meet mission requirements.

(8) Ensure that all unauthorized calls are immediately reported and a collection voucher in U.S. dollars is prepared.

b. Department Telephone Control Officers will:

(1) Conduct random inspections of telephone logs to ensure calls are being logged and approved by proper authority and all information is being recorded.

(2) Reconcile monthly itemized telephone bills received from the NAVSUPPACT Naples TCO with departmental logs to verify toll and MCI card calls.

(3) Report any and all unauthorized calls immediately to the department head and departmental TCO. When a determination

has been made that unauthorized calls were placed on official equipment, contact NAVSUPPACT Naples TCO for further guidance.

(4) Inventory all assigned MCI calling cards quarterly.

(5) Prepare and submit work requests (enclosure (3)) for telecommunication repairs as needed.

c. Per reference (f), the following applies to all users of U.S. Government purchased and supported cellular telephones:

(1) Cellular telephones are procured to ensure connectivity between U.S. Government employees in the conduct of official business. They should be used when no other means of communication between the cellular telephone custodian and the called/calling party exists. It must be emphasized that all calls to/from a cellular telephone are long distance calls and the user-generated charges are at an accelerated rate.

(2) Cellular telephone acquisition is to be pursued only after other means of connectivity and/or communication have been tested and failed to meet mission support requirements. Alternatives tested should include, but are not limited to, hand-held radios, pagers\beepers, and recording devices. Another possible alternative is automatic callback on desktop telephones and base telephone systems.

(3) Telephones, including cellular telephones, will not be provided to contractors unless specifically stated in the contract.

(4) Long distance credit card calls will not be made over a cellular telephone. Account numbers and security codes can be easily intercepted and abused.

(5) Cellular telephones are not secure and are not approved for use when discussing classified/sensitive information except for approved secure configuration such as STU-III cellular telephones.

(6) Per reference (g), the government employee (custodian) assigned the cellular telephone is responsible for safeguarding its security and preventing its unauthorized use. This individual is responsible for all unofficial charges assessed to the cellular telephone. However, the telephone's oversight, application, and recurring certification/validation

of the user charges must be accomplished by someone at the department head level or above.

(7) Call logs will be maintained to permit billing certification and detection of misuse. On a monthly basis, the department head will review these logs. The official certification of all calls will be done on the memo of the bills that the NAVSUPPACT Naples TCO sends to the department. Charges for unofficial calls will be the responsibility of the custodian.

(8) Incoming calls to a cellular telephone may generate charges to the cellular telephone user. Depending on the telephone's base location and service type, charges may be levied solely on the caller or the charges may be shared between the caller and the receiver. Therefore, do not distribute the government cellular telephone number to private individuals who would call on unofficial business.

(9) Cellular telephone use while operating a vehicle is not recommended.

NOTE: In Italy, it is illegal for a vehicle operator to use a cellular telephone while driving if not using a hands-free capability ("viva voce").

(10) Per reference (h), stolen/missing cellular telephones must be reported immediately in order for service to be cancelled.

(11) If the cellular telephone is transferred to a new user on a permanent basis, custody must be transferred within ten working days by informing the NAVSUPPACT Naples TCO and showing him/her the cellular and all related accessories. The NAVSUPPACT Naples TCO will ensure that the proper minor property tags are in place, the inventory database is correct, and a new custody letter is signed.

(12) If the cellular telephone is transferred to a different user on a temporary basis, enclosure (2) must be used and maintained by the custodian.

(13) Cellular telephones owned by the U.S. Government are to be used for conducting official business only. Standard official desktop telephone rules, regulations, and guidance apply.

(14) Per reference (b), cellular telephones, though not connected to the base telephone switch, are base telephones and are managed by the base telephone control office. This management includes, but is not limited to, life cycle management approval, billing certification and review, and continued operation oversight.

(15) The cellular telephone must be viewed as a mission-related instrument, dedicated solely to point-to-point communication when all other communication channels fail to meet the need or are not available to user/receiver. Additionally, the cellular telephone is to provide point-to-point on-site communication in cases of emergency and for contingencies as they arise. In all other cases, an available alternative method of communication or connectivity will be used.

d. Work Requests

(1) Work Requests (enclosure (3)) must be submitted to the NAVSUPPACT Naples TCO at least 60 days prior to the requested start date (block 5a). Refer to Appendix G of reference (c) to correctly annotate enclosure (3). The normal submission to completion time is six to ten weeks. The TELECOM (formerly SIP) contractor has 45 days to complete the work after the submission, funding, and contracting steps have been completed.

(2) A sketch/plan must be attached to the request for all work other than reprogramming or equipment acquisition or the request will be returned to the initiator.

(3) Only needs and requirements will be identified, which must be specifically described and justified in block 8.

(4) The requester's DTCO must sign block 10.

(5) Confirmation and review of the requested work will be accomplished by a call or site visit from the NAVSUPPACT Naples TCO and/or a representative from Naval Computer Telecommunications Area Master Station Mediterranean (NCTAMS MED).

(6) For a status update, contact the NAVSUPPACT Naples TCO.

(7) For trouble calls, contact NCTAMS trouble desk DSN 626-6144.

7. Direct Dial Commercial Calls

a. After normal working hours, the NAVSUPPACT Naples Command Duty Officer (CDO) may authorize long distance direct dial commercial calls only for valid emergencies and in conjunction with Red Cross notifications. In the event such a call is authorized, the appropriate department head will be notified the next working day explaining the circumstances and details that prompted the authorization. In all cases, the call must be logged in the appropriate telephone log.

b. Brief, local personal calls will be limited to emergencies only. Examples that are considered "emergencies" are for purposes such as checking on family members, making or canceling personal appointments, checking on status of home or auto repairs, and notifying family of overtime requirements or other changes in schedules.

8. Procedures for DSN Access

a. For Europe, dial the seven-digit number.

b. For CONUS, dial 312 and the number.

9. Procedures for Commercial Access. Dial 99 and the number.

10. MCI Calling Cards. MCI telephone calling cards are only authorized for use when making official stateside commercial calls. Each department head is responsible for the proper use and inventory of the calling card. ~~All means to use this calling card will be exhausted before using TELECOM commercial access to the United States. MCI ISVS CALL USA access number is 12 1022.~~ IT IS SUGGESTED TO USE TELECOM COMMERCIAL ACCESS TO THE UNITED STATES PRIOR TO USE OF THE MCI CALLING CARDS, BECAUSE THE COST OF THE DIRECT CALL IS LESS EXPENSIVE.

11. Information. For additional information, the NAVSUPPACT Naples TCO or ATCO may be contacted at DSN 626-5734 or 626-5735, respectively.

B. L. GRAY

Distribution:
NAVSUPPACT NAPLES INST 5216.4U
Lists: I; II; III; IV (2. 6. only);
V (1. 2. only)

TELEPHONE LOG

NAVEUR NAVSUPPACT NAPLES 2060/1 (New 9-99)

NO.	DATE/TIME	PERSON AUTHORIZING CALL	PERSON PLACING CALL	NUMBER CALLED	DURATION	ACTIVITY	REASON
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
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18							
18							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							

HARDWARE/SOFTWARE CUSTODY RECORD

NAVEUR NAVSUPPACT NAPLES 5230/5 (New 9-99)

DEPARTMENT	DATE	TELEPHONE NO.

POINT OF CONTACT	LOAN PERIOD DATE

HARDWARE	MANUFACTURER	SERIAL NUMBER	MODEL
CPU			
MONITOR			
PRINTER			
KEYBOARD			
CELLULAR PHONE			

SOFTWARE

PRINTED NAME	POC SIGNATURE	ISD APPROVAL SIGNATURE

WORK REQUEST (MAINTENANCE MANAGEMENT)
NAVFAC 9-11014/20 REV. 2-68) S/N 0105-LF-002-7510
Supersedes NAVDOCKS 2351

(PW Department see Instructions in NAVFAC MO-321)

NAVSUPPACT NAPLES INST 2060.1A

Requestor see Instructions on Reverse Side 8 NOV 1999

PART I—REQUEST (Filled out by Requestor)

1. FROM	2. REQUEST NO.
3. TO	4. DATE OF REQUEST
5. REQUEST FOR ☐ COST ESTIMATE ☐ PERFORMANCE OF WORK	5a. REQUEST WORK START
6. FOR FURTHER INFORMATION CALL	7. SKETCH/PLAN ATTACHED ☐ YES ☐ NO

8. DESCRIPTION OF WORK AND JUSTIFICATION *(Including location, type, size, quantity, etc.)*

9. FUNDS CHARGEABLE	10. SIGNATURE *(Requesting Official)*

PART II—COST ESTIMATE
(Filled out by Maintenance Control Division if estimate requested)

11. TO:	12. ESTIMATE NO.

13. COST ESTIMATE	
a. Labor	$
b. Material	$
c. Overhead and/or Surcharge	$
d. Equipment Rental/Usage	$
e. Contingency	$
f. TOTAL	$

14. SKETCH/PLAN ATTACHED ☐ YES ☐ NO

15.
☐ APPROVED. PROGRAMMING TO START IN _____
☐ APPROVED. BASED ON PRESENT WORKLOAD, THIS JOB CAN BE PROGRAMMED TO START IN _____, IF AUTHORIZED BY 25TH OF _____ AND FUNDS ARE MADE AVAILABLE.
☐ DISAPPROVED. *(See Reverse Side)*

16. SIGNATURE	17. DATE

PART III—ACTION (Filled out by Requestor)

18. TO:

19. AUTHORIZATION TO PROCEED IS ATTACHED *(Check one if other than PW funds are involved)* ☐ NAVCOMPT 140 ☐ OTHER	20. WORK REQUESTED ☐ HAS BEEN CANCELLED ☐ HAS BEEN DEFERRED ☐ WILL BE PERFORMED BY OTHERS
21. SIGNATURE	22. DATE

(See Part IV on Reverse Side)

Enclosure (3)