



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION
POSTAL SERVICE CENTER BOX 8003
CHERRY POINT, NORTH CAROLINA 28533-0003

ASO 2060.1A
TISD
3 OCT 2022

AIR STATION ORDER 2060.1

From: Commanding Officer, Marine Corps Air Station, Cherry Point
To: Distribution List

Subj: STANDING OPERATING PROCEDURES FOR THE MANAGEMENT, OPERATION,
AND MAINTENANCE OF THE STATION TELECOMMUNICATIONS DEPARTMENT

Ref: (a) ASO 2280.1E
(b) NAVNETOPSCOMINST 2066.1C
(c) DoD Unified Capabilities Framework 2013
(d) ANSI/TIA/EIA-569A
(e) ANSI/TIA/EIA-568A
(f) ANSI/TIA/EIA-607
(g) CJCSI 6211.02D
(h) MCO P4790.2C w/Ch 1-2
(i) MCO 4400.150
(j) DoD 7000.14-R
(k) DoDD 5105.19
(l) DoDI 8100.04
(m) NAVCOMPT Man. Vol VII
(n) COMNAVCOMTELCOM Washington DC 261928Z May 92 (NOTAL)
(o) CNO Washington DC 091529Z Feb 95 (NOTAL)
(p) UFC-3-580-01
(q) UFC-3-580-10

Encl: (1) Standing Operating Procedures

1. Situation. In accordance with the references, the Telecommunications Department (TD) of the Telecommunications and Information Systems Directorate (TISD) is tasked with providing reliable communications infrastructure and communications support aboard Marine Corps Air Station (MCAS) Cherry Point and its outlying fields.

2. Cancellation. AirStaO P2060.1D.

3. Mission. To formulate, maintain, and update long-range communications and communications infrastructure planning in order to provide information and procedures regarding use, operation, management, and support of the telecommunications and information systems network aboard MCAS Cherry Point and its outlying fields. The Air Station telephone system is a United States Government owned, maintained, and operated telephone system managed according to the references.

4. Execution

a. Commander's Intent. This Order constitutes a program for the TD to provide a robust and redundant communications infrastructure tailored to meet the needs of the organizations aboard MCAS Cherry Point and its outlying fields. TISD will provide seamless voice and data communications while operating in an efficient and economical manner.

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.

b. Concept of Operations. The TD will maintain voice communications and cabling infrastructure at or near Industry standards throughout the customer base aboard MCAS Cherry Point.

5. Administration and Logistics

a. Questions pertaining to the content of this Order should be directed to the TISD, MCAS Cherry Point.

b. All forms associated with this Order may be obtained from Naval Forms Online at:
<https://navalforms.documentservices.dla.mil/web/public/home>.

6. Command and Signal

a. Command. This Order is applicable to MCAS Cherry Point, its subordinate and tenant commands, and all organizations requiring support from the Telecommunications and Information Systems Directorate.

b. Signal. This Order is effective the date signed.



B. C. BURKS

DISTRIBUTION: A

Chapter 1

Responsibilities

1. Telecommunications Department. The TD provides administrative telephone services and related telecommunications and infrastructure support to MCAS Cherry Point activities and supported commands. Services include responsibility for operations and maintenance of all telephone equipment, telecommunications cable, voice switching systems, telecommunication maintenance holes and conduit systems, and the Naval Health Clinic.

2. Telecommunications Systems Engineering Officer

a. The Telecommunications Systems Engineering Officer, under the direction of the Director, TISD is responsible for administering the operation of the telephone system and controlling telephone service to include, but not limited to:

(1) Planning, programming, budgeting, and coordinating for telephone system installations and upgrades.

(2) Approving, or in the absence of the Assistant Telecommunications Systems Engineering Officer, requests for installing, moving, and disconnecting telephones and associated equipment.

(3) Ensuring that official subscribers use NetWorx commercial long distance and Defense Switch Network (DSN) for official government business only.

(4) Ensuring proper maintenance of Inside Plant (Central Office) and Outside Plant (Cabling, etc.) facilities.

(5) Approving scheduling and training of Regional Telephone operators and military personnel.

b. All responsibilities will be performed by the Assistant Telecommunications Systems Engineering Officer in the absence of the Telecommunications Systems Engineering Officer.

3. Subscribers

a. All persons using the station telephone system or telecommunications and infrastructure are considered subscribers. It is unlawful for a subscriber to:

(1) Make nuisance or malicious telephone calls.

(2) Use a credit card number to fraudulently obtain service.

(3) Charge a call to another person's telephone number without consent.

(4) Cause third party billing to government telephones, even for official calls.

(5) Accept any incoming long distance collect calls.

(6) Use official government telephones for the placement of personal long distance calls that result in a charge to the government.

(7) Use official government telephones for the placement of directory assistance calls that result in a charge to the government.

(8) Attach any device or instrument to the telephone system or telecommunications infrastructure without approval from the Telecommunications Systems Engineering Officer.

(9) Tamper with or alter any data or voice network configuration, program, or terminal device.

(10) Discuss classified information or sensitive unclassified information on an unsecured line. A device known as a Secure Telephone Equipment (STE) terminal is required for users who normally work with classified or sensitive unclassified information and routinely conduct telephone conversations related to operations, plans, intelligence, system acquisition, logistical support, and personnel management. Handling of STE telephones and associated KSV-21 crypto cards will be in accordance with reference (a).

b. Subscribers are also responsible for evaluating their telephone and network needs and submitting a Telecommunications Service Request (TSR) to the TISD Business Office in sufficient time to permit proper planning and scheduling of work by TISD personnel; 30 days prior to the required service date is preferred. Other subscriber responsibilities are detailed in succeeding paragraphs.

4. Commanding Officers and Department Heads

a. Commanding Officers and Department Heads will submit TSRs (Form: MCASCHERPT/TISD/2070/3) to the TISD Business Office, with the signature(s) of the individual(s) authorized to act as the unit Telecommunications Certification Officer (TCO). Individuals so authorized will be officers, Staff Noncommissioned Officers, or civilian equivalents. Commanding Officers, Department Heads, Division Leads, and separate offices shall:

(1) Establish a system of controlling long distance toll calls.

(2) Authorize long distance toll calls only when such calls are in the best interest of the government and payment may be made from appropriated funds.

(3) Upon receipt and verification of toll call listings, notify the TISD Business Office of any discrepancy within five working days.

(4) Determine responsibility for any unauthorized telephone calls listed and take corrective action.

(5) Request assistance from the TISD Business Office on any matter regarding telephone bills, toll call listings, or required telecommunications and infrastructure moves, adds, or changes.

5. Telecommunications Department

a. Plant Operations Division. The TISD Business Office, within the Plant Operations Division, will distribute toll call listings on a monthly basis for verification by the unit TCO. Assistance will be provided to subscribers on any matters pertaining to telephone bills or available services.

b. Outside Plant Division. Maintenance, repair, and installation (as required) of telecommunications infrastructure, is the responsibility of the Outside Plant Division. Customer-owned equipment found to be defective will be removed from the network until the customer can affect repairs. Government-owned equipment will be repaired or replaced by the Outside Plant Division with costs being borne under existing agreements for reimbursement.

c. Payment and Reimbursement. Payment for telephone services will be verified and approved by TISD and processed through the MCAS Cherry Point Comptroller's office for official services. All customers aboard MCAS Cherry Point to include Operating Force (OpFor) units will be required to provide funding for any service or equipment other than basic single line telephone service or in accordance with an ISSA, MOU, or MOA as required.

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

e. Inside Plant Division. All telephone line or circuit activation, cancelation, troubleshooting, and monitoring requests will be performed by the Inside Plant Division. Inside Plant Division is also responsible for the termination of pathways required for central office connections aboard the air station. Note that the Inside Plant Division is not currently depicted on the Table of Organization (T/O), but it does functionally exist, pending changes to the T/O.

f. Regional Telephone Operator Support. TISD telephone operators serve as the Marine Corps Installations East-Marine Corps Base, Camp Lejeune (MCIEAST-MCB, CAMLEJ) Regional Telephone Operators. Customer telephone directory information is provided for MCAS Cherry Point, MCB Camp Lejeune, and MCAS New River. Live support is provided from 0600-0000 daily.

6. Telephone Control Officer

a. At a minimum, the following organizations will appoint a Telephone Control Officer:

- (1) Each Marine Aircraft Wing (MAW) Assistant Chief of Staff.
- (2) Each MCAS Directorate.
- (3) CO's of Schools.
- (4) All Groups and Squadrons.
- (5) Marine Corps Auxiliary Landing Field, Bogue.

b. The specific duties of the Telephone Control Officer are:

- (1) Verifying the unit's monthly telephone bill.
- (2) Authorizing, along with other individuals designated by the unit commander, long distance toll calls.
- (3) Notifying the TISD in advance of any unit actions which will affect the installation telephone system (relocations, expansions, reorganizations, etc).

- (4) Investigating all unauthorized calls.
- (5) Train unit certifiers in the proper certification of phone bills.
- (6) Train personnel in telephone control procedures.

7. Telephone Control Procedures

a. Bill Certification

- (1) Certification is the process of analyzing the unit's itemized phone bill for anomalies in usage. To certify calls, organizations should maintain logs of all long distance official calls. The log should include justification for the call to include the date, time, number called, and evidence of the approval of the Telephone Control Officer, as required.
- (2) Calls which are not logged will be considered unofficial. If investigation by the unit determines the call was official and properly authorized, the call should be entered in the logbook as a late entry.
- (3) Questions about itemized bills or certification procedures should be referred to the TISD Business Office at 466-2101.
- (4) Telephone bill certifications are due at the TISD Business Office every month within five working days of receipt. Failure to submit certifications on time can result in the loss of telephone service. Notification of failure to comply with certification and verification procedures will be forwarded to the unit Commander.
- (5) Telephone certifications and logbooks are subject to random audits by the Telecommunications Systems Engineering Officer to ensure compliance with this Order. Adverse audit results can result in the loss of long distance access.
- (6) Units deploying before certification is completed will deliver their logbooks and a request for a disconnect TSR to the next senior command element's G-6 or S-6 prior to deployment for final phone bill certification.
- (7) Units standing down will likewise deliver their disconnect TSR to the next senior command element's G-6 or S-6 for certification of the final phone bill.

b. Bill Verification

- (1) Verification of the monthly phone bill is performed by the Telephone Control Officer.
- (2) Verification is the process of reviewing the unit's itemized phone bills and logbooks, as required after certification to ensure that the certification process was properly completed, and that all unlogged calls have been properly investigated with appropriate action taken.

c. Telephone Usage Practices

(1) Each subscriber activity may establish telephone control procedures for common area phones to ensure that a telephone log is maintained for each common area telephone with long distance access. This log can will have all toll calls entered into it and include authorization of the TCO.

(2) DSN is used instead of long distance to all numbers that are available through DSN.

(3) Personal use of government phones is not allowed except for the types of calls identified in this Order.

(4) All unofficial calls are investigated and paid for by the caller if the call made is deemed to be unofficial. Note that payment of the toll charges does not absolve the caller from any disciplinary action imposed by the caller's command.

8. Telephone Fraud

a. Telephone fraud is any use of an official telephone for unofficial purposes that causes a charge to the United States Government. All fraudulent and unaccounted for long distance telephone calls will be promptly and properly investigated by the Telephone Control Officer. The caller may be responsible for repayment equivalent to billed charges. Appropriate administrative or disciplinary action should be considered. This includes any combination of charges incurred from previous months. If a pattern of toll fraud is discovered, units must monitor their phones and review their monthly telephone services bill to track and eliminate violations.

b. The TD will monitor phone bills and activity in an attempt to identify fraudulent telephone calls. If suspect calls are identified, the Integrated Services Department will notify the unit TCO. The unit TCO must respond within five working days as to whether these calls were official or fraudulent. Response may be via e-mail, phone call, or any other means acceptable to both parties.

9. Noncompliance. Failure to comply with instructions contained herein may result in the suspension of telephone service at the offending activity or office. Additionally, the unit Commanding Officer will be notified, via the chain of command, of failure to comply with directions within this Order.

10. Definition of Service. Basic service is defined as Class 37 service on a single line telephone.

Chapter 2

Voice Services

1. Subscriber Features. The following subscriber features are provided, without charge, to all subscribers not having their own Private Branch Exchange (PBX).

a. Call Forwarding. With this feature activated, incoming calls are automatically rerouted to another station or number. To activate Call Forwarding, dial access code *71, then listen for a second dial tone, dial the number to which calls are to be forwarded and listen for confirmation tone. Hang up. All incoming calls will now be rerouted to the other number. To remove the Call Forwarding feature, dial access code #71 from the original phone that was "forwarded". Hang up after you hear the confirmation tone. For call forwarding in support of teleworking that incurs a cost to the government, a TSR will need to be submitted to the Business Office for the number to be forwarded.

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

(1) "Call Hold" allows the user to hold an active call for any length of time, in order to place a second call or activate other features. The call will remain held for any length of time unless one of the parties hangs up. Only one call can be held at a time. To activate "Call Hold" flash the Hook Switch. You will hear a confirmation tone. Dial access code *91; you will hear a confirmation tone, then dial tone to dial another number.

(2) While the "Permanent Hold" feature is active, no subsequent calls can be made from or come into the station, nor can any other features be activated from the station. To activate "Permanent Hold," flash the Hook Switch. You will hear a confirmation tone. Dial access code *74 and hang up. To retrieve a "Call Hold" or "Permanent Hold" call, lift the handset.

(3) "Call Park" allows a station to place a call in a parked state similar to hold where it can be retrieved from any attendant console or telephone. After the call has been parked against a directory number, the user can continue to originate and receive calls on that directory number. To activate "Call Park," lift the handset and flash the Hook Switch. Dial access code *84 then dial the extension number where the call should be parked. To retrieve a parked call, lift the handset and dial access code #84. Dial the extension where the call is parked.

c. Ring Again When a user encounters a busy signal, using this feature will cause the switch to notify the user when the number is free by sending a distinctive ring to the user's phone. When the receiver is picked up, the switch will redial the number called. Both stations must be in the same customer group. To activate this feature after encountering a busy signal or no answer, flash the Hook Switch (the user will hear a distinctive dial tone), dial access code *75 and hang up. When the busy station becomes idle, the user will hear distinctive ringing. The number is automatically dialed.

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

- (1) State your intentions to the second party.
- (2) Flash the Hook Switch and listen for a recall dial tone.
- (3) Dial the number of the third party, then:
- (4) To Transfer: Dial the number of the third party and hang up. The call will be routed to the third party.
- (5) For Consultation: Dial the number of the third party, wait for an answer, consult, and stay on the line after the third party hangs up. The original caller will be on the line.
- (6) For a Three-Way Conference: Wait until the third party answers, then flash the Hook Switch. All three will be connected. For Conference Calling up to six people, activate access code *72.

2. Classes of Service

a. The classes of service listed in the subparagraphs are derived from different user types and requirements across MCAS Cherry Point. Additional subclasses may exist within each of these that further delineate access capabilities. No one Bill Code will be 100 percent Defense Switched Network (DSN)/long distance. The general guidelines are that only 50 percent of assigned numbers will be assigned to any one class of service. These guidelines can be waived by the Telecommunications Systems Engineering Officer on a case-by-case basis. Determining factors include, but are not limited to, the unit's mission and the telecommunications and infrastructure capacity.

(1) Class 31 (Official). Class 31 telephones are authorized for the transaction of official government business. This service provides on-base access, local commercial access, direct dial access to the DSN, long distance access, international long distance access, and toll free access. This service is primarily for subscribers with Command and Control (C2) responsibilities or critical logistical control functions.

(2) Class 32 (Official). Class 32 telephones are authorized for the transaction of official government business. This service provides on-base access, local commercial access, and direct dial access to the DSN. This service does not include long distance access. Normal administrative and logistical telephone subscribers will be provided this or a lesser service per their requirements.

(3) Class 33 (Contractor). Class 33 telephones are provided for unofficial use to certain contractors and civilian organizations. This service includes local access, long distance access, and toll free access. All calls with toll charges are paid through direct reimbursement from non-appropriated funds by check or money order. Additionally, this class of service is installed for the use of the American Red Cross and other Marine Corps Community Services (MCCS) activities as provided for in reference (b). Official funds may not be expended to directly support this service. DSN service is limited to central office logically translated Continental United States (CONUS) base-to-base calls.

(4) Class 34 (Official). Class 34 telephones are authorized for the transaction of official government business. This service provides on-base and local commercial access. This telephone service does not include long distance or outgoing DSN access however, calls may be received from DSN.

(5) Class 35 (Official). Class 35 telephones are authorized for the transaction of official government business. This service provides on-base access, local commercial access, direct dial access to the DSN and

toll free access. This service does not include long distance access. This service is optimum for field exercises.

(6) Class 37 (Official). Class 37 telephones are authorized for the transaction of official government business. This service provides on-base access only.

3. NetWorx

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

b. NetWorx provides high quality access to all military activities within the CONUS plus Hawaii, Virgin Islands, Alaska, Puerto Rico, Guam, and possessions within those boundaries. NetWorx also provides international long distance and commercial long distance calling at a reduced rate to all U.S. locations.

4. Defense Switched Network(DSN)

a. The purpose of the DSN is to handle essential C2, operational, and critical logistic traffic. To ensure a good quality and availability of DSN service, commanding officers and department heads are responsible for limiting DSN access to those individuals who have a need essential to the performance of their mission. During normal working hours, overseas and precedence DSN calls will be placed by dialing "0" from a Class 31 telephone. The MCAS Cherry Point operator will provide assistance and instructions.

(1) DSN use is authorized for official communications only.

(2) DSN use is for military services and agencies in the Department of Defense (DoD), but other Federal government departments and agencies, allies, and DoD contractors can also use the DSN if approved:

(a) Do not discuss classified information or sensitive unclassified information on an unsecured line. A secure STE terminal is required for users who normally work with classified or sensitive unclassified information and routinely conduct telephone conversations related to operations, plans, intelligence, system acquisition, logistical support, and personnel management. Handling of secure STE telephones and associated KSV-21 crypto cards will be in accordance with reference (a).

(b) Call assistance, conference calls, and directory assistance for DSN users can be obtained from the Information Operator by dialing 466-1110 or DSN: 582-1110.

(c) When you have technical trouble while using a DSN trunk line, DO NOT HANG UP. Immediately notify Telephone Repair (466-2101) via another telephone. This will allow Telephone Repair the capability to immediately repair the trouble on that DSN trunk line.

b. In accordance with reference (c), DSN Precedence is to be used to support mission-critical sessions and shall be determined by the Joint Staff and COCOMs. Since the effectiveness of the system depends upon cooperation on the part of persons authorized to employ it, users must be familiar with the purpose to be served by each level of precedence category and the types of calls which may be assigned the respective precedence. The following precedence applies:

(1) Flash. Flash precedence is reserved for alerts, warnings, or other emergency actions having immediate bearing on national, command, or area security.

(2) Immediate. Immediate precedence is reserved for vital communications having an immediate operational effect on tactical operations or which directly concern safety, rescue operations, or matters affecting the intelligence community's operation role.

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

(4) Routine. Routine precedence is reserved for all other official communications.

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

2. The precedence designations FLASH, IMMEDIATE, and PRIORITY will be given preemption rights in order of their listing.

3. FLASH precedence is not available to MCAS Cherry Point.

4. Calling instructions are contained in the telephone directory and should be followed when placing either precedence or routine calls.

5. Off Station Circuits. In order to provide the most efficient, cost effective and responsive telecommunications network, several call routes are provided. Consult the telephone directory for access instructions. MCAS Cherry Point uses multiple off station routes servicing DSN, long distance, and international calling functions.

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

7. Directory Assistance

a. The MCAS Cherry Point Telephone Directory is published as a section within the Century Link Havelock Telephone Directory and is also maintained on-line on the MCAS Cherry Point SharePoint website. Types of telephone listings are:

(1) Listed. The organization/office/title is listed in the telephone directory and is available from the information operator.

(2) Non-Listed. The organization/office/title is not listed in the telephone directory and is available from the information operator.

(3) Non-Published. The organization/office/title is not listed in the telephone directory and is not available from the information operator.

b. Department Heads and Commanding Officers are responsible for the accuracy of telephone directory information. Changes to the organizational listings shall be submitted as they occur. The

Telecommunications and Maintenance Officer will publish directory information available in the TD's official files unless notifications of changes are received.

8. Operator Assistance

a. The Switchboard Branch has an operator on duty from 0600–0000 daily. A directory information service is available for MCIEAST-MCB, CAMLEJ. Telephone operators are also available to provide assistance in placing calls to DoD installations both CONUS and OCONUS. Directory Assistance calls that result in a charge to the Government are unauthorized. This service is not available on official phones or via the Station Telephone Operator. Operators are instructed to be uniformly courteous and respectful. Similar action on the part of the subscriber is expected and is an incentive for superior service. It is forbidden to reprimand or enter into conversation with the operators. Operators are instructed not to give "Time-of-Day." Unsatisfactory service or other complaints should be reported to the Telecommunications Systems Engineering Officer.

b. During these periods, an automated attendant system will handle routine call routing.

9. Automated Attendant Systems. An automated attendant system is in service to reduce call waiting times for assistance and save manpower. Requests to make modifications to the system menu should be submitted to the Telecommunications Systems Engineering Officer for consideration.

10. Phone Tree Service. Phone Tree Service is available for organizations that would prefer a one number reach capability. Requests should be submitted to the Telecommunications Systems Engineering Officer for consideration. The size and length of announcements is limited hence, extreme scrutiny will be exercised to keep the system menu small, yet convenient.

11. Communication Economy

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

(1) Commanding Officers and Department heads will ensure that only the minimum number of telephones, consistent with the mission of the organization, is installed.

(2) Commanding Officers and Department Heads will request removal of infrequently used telephones. Particular attention will be given to removal of telephones installed in areas which are being vacated.

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

12 Tactical Equipment Demarcation

a. Tactical sheltered equipment aboard the Air Station requires responsive and flexible voice switched circuitry and data system support.

(1) Use of tactical systems in a garrison environment is necessary for proper maintenance and training. The Integrated Services Department will provide support to tactical units up to a demarcation point. All

equipment beyond these demarcation points will be controlled by the user for relocation, installation, and maintenance.

(2) Available lines will be provided to the demarcation point on marked terminal blocks. Access to terminal cans, splices, and distribution blocks will not be permitted or necessary. Trouble calls for circuitry problems will continue to be addressed to the TISD Business Office. Repair will be to the demarcation point.

13. Voice Mail. Voice Mail is available as a telecommunications and infrastructure service on an equitable basis. The Integrated Services Department will not modify existing equipment to accommodate special user-owned voice systems.

14. Morale Calls. The Telecommunications and Maintenance Department will process morale calls as a service to deployed Marines and Sailors. There are two ways to place Morale Calls through MCAS Cherry Point:

a. DSN (312) 582-1110: The operator will ask if the caller has used the Voice Recognition System and if so verify that the caller has the Pin and Password. If the services have not been previously used, the Operator will provide a Pin and Password and transfer the caller to the Voice Recognition System number. The caller will say the Pin and Password and then the number they wish to call. Calls can be placed to numbers in the local dialing area or to a toll free number for calling card or collect calls. This system limits calls to 35 minutes in accordance with regulations. Callers will be informed at 34 minutes that they have one minute to complete their call. Calls will be disconnected at 35 minutes.

b. DSN (312) 582-8762: Direct to the IVR- Voice Recognition System. The caller will say the Pin and Password and then the number they wish to call. Calls can be placed to numbers in the local dialing area or to a toll free number for calling card or collect calls. This system limits calls to 35 minutes in accordance with regulations. Callers will be informed at 34 minutes that they have one minute to complete their call.

c. Calls must be within the local dialing area to MCAS Cherry Point. Not all numbers in 252 Area Code are in the local dialing area for MCAS Cherry Point. Calls outside of the local area may be placed using a calling card or a collect call may be placed.

15. Conference Calls

a. Meet Me Conference Calls. The Integrated Services Department will process "Meet Me Conferences" as a service to the tenant/supported units aboard MCAS Cherry Point.

(1) "Meet Me Conferences" allows users to improve collaboration by easily setting up spontaneous conference calls. Participants dial into a pre-established number for conference calls at a specified time and the service connects all callers together, reducing the need for third party conferencing services. "Meet Me Conferences" allow up to 30 participants.

(2) Each "Meet Me Conference" has an associated authorization code. The control of the code is entirely the responsibility of the requestor.

(3) For security of the station telephone system, authorization codes for "Meet Me Conferences" will change every 45 days or as ordered by the Director, TISD.

b. One Time Conference Calls. A "One Time" conference call is a call, local and/or long distance, which simultaneously connects more than two parties. To place such a call, dial "0" for operator assistance. Up to 30 parties may be connected for a conference call.

Chapter 3

Request for Official Services1. Telecommunications Service Request (Normal)

a. A Telecommunications Service Request (TSR)(Form: MCASCHERPT/TISD/2070/3) shall be utilized when requesting telephone and/or data services. Installation, removal, and relocation of service including special equipment, must be requested in writing. Personnel are advised that this form is subject to unannounced updates. The current version is always available at Naval Forms Online at: <https://navalforms.documentservices.dla.mil/web/public/home>. Requests shall be submitted directly to the TD, Building 4397. The TSR will be signed by the Commanding Officer, TCO, Telecommunications Systems Engineering Officer, or Assistant Telecommunications Systems Engineering Officer as required.

b. Each request should contain the following:

- (1) The desired types of service.
- (2) The present directory listing (if any).
- (3) The proposed directory listing.
- (4) A complete description of the work to be performed with justification for the service.
- (5) Identification of funds availability to pay for any required equipment or work (if applicable).
- (6) Location information to include building number, floor number, and room number.

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

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

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

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

2. Telecommunications Service Request (Exercise)

a. TSR submission will be through the operational chain of command for approval and consolidation of requirements for exercises and other temporary OpFor support. Appropriation data for reimbursement of

exercise costs should be included. The Telecommunications Systems Engineering Officer is authorized to approve or disapprove TSRs based on the availability of service, cost, and impact on operational requirements aboard MCAS Cherry Point. It is the using unit's responsibility to extend service from the telephone pedestal to the site the service is to be used. It is recommended that units perform an operational check on the line a minimum of two duty days before intended use. Troubles on these lines should be reported to the TISD Business Office at 466-2101.

b. Commands desiring additional telephone services for exercise support should deliver TSRs and appropriation data to the Business Office located at Building 4397. A minimum of 15 working days is required to ensure proper processing of TSRs and funding transfer to the MCAS Comptroller. TSRs and funding transfers received less than 10 working days prior may result in delayed service. Funding should be sufficient to cover an installation fee and toll charges on each line requested. Estimated fees/charges can be provided by the Business Office on request by calling 466-2101.

3. Supported/Tenant and Subordinate Activities Reimbursement. Supported/tenant and subordinate units will reimburse the TD per existing support agreements. Non-common costs shall be paid by the activity or unit served and enjoying the provision of service or special features. These costs shall include all charges and costs for:

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

4. Procurement of Leased Private Line Service

a. The Commandant of the Marine Corps (CMC) is responsible for the budgeting, funding, and accounting of all inter-exchange private line services provided to Marine Corps funded activities. The Telecommunications and Maintenance Department is the only MCAS Cherry Point activity authorized to request leased line services of any type.

b. All transactions pertaining to inter-exchange private lines must be processed through the Naval Telecommunications Command, the single point of control for the Department of the Navy. The Defense Commercial Communications Officer (DECC) will procure from and pay the commercial communications carrier for all private line service required from funds appropriated by all components of the Department of Defense.

5. Service Request Procedures. Individual requests for leased private line service will be in accordance with the procedures utilized by the Telephone Company (Century Link, SPRINT, AT&T, etc) in which the private service is being requested. At a minimum, TISD will cross connect the service as requested by the user. Troubleshooting of these circuits is the responsibility of the company providing the service.

6. Disconnection of Service. Commanding officers, Department Heads, and any others having service will initiate disconnection of service requests by notifying the Business Office.

7. Telephone Trouble Reporting. Subscribers experiencing telephone problems should contact the TISD Business Office by dialing 114, option 1, or 466-2101 from a working extension and report the problem as completely as possible. This service is available on a 24-hour basis. Emergency maintenance after normal working hours will normally be provided only to telephones listed in the Telephone Directory as "Duty" telephones. Telephones not listed as "Duty" telephones will be repaired during normal working hours.

8. Data/Network Trouble Reporting. Subscribers experiencing problems with a Local Area Network (LAN) or other data network system should contact the TISD Business Office by dialing 114 or 466-4701.

9. Misuse of Telephones

a. The telecommunications and infrastructure are maintained and operated by the TD. No person, other than an authorized member of the TD, shall install, move, or attach any type of apparatus that will interfere with, or modify in any manner, equipment affixed to telecommunications infrastructure.

b. When equipment tampering is discovered, the using unit will be notified and given two-three days to correct the situation. After this time, telecommunications and maintenance personnel will inspect the site to ensure the situation has been corrected. If the situation has not been corrected, the Telecommunications Systems Engineering Officer will notify the Commanding Officer of the situation at which time service may be suspended and no additional telecommunications work will be accomplished until the situation has been rectified.

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

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

Chapter 4

Request for Unofficial Services

1. Procurement of Private Services. A Communication Services Authorization (DD Form 428) shall be used for requesting normal telephone facilities under the existing Local Exchange Carrier (LEC) contractual agreements and current North Carolina public utilities tariffs. Private services requested under these contracts will generally apply to temporary requirements such as OpFor support for exercises or contingencies. The TISD Business Office will serve as the sole agent for units aboard MCAS Cherry Point in the ordering of services from the LEC.

2. Class of Service 33. Class 33 telephone service, when specifically authorized by CMC in lieu of commercially furnished service, is installed on or adjacent to Marine Corps installations, served through Government-owned or lease telephone exchange systems, and used for unofficial purposes. Class 33 telephone service is paid for by the subscriber.

a. Unofficial service for commercial concerns such as contractors, concessionaires, or other business activities is provided jointly by the company requested by the user. The standard TSR may be used when applying for service at the TISD Business Office.

b. Unofficial service for occupants of Bachelor Officer Quarters and Government-owned or leased family housing quarters is provided by Sprint. Occupants shall submit requests directly to Sprint as directed. If the use of government cable facilities is required, it shall be at the discretion of the Telecommunications Systems and Engineering Officer.

c. Telephone service is considered to be provided from the date of installation until such time as a request for termination of service is received by the Telecommunications and Maintenance Department, Plant Operations Division.

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

3. Reimbursement by Non-DoD Federal Customers and Contractors. MCCS Activities and private parties will reimburse the government for service and state tariffs. Where applicable, reimbursement will include basic charges, installation, relocation, reconnection, and toll charges that are incurred through the use or provision of telephone service. Checks or money orders will be made in accordance with procedures as set forth via the Station Comptroller's office.

a. As applicable, Class 33 subscribers will be billed monthly. Telephone bills will be paid prior to the first day of the month succeeding the month billed.

b. Telephone service may be suspended if a bill is not paid during the prescribed period. To regain service, a letter requesting reestablishment of service must be addressed to the Telecommunications Systems Engineering Officer. If approved, the person concerned must pay all indebtedness plus a reconnect charge before reconnection. Suspended service will be limited to two weeks at which time, if the bill has not been

paid in full, all equipment will be removed from the premises. A subsequent reinstatement requires all additional charges applicable to a new installation.

Chapter 5

Miscellaneous

1. Directory Publication. The Telecommunications Systems Engineering Officer is responsible for the accuracy, guidance, and instructions on the use of the telephone system provided in the directory. Department Heads and unit commanders are responsible for providing accurate and complete listings of offices and telephone numbers. Directory changes will be published as required to ensure continued accuracy of the directory. MCAS Cherry Point directories are available for pick-up at building 148.

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

b. Publication through the Joint Public Affairs Office is desirable, contingent upon contracting agreements.

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

2. Nuisance Calls

a. Obscene, Abusive, and/or Threatening Telephone Calls. It is the policy of MCAS Cherry Point to make every effort to deter and locate the originator of such telephone calls. Upon receiving a malicious, threatening, or abusive call, a subscriber should hang up. If the caller persists, call the Provost Marshal's Office and the Telecommunications and Maintenance Department. A "malicious call tracking" option may be placed on an extension by the Telecommunications and Maintenance Officer.

b. Malicious, threatening, and abusive calls, including those calls in which obscene or profane language is used, are prohibited by Federal Law. Persons making such calls are subject to prosecution.

3. Field Wire Installation. Field wire or cable will not be placed on utility poles or on any building (except as stated below) in any manner that restricts vehicular or pedestrian traffic. In emergency situations, the Telecommunications Systems Engineering Officer will allow temporary installations of field wire systems not to exceed the duration of the emergency. Requests (in triplet) for semi-permanent installations will be addressed to the Telecommunications Systems Engineering Officer, with enclosures showing route(s), building(s), and the number of pairs. One copy will be endorsed and returned. If approved, the completed installation will be inspected by a representative of the Telecommunications and Maintenance Department. All material must be removed within 10 days of expiration of the approved period of use.

a. Stringing of field communications wire from a tree to a building, from building to building, or on trees within 300 yards of a building or within 5 yards of an electric or communication line is prohibited, except at approved crossings and on steel messenger cable.

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

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

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

e. Climbing of telephone or utility poles for any purpose is restricted to Facilities Maintenance and Telecommunications and Maintenance Department personnel. Telecommunications and Maintenance personnel will inspect for violations and direct immediate removal of hazardous conditions. Violations will be reported to the Commanding Officer. Climbing poles installed and maintained exclusively for training aids are accepted.

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

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

h. Digging, excavation, driving posts, or pilings along roads or within inhabited areas is prohibited unless first approved by the Public Works Officer and the Telecommunications Systems Engineering Officer.

4. Maintenance and Preservation of Telephone Equipment

a. The Station Telephone System is maintained and operated by the Telephone Branch of the TD. No person, other than an authorized member of this branch, will service, install, move, remove, or interfere with any item or facility of the Station Telephone System.

b. Detection of illegally installed, relocated, or tampered-with telephone instruments or equipment will result in immediate termination of service. Requirements for restoration of service will be by letter, to the Telecommunications Systems Engineering Officer (via the appropriate chain of command), explaining the circumstances and action taken.

c. Only Station Telephone provided/approved telephone instruments and/or equipment will be connected or attached to official subscriber lines/circuits unless the using unit has submitted a waiver application for their equipment to the Telecommunications Systems Engineering Officer and received approval. Lines found to have handsets not approved by the Telecommunications System Engineering Officer on trouble calls will have them removed and replaced with Station Telephone provided handsets. Approved waivers to use other than Station Telephone approved equipment will be available for viewing by Station Telephone personnel.

d. Digging, excavating, driving posts or pilings along roads or within inhabited areas near pole lines or underground cables is prohibited without prior approval of the Telecommunications Systems Engineering Officer.

e. It is the policy of the Telecommunications Department, to maintain acceptable service to limit the number of instruments having access to any telephone number.

f. Telephone extensions will only be installed near the main station telephone and within the same office.

g. Report telephone trouble to the Station Telephone Trouble Desk, 114 option 1 or 466-2101.

h. Administrative intercommunication systems will not parallel the local administrative telephone system unless:

- (1) A requirement exists that can only be satisfied by an intercommunication system.
- (2) A provision of facilities and equipment from the local telephone system is proved to be comparatively uneconomical.
- (3) The requesting command provides funding for all parts and materials.

5. Telecommunications Pathways, Spaces, and Cabling

a. The following policies apply to all new telecommunications cabling installations and building upgrades aboard MCAS Cherry Point:

- (1) Telecommunications pathways and spaces shall be installed in accordance with reference (d).
- (2) Telecommunications cabling shall be installed in accordance with reference (e).
- (3) All telecommunications infrastructure and cabling shall be grounded and bonded in accordance with reference (f).

6. Conservation of Telephone Service. The following policies for conservation of phone service have been developed to ensure adequate telephone service is available for assignment to requesting units.

- a. Commanding officers or officers-in-charge should ensure that only the minimum number of telephones consistent with the mission of the organization is installed.
- b. Commanding officers or officers-in-charge will request removal of infrequently used telephones. Particular attention will be given to removal of telephones left in vacated buildings.
- c. Requests for service (e.g., relocates, extensions, etc) should be based on mission essential requirements. Movement or realignment of existing service which is not directed by higher authority will be funded by the requesting command. It is important that the initial TSR accurately reflect the service the command needs as any changes made after installation begins will require an additional TSR funded by the requesting command.
- d. Units deploying will not move or remove government phones. They will be left in place. Procedures for STE will be per Electronic Key Management System (EKMS) instructions.

7. Secure Telephone Equipment (STE)

- a. STE telephones, without an associated KSV-21 crypto card inserted, are unclassified and can be used the same as a normal telephone.
- b. STE telephones, without an associated KSV-21 crypto card inserted, is not COMSEC accountable material, but is sensitive, high value government property.

c. The Station EKMS Manager is responsible for STE telephones assigned to MCAS Cherry Point. Upon initial receipt, users will be required to sign a COMSEC Material Report (SF-153) acknowledging custody of the KSV-21 crypto card.

d. STE telephones belonging to 2d MAW commands fall under cognizance of the 2d MAW EKMS Managers. EKMS Managers shall order, account for, evacuate for maintenance, and replace STE telephones. Station Telephone's only involvement with STE telephones is to provide phone jacks requested by TSR and to answer the initial trouble call. If the Station Telephone Technician determines that the circuit is good to the jack, the user must contact the appropriate EKMS Managers for evacuation and replacement. The Unit EKMS Manager shall also arrange storage for STE telephones that are not deploying with their command.

e. Station STE telephones will be evacuated and/or replaced by the Station EKMS Manager. The Station EKMS Manager will receipt for the station STE telephone and KSV-21 crypto card that are evacuated. The Station EKMS Manager may be reached at 466-3975.

f. EKMS Managers are responsible for STE telephones. The Station EKMS Manager handles KSV-21 crypto cards for station STE telephones.

g. Requests to relocate phone lines utilized with STE telephones will be submitted to Station Telephone via a TSR.

8. Physical Security. Physical security is the action taken to protect information technology resources (e.g., installations, personnel, equipment, electronic media, documents, etc) from damage, loss, theft, or unauthorized physical access. The effectiveness of all technical security safeguards is based on the assumption, either explicit or implicit, that an information system has adequate physical security protection. Specific security measures should be implemented to prevent or minimize the effects of any accidental or malicious attack on information systems.

9. Telecommunications Infrastructure

a. The MCAS cable infrastructure is the responsibility of the Telecommunications and Maintenance Department.

b. Modifications to the external cable plant and internal building wiring may compromise system integrity and must be authorized by the Telecommunications and Maintenance Department. Consequently, the following guidelines will be adhered to:

(1) The MCAS Cherry Point underground network of maintenance holes and conduit that is installed for the purpose of telecommunications (non-electric) is an integral part of the telecommunications infrastructure. No work may be performed without clearance from the Telecommunications and Maintenance Officer.

(2) Access to Telecommunications Rooms (TR's) is limited to TISD Personnel. No equipment will be placed in TR's unless authorized by the Telecommunications Systems Engineering Officer. These spaces will not be used for storage of any administrative supplies, cleaning equipment, personal gear, etc.

(3) Equipment will not be placed in telecommunications closets or rooms unless authorized by Telecommunications and Maintenance Department.

(4) Building wiring repair, to include patch panels and punch blocks, will be wired by Outside Plant personnel unless specifically authorized by ISD. In all cases, they will adhere to Telecommunications Industry Association/Electronics Industry Association (TIA/EIA) standards and use cable management techniques as prescribed by Building Industry Consulting Services International (BICSI).

10. Telephone Restoration Priorities. In the event of disruption of telephone service, telecommunications circuits aboard MCAS Cherry Point and outlying airfields will be restored in the following order:

- a. Emergency telephone; fire, police, etc (maintained 24 hours).
- b. Duty watch numbers (maintained 24 hours).
- c. Building-wide outages.
- d. Group and Squadron level commanders and their senior enlisted advisors.
- e. All other outages not listed above.

11. Protection of Communication/Fiber Optic Cables. Procedures for prevention of damage to all communication/fiber optic cable due to excavation are the responsibility of the Telecommunications and Maintenance Department. The Telecommunications and Maintenance Department should be notified 48 hours prior to any excavation aboard MCAS Cherry Point, Bogue Field, Atlantic Field or BT-11.

- a. The following telephone numbers are provided:

- (1) Cable Locates: 466-4364.
- (2) Cable Work Leader: 466-4622.
- (3) OSP Supervisor: 466-4425.
- (4) Operations Manager: 466-6661.
- (5) Surveyor: 466-6665.

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

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

(2) If digging is within 3 feet of and parallel to a buried cable, the cable will be located by hand digging every 12 feet.

(3) If the above procedures are not followed and station communications/data cables are damaged, there will be a repair cost submitted to the responsible agency for materials and labor cost for repair of utilities.

12. Complaints. Complaints regarding telephone service, the function of the station telephone system, or specific policies concerning the same, should be referred to the Telecommunications Systems Engineering Officer at 466-1100.

13. Parking for Station Telephone Vehicles. Station Telephone vehicles are not allowed to be parked on the grass therefore, commands requesting telephone installs or repairs are responsible for providing parking for Station Telephone vehicles immediately adjacent to the building in which the telephone work is to be done.

LOCATOR SHEET

Subj: STANDING OPERATING PROCEDURES FOR THE MANAGEMENT, OPERATION,
AND MAINTENANCE OF THE STATION TELECOMMUNICATIONS DEPARTMENT

LOCATION: _____
(Indicate the location(s) of the copy(ies) of this Order.)

RECORD OF CHANGES

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of person Incorporating Change

TABLE OF CONTENTS

<u>IDENTIFICATION</u>	<u>TITLE</u>	<u>PAGE</u>
Chapter 1	RESPONSIBILITIES.....	1-1
1.	Telecommunication Department.....	1-1
2.	Telecommunications Systems Engineering Officer.....	1-1
3.	Subscribers.....	1-1
4.	Commanding Officers/Department Heads.....	1-2
5.	Telecommunications Department.....	1-3
6.	Telephone Control Officer.....	1-3
7.	Telephone Control Procedures.....	1-4
8.	Telephone Fraud.....	1-5
9.	Noncompliance.....	1-6
10.	Definition of Service.....	1-6
Chapter 2	VOICE SERVICES.....	2-1
1.	Subscriber Features.....	2-1
2.	Classes of Service.....	2-2
3.	NetWorx.....	2-3
4.	Defense Switched Network (DSN).....	2-3
5.	Off Station Circuits.....	2-5
6.	International Long Distance.....	2-5
7.	Directory Assistance.....	2-5
8.	Operator Assistance.....	2-5
9.	Automated Attendant Systems.....	2-5
10.	Phone Tree Service.....	2-6
11.	Communication Economy.....	2-6
12.	Tactical Equipment Demarcation.....	2-6
13.	Voice Mail.....	2-6
14.	Morale Calls.....	2-6
15.	Conference Calls.....	2-7
Chapter 3	REQUEST FOR OFFICIAL SERVICES.....	3-1
1.	Telecommunications Service Request (Normal).....	3-1
2.	Telecommunications Service Request (Exercise).....	3-2
3.	Supported/Tenant and Subordinate Activities Reimbursement.....	3-2
4.	Procurement of Leased Private Line Service.....	3-2
5.	Service Request Procedures.....	3-3
6.	Disconnection of Service.....	3-3
7.	Telephone Trouble Reporting.....	3-3
8.	Data/Network Trouble Reporting.....	3-3
9.	Misuse of Telephones.....	3-3

Chapter 4	REQUEST FOR UNOFFICIAL SERVICE.....4-1
1.	Procurement of Private Services.....4-1
2.	Class of Service 33.....4-1
3.	Reimbursement by Non-DoD Federal Customers and Contractors.....4-1
Chapter 5	MISCELLANEOUS.....5-1
1.	Directory Publication.....5-1
2.	Nuisance Calls.....5-1
3.	Field Wire Installation.....5-1
4.	Maintenance and Preservation of Telephone Equipment..5-2
5.	Telecommunications Pathways, Spaces, and Cabling.....5-3
6.	Conservation of Telephone Service.....5-3
7.	Secure Telephone Equipment (STE).....5-4
8.	Physical Security.....5-4
9.	Telecommunications Infrastructure.....5-5
10.	Telephone Restoration Priorities.....5-5
11.	Protection of Communication/Fiber Optic Cables.....5-5
12.	Complaints.....5-6
13.	Parking for Station Telephone Vehicles.....5-6

Summary of Revision (ASO 2060.1):

This paragraph will be used to briefly summarize the changes that are listed below.

[illegible]