

DEPARTMENT OF DEFENSE  
HEADQUARTERS, UNITED STATES MILITARY ENTRANCE PROCESSING COMMAND  
2500 GREEN BAY ROAD, NORTH CHICAGO, ILLINOIS 60064-3094

USMEPCOM Regulation  
No. 25-10

28 November 1990

**Information Management: Telecommunications  
Telecommunications Management**

**Summary.** This regulation prescribes policies, procedures, and responsibilities in the Telecommunications Management area.

**Applicability.** This regulation applies to all military and civilian personnel assigned or attached to the United States Military Entrance Processing Command (USMEPCOM).

**Impact on New Manning System.** This regulation does not contain information that affects the New Manning System.

**Supplementation.** Supplementation of this regulation and establishment of forms other than USMEPCOM forms is prohibited without prior approval of Headquarters, United States Military Entrance Processing Command (HQ -USMEPCOM), ATTN: MEPCIM-CE.

**Interim changes.** Interim changes to this regulation are not official unless they are authenticated by HQ USMEPCOM, Director, Personnel and Administration, ATTN: MEPCPA-AR.

**Suggested improvements.** The proponent agency of this regulation is HQ USMEPCOM, ATTN: MEPCIM-CE. Users are invited to send comments and suggested improvements on Department of the Army (DA) Form 2028 (Recommended Changes to Publications and Blank Forms) directly to HQ USMEPCOM, ATTN: MEPCIM-CE, 2500 Green Bay Road, North Chicago, IL 60064-3094.

**Internal control systems.** This regulation is subject to the requirements of Army Regulation (AR) 11-2. It contains internal control provisions and a checklist for conducting internal control reviews.

**Contents**

	<b>Paragraph</b>	<b>Page</b>
Purpose	1	2

---

\*This regulation supersedes USMEPCOM Reg 25-1-2, 10 November 1983.

	<b>Paragraph</b>	<b>Page</b>
References	2	2
Explanation of terms	3	2
Responsibilities	4	2
Policies	5	3
Telephone controls	6	5
Request for telecommunications services	7	6
Telephone service ordering office	8	7
Army-owned electronic key telephone equipment	9	8
Recording of long distance toll telephone calls	10	9
Verification and certification of communication bills	11	9
Reimbursement for official telephone bills	12	11
Telephone toll credit cards	13	12
Collect calls	14	13
Facsimile equipment	15	13
Internal Control Review Checklist	16	14

### **Appendixes**

<b>A.</b> References	A-1
<b>B.</b> Communications Tips	B-1
<b>C.</b> Telephone Service Basis of Issue (BOI)	C-1
<b>D.</b> Format to Request Telephone Service	D-1
<b>E.</b> Internal Control Review Checklist	E-1

### **Glossary**

Glossary 1

#### **1. Purpose**

This regulation prescribes policies, procedures, and responsibilities for telecommunications management within USMEPCOM.

#### **2. References**

Required and related publications, prescribed and required forms and prescribed records are listed at appendix A.

#### **3. Explanation of terms**

Abbreviations and special terms used in this regulation are explained in the glossary.

#### **4. Responsibilities**

a. The Director, United States Army Information Systems Command-United States Military Entrance Processing Command (USAISC-USMEPCOM), serves as a USMEPCOM Staff Officer and Communications-Electronics (C-E) Officer for the Director of Information Management (DOIM). He or she is responsible for the supervision and management of USMEPCOM's telecommunications program. Additional policy guidance is provided by the DOIM

and the Commander, USMEPCOM.

b. The C-E Officer, USMEPCOM, provides technical and managerial guidance on communications matters as follows:

(1) Direct operational support.

(2) Initiate, research, plan upgrades to existing or new telecommunications and data communications systems.

(3) Assure communications services received are the most efficient possible in terms of cost, configuration, and use.

NOTE: The C-E Officer, USMEPCOM, is assigned the additional responsibility of telecommunications control officer (TCCO) for communications services for HQ USMEPCOM and Central Sector. The USAISC-USMEPCOM office is responsible for processing all communications requests for submission to the Public Works Center, Telephone Branch.

c. Commanders at all echelons are responsible for enforcing command policies and establishing internal controls to ensure proper and the most economical use is made of official communications services.

d. The TCCO is responsible for the administration of the telecommunications program within the sectors and Military Entrance Processing Stations (MEPS).

## **5. Policies**

a. The use of official Government telephone service to place unofficial or personal telephone calls is addressed in paragraph 6.

b. Monitoring or recording of any telephone conversation without prior consent of all parties is prohibited. Monitoring, recording, or listening also applies to the use of speaker phones and telephone extensions.

c. Sector and MEPS TCCOs are appointed by the commander using an informal memorandum. The TCCO will be an officer; noncommissioned petty officer, E-6 through E-9; or civilian, GS-6 or above.

d. Sector and MEPS TCCOs are authorized to contact a servicing telephone company or any other communications vendor to request assistance in obtaining cost estimates for the required service. USAISC-USMEPCOM will coordinate all requests for communication equipment with the Director, Resource Management,

for equipment authorization review and documentation in accordance with AR 71-13.

e. Actions which result in the ordering and procurement of equipment/services from the servicing telephone company without prior authorization, or, are not processed through USAISC-USMEPCOM'S C-E Office, constitute an unauthorized commitment action and are strictly prohibited.

f. Communications will be an area for review during Inspector General inspections.

g. Any deviation from the provisions of this regulation will require a letter of exception from the USMEPCOM C-E Officer.

h. Memorandums of exception are valid foal year only, and must be renewed annually or by 1 October of each year.

i. Organizations which have undergone major telephone arrangements/moves will not submit new work requests for a 6-month period without detailed justification.

j. Telephone services for which no toll charges are billed will be used as the primary means of voice communications,

k. If available, Defense Switched Network (DSN) service will be utilized to place official long distance telephone calls. DSN calls may also be placed to locations not having DSN service by contacting a military switchboard operator to place an "official off-net-call." However, military switchboard operators are not obligated to place calls, if it is contrary to local policy.

l. Individuals placing long distance calls will preplan their conversations and have reference material on hand. If calls are routinely placed to the same office, plan to make the call when the party is likely to be available to eliminate callbacks.

m. Each call will be placed over the most economical media provided. The priority usage of long distance telephone service where more than one type of service is available is as follows: **(1) DSN, (2) Wide Area Telephone Service (WATS), (3) Commercial also referred to as direct distance dialing (DDD)**. Consistent with mission requirements, communications economy will be the primary consideration in determining which service to use.

n. Communications tips (appendix B) are to be used by sector and MEPS TCCOs as guidelines for establishing a controlled telecommunications program.

## **6. Telephone controls**

Commanders at all echelons are responsible for proper use of official telephone service. The following guidelines apply to USMEPCOM employees while at their normal duty stations:

a. The use of Department of Defense (DOD) telephone systems (including calls over commercial systems which will be paid by the Government) will be limited to the conduct of official business. Official business calls will include emergency calls and calls that are necessary in the interest of the Government.

b. Personal calls (such as calls to speak to spouse or minor children, or to arrange for emergency repairs to residence or for automobile) that must be made during working hours may properly be authorized as being in the best interest of the Government if the call is consistent with the following criteria.

(1) It does not adversely affect the performance of official duties by the employee or the employee's organization.

(2) It is of reasonable duration and frequency.

(3) It could not reasonably have been made at another time.

c. Long distance personal calls maybe made if one of the following apply:

(1) The call is charged to the employee's home telephone or another non-Government number (third party).

(2) Made to an 800 toll-free number.

(3) Charged to the called party if a non-Government number (collect call).

(4) Charged to a personal telephone credit card.

d. Guidance for telephone calls while at a temporary duty location is currently being reviewed by the office of the Assistant Secretary of Defense (Force Management and Personnel Office) with the DOD Per Diem/Travel and Transportation Allowance Committee. Any change to current policy will be reflected in the joint Federal Travel Regulation (JFTR) Volume I (Military) and Joint Travel Regulation (JTR) Volume II Civilian.

**7. Request for telecommunications services**

a. All requests for telecommunication services will be processed through the TCCO. MEPS activities will submit their requirements through their respective sector to USAISC-USMEPCOM for further processing.

b. Installation or modification of equipment and/or service without proper authorization constitutes an unauthorized commitment action and is prohibited.

c. All requests for telecommunication services will be submitted at least 45 to 60 days prior to desired service date. This will allow sufficient time for staffing and telephone company installation.

d. The sectors or MEPS TCCOs are authorized to contact the local telephone company, vendor, or telecommunications representative to obtain cost estimates for required telephone equipment and/or services for coordinating dates of equipment installation or performance of service, once the procurement document of telephone order has been issued. It must be noted that the TCCO must not make any commitments in behalf of the Government. Once the estimated cost of service is ascertained, the procurement of equipment and/or ordering of service will be conducted by an authorized Government contracting officer or ordering officer. All telephone work order requests will be submitted in accordance with (IAW) appendixes C and D.

e. USMEPCOM personnel are not authorized to request telephone installation personnel to deviate from an approved work order. If a change is required, USAISC-USMEPCOM must be contacted to approve and arrange for the change.

f. Telecommunications costs for guidance counselors and recruiting liaison personnel located at MEPS will be funded by the recruiting organization to which these personnel are assigned.

g. A basis of issue (BOI) for telecommunications service has been established (see appendix C). Requests for telecommunications services which exceed this BOI, and all requests for special managed services, require detailed justification and must be submitted through channels to USAISC-USMEPCOM. Telephone service for USMEPCOM personnel located on military installations must be coordinated with the local USAISC activity responsible for providing post C-E support.

h. Instructions for preparation and submission of request for various voice communications services are as follows:

(1) Commercial telephone service. All requests for commercial telephone service must be submitted in the format prescribed in sample memorandum at appendix D.

(2) DSN, WATS, Foreign Exchange (FX) lines, or off Premise Extension (OPX) are special managed services which require the approval of 7th Signal Command and United States Army Commercial Communications Office (USARCCO). Requests for these services are to be prepared using the format at appendix D. Detailed justification listing the benefits to be gained by proposed service is required and will be included with the request. An economic analysis will be conducted by USAISC-USMEPCOM to ensure requested service is mission responsive and cost effective.

(3) Requests for voice communications services not listed above will be prepared IAW the format at appendix D and submitted through channels to USAISC-USMEPCOM for consideration.

i. USAISC-USMEPCOM issues a DD Form 1367 (Commercial Communications Work Order) to the servicing telephone company for each valid/approved request for service received from the sector and MEPS. The USAISC-USMEPCOM ordering officer shall provide a copy of the form to the service location (e.g., sector or MEPS). The service location TCCO will complete the form, properly annotating the date work was completed, the telephone company work order number (obtained from telephone company installer) at the time work is rendered and return the properly annotated form to USAISC-USMEPCOM. The "completion information" is required by USAISC-USMEPCOM and 7th Signal Command in order to update the appropriate Communications Service Authorization (CSA). The TCCO will notify USAISC-USMEPCOM, in writing (with a completed DD Form 1367), within 3 working days after the request for service has been completed.

## **8. Telephone service ordering office**

a. Personnel assigned to USAISC-USMEPCOM are authorized as telecommunications coordinators. They are empowered to issue DD Form 1367, and requests for CSAs for USMEPCOM activities. USAISC-USMEPCOM personnel are appointed and authorized to act as telecommunications coordinators under the technical supervision of the Chief, Office of Acquisition; 7th Signal Command; and provisions of Defense Federal Acquisition Regulation (DFAR) 237.74.

Telecommunications coordinators prepare the appropriate portions of DD Form 1367 as outlined in the 7th Signal Pamphlet 105-1, paragraphs 5-11 and 5-12. A USAISC Form 73 (Commercial Communications Control Register) is maintained by ordering officers as prescribed in 7th Signal Pamphlet 105-1, paragraph 5-12a.

b. TCCOs are responsible for the review of existing CSAS on a continuing basis to ensure changes (e.g., prices, addressees, etc.) which would require a modification are promptly reported to USAISC-USMEPCOM. Changes will be annotated on the CSA copy and forwarded through USAISC-USMEPCOM to 7th Signal Command.

### **9. Army-owned electronic key telephone equipment**

a. Customer Premise Equipment (CPE) is the common name given to those Government-owned electronic key telephone systems (EKTS) which are installed at various sectors and MEPS. Each CPE system consists of a key service unit, key telephone set, and inter-connecting wiring and cabling.

b. Accountability and control. The sector and MEPS property book officer shall enter the CPE on their property book. All CPE requires property book accountability IAW USMEPCOM Reg 700-3. A DD Form 1155 (Order for Supplies or Services), or DD Form 250 (Material Inspection and Receiving Report), as appropriate, will be used to support DA Form 3328 (Property Record) property book entries. Questions regarding property accountability should be addressed to HQ USMEPCOM, ATTN: MEPCRM-CP.

c. Installation and programming. Initial installation and programming of the CPE was accomplished by the contractor (e.g., US West, R&E Electronics, AT&T) and funded by 7th Signal Command. Maintenance, relocations, and reprogramming of the CPE will be accomplished IAW paragraph e, below.

d. Warranty maintenance. The CPE is covered by a 1 year warranty. Upon expiration of the warranty, it is the responsibility of the using activity to obtain a maintenance contract through their supporting contracting office. Maintenance is normally performed by the vendor that installed the system (i.e., US West, R&E Electronics, AT&T, etc.) (file no. 105a) .

e. Contract maintenance. A request for service for the purchase and installation of additional equipment, reprogramming or relocation of equipment will be submitted as follows:

(1) The MEPS TCCO will contact the vendor (i.e., US West, R&E Electronics, AT&T, etc.) that installed the system and obtain a written estimate of charges (time and material) for the work to be completed.

(2) Forward the vendor's written cost estimate along with a brief telephone request through their appropriate sector for approval.

(3) Once approval has been granted by the sector, the request will be forwarded to USAISC-USMEPCOM, ATTN: MEPCRM-CE.

(4) Upon receipt of the telephone request and a cost estimate, USAISC-USMEPCOM personnel will coordinate the request with the Director, Resource Management, to ensure equipment authorization review, necessary property accountability instructions, and to initiate procurement action through the supporting contracting office.

(5) Based on the procurement request, the contracting office will issue a DD Form 1155 for the required goods or services. Copies of the DD Form 1155 are sent to the vendor and USMEPCOM Contracting and Procurement Policy Division, MEPCRM-CP. The USMEPCOM Contracting and Procurement Policy Division will forward one copy of the DD Form 1155 and receiving report instructions through the sector to the MEPS.

(6) Once the vendor has completed the service request the TCCO, or designated representative at the sector or MEPS, will sign block 26 of the DD Form 1155 with name and date. Two copies with original signatures will be forwarded to MEPCRM-CP. Copies of the DD Form 1155 will be distributed to Commercial Accounts, Fort Sheridan, IL; MEPCRM-FM; and USAISC-USMEPCOM. The sector or MEPS must also retain a copy of the DD Form 1155 for their accountability in file no. 715.

#### **10. Recording of long distance toll telephone calls**

a. DA has rescinded the requirement for the maintenance and use of DA Form 360 (Report of Authorized Official Toll Telephone Calls).

b. The required use of DA Form 360 by sectors and MEPS is rescinded, however, this does not relieve nor eliminate the need to closely monitor monthly telephone billings for unauthorized calls.

#### **11. Verification and certification of communications bills**

a. Telephone companies submit bills for all services for which a charge is made. It is of utmost importance these bills be verified and certified for correctness and forwarded to USAISC-USMEPCOM within 5 days of receipt, so payment can be made to the telephone company or private interchange carrier (i.e., Sprint, MCI, ITT) without incurring a late payment charge. See b, below, for exemption to this paragraph.

b. Anchorage, Harrisburg, Honolulu, St. Louis, and San Juan MEPS are exempt from information cited in paragraph a, above. They will continue to forward their certified telephone bills for payment to their respective supporting USAISC activity because they are under a different command (i.e., western Command, Defense Metropolitan Area Telephone Service) who are responsible for maintaining the CSAs, which are contracts necessary for payment of the telephone bills.

c. Procedures for verifying and certifying telephone bills for sectors and MEPS are as follows:

(1) The original copy of the telephone or long distance vendor bill will be date stamped or typed at the top of the first page on the day the bill is received.

(2) All bills will first be screened by the TCCO for possible errors in billing by the telephone company. Any errors noted will be brought to the immediate attention of the telephone company by the TCCO. Telephone bills will also be screened for fraud, waste, and abuse. Questionable telephone calls will be circled in red. During the certification, special attention should be focused to locate the types of calls listed below:

(a) Calls to 976 exchanges (i.e., Dial-A-Joke, Dial-Porn, etc.) .

(b) Excessive holding time (calls longer than 15 minutes).

(c) Repetitive calls, especially to areas outside the chain of command or area of operation.

(d) Overseas calls (must be approved by sector and MEPS TCCOs or designated representatives).

(e) Third party calls (not authorized).

(3) If there are no questionable calls on the bill, the TCCO will certify the original copy of the bill for payment. On the front or back of the first page of the bill, the following statement will be typed or stamped: "I certify that the services and toll calls listed on this bill have been reviewed and are proper for payment." Type your name along with date and signature and forward only the original bill to USAISC-USMEPCOM within 5 days of receipt of the bill. One copy of each bill will also be retained at the sector or MEPS IAW file no. 105.23g.

(4) If it appears unofficial calls may have been made, the TCCO will research prior to certifying the bill. However, no bill will be held at the sector or MEPS more than 5 days. If further research is necessary, and takes more than 5 days, the bill must be certified and, if necessary, adjustments for collection of the unauthorized calls (circled in red) will be made at a later date.

(5) For those calls determined by the TCCO to be unofficial rather than official in nature, action will be initiated through the individual's supervisor to recover all costs associated with the call. Collection of toll costs does not preclude additional disciplinary action.

d. Procedures for collecting unofficial toll charges are as follows:

(1) The TCCO will provide written notification through the individual's supervisor.

(2) The individual will be given up to 5 working days to render reimbursement or provide a rebuttal to the official notification. If response is not received within 5 working days, collection action will be taken.

(3) Payment shall be made by certified check or money order payable to the Finance and Accounting Office, Fort Sheridan, IL. The payment will first be sent to USAISC-USMEPCOM where a DD Form 1131 (Cash Collection Voucher) is prepared. Upon completion the payment is sent to the Finance and Accounting Office, Fort Sheridan. In some cases, reimbursement is made through the local TCCO IAW guidelines established by the USAISC area DOIM (e.g., Hawaii and Alaska).

(4) Activities located on military installations will follow procedures established by the local USAISC DOIM.

(5) Copies of each certified telephone bill and related correspondence will be retained for a minimum of 2 years by the TCCO (file no. 105-23g).

e. General Services Administration (GSA) telephone billings. GSA telephone bills received at the MEPS will be certified and verified as stated in paragraph c, above, however, GSA bills will be forwarded to USARCCO, Fort Huachuca, Arizona, where payment to GSA is processed.

## **12. Reimbursement for official telephone calls**

Charges for official local and long distance telephone calls for USMEPCOM personnel (military and civilian) are reimbursable. Methods of reimbursement are as follows:

a. Individuals performing temporary duty in a travel status (on official orders) will submit a claim for reimbursement on DD Form 1351-2 (Travel Voucher or Subvoucher) IAW applicable JFTR and JTR (i.e., military JFTR, Vol 1, par. 4305; and JTR, Vol II, par. C4707).

b. Individuals performing official duties away from normal duty stations within local travel area (usually on temporary duty of 10 hours or less, not on official orders) will submit a claim for reimbursement for expenditures on Standard Form (SF) 1164 (Claim for Reimbursement for Expenditures on official Business).

### **13. Telephone toll credit cards**

a. Commanders at all levels should be aware of the abuse and misuse that normally accompany the use of credit cards. Therefore, the use of credit cards should be limited to mission essential business only. Telephone credit cards are authorized for use in USMEPCOM on an exception basis. Credit card issuance will be limited as follows:

- (1) HQ USMEPCOM Command Group and directors.
- (2) Sector commanders.
- (3) MEPS commanders.

b. The C-E Officer, USMEPCOM, is responsible for obtaining and maintaining the telephone credit cards for USMEPCOM personnel assigned to Building 3400, 2500 Green Bay Road, North Chicago, Illinois 60064-3094.

c. If the sector or MEPS commander desire a telephone credit card, the TCCO will submit a request to their long distance vendor requesting one credit card be issued to the sector or MEPS commander. Upon receipt of the card from the vendor, the TCCO will account for the card IAW USMEPCOM Reg 700-3, par. 2-6.

d. All other requests for credit cards containing detailed justification must be submitted, in writing, through USAISC-USMEPCOM to the Chief of Staff, USMEPCOM, who is the validating authority for the command. If the request is approved by the Chief of Staff, USAISC-USMEPCOM personnel will notify the requesting activity with further instructions.

e. A premium charge applies to credit card calls. When placing an operator assisted credit card call, do not tell the operator you wish to speak to a specific person or office,

this will incur a higher charge. Whenever possible, DDD should be used.

f. The transfer of the credit card information will be accomplished using a memorandum format. The following information will be updated by the CE-Officer, USMEPCOM, sector and MEPS TCCOs at the time the credit card holder departs USMEPCOM.

- (1) Cardholder's name.
- (2) Credit card number.
- (3) Effective date of transfer.
- (4) To whom credit card was transferred.

#### **14. Collect calls**

Station-to-station collect calls may be accepted. Person-to-person collect calls are prohibited. Collect calls are an important tool that may be both mission responsive and cost effective. However, each call does incur a surcharge that varies in cost depending on the time and distance called.

#### **15. Facsimile equipment**

a. USMEPCOM personnel should be aware of the relatively high cost of record communications machines over any media. Facsimile use will be restricted to those circumstances which require a copy of an original document be received within a short timeframe. Facsimiles will not be used as a routine means of replying to suspenses. Facsimiles should be considered instead of courier service or express mail.

b. Within USMEPCOM, facsimile machines are provided as a means to satisfy the requirement for electrical transmission of time sensitive documents. The following procedures are to be adhered to by all USMEPCOM activities:

(1) Facsimile traffic must meet the following criteria: Time sensitive, minimum length; not suitable for mail or electronic mail. Facsimile machines are controlled by the MEPS commanders; however, they should be made available to the Service counselors when required.

(2) A DA Form 3918-R (Facsimile Transmittal Header Sheet) will be transmitted with each document and filed along with the automatic journal log (incoming and outgoing). Outgoing facsimile transmissions will be authorized, in writing, by the sector or MEPS commander, TCCO, or designated personnel. HQ

28 November 1990

USMEPCOM facsimile transmissions will be authorized by the Commander, Deputy Commander, Chief of Staff, Assistant Chief of Staff, directors, special staff section chiefs, or designated personnel.

(3) All facsimile transmissions and receipts are recorded on the built-in automatic journal log. The facsimile journal logs and header sheets are to be maintained on file (file no. 105-23c) by the sectors and MEPS for a minimum of 3 months.

c. All facsimile machines have been distributed IAW an approved BOI of one per location (i.e., HQ USMEPCOM, sectors, and MEPS).

**16. Internal Control Review Checklist**

The Internal Control Review Checklist for sectors and MEPS TCCOs is addressed at appendix E.

(MEPCIM-CE)

FOR THE COMMANDER:

OFFICIAL:

WILLIAM E. KAIL  
Colonel, GS  
Chief of Staff

/signed/  
H. E. WILCOX, JR.  
Colonel, GS  
Director, Personnel  
and Administration

DISTRIBUTION:

A

**Appendix A**  
**References**

**Section I**  
**Related Publications**

**AR 25-1**

The Army Information Management Program

**AR 71-13**

Department of the Army Equipment Authorization and Usage Program

**DFAR 237.74**

Defense Federal Acquisition Regulation

**JFTR, Vol I**

Joint Federal Travel Regulation (Military)

**JTR, Vol II**

Joint Travel Regulation (Civilian)

**USMEPCOM Reg 700-3**

Material Management and Supply Operations

**7th Signal Command Pam 105-1**

Acquisition and Control of Local Leased Telecommunication Services.

**Section II**  
**Required Forms**

**DA Form 2028**

Recommended Changes to Publications and Blank Forms. Cited in the suggested improvements paragraph.

**DA Form 3918-R**

Facsimile Transmittal Header Sheet. Cited in paragraph 15b(2).

**Section III**  
**Related Forms**

**DA Form 3328**

Property Record

**DD Form 250**

Material Inspection and Receiving Report

**DD Form 1131**

Cash Collection Voucher

**DD Form 1155**

Order for Supplies or Services

**DD Form 1351-2**

Travel Voucher and Sub-Voucher

**DD Form 1367**

Commercial Communications Work order

**SF 1164**

Claim for Reimbursement for Expenditures on official Business

**USAISC Form 73**

Commercial Communications Control Register

**Section IV**

**Prescribed Records**

**105a**

General Communications-Electronics Correspondence Files. Cited in paragraph 9d.

**105-23c**

Telephone Circuit Usage Reports. Cited in paragraph 15b(3).

**105-23g**

Communications Accounts. Cited in paragraphs 11c(3) and 11d(5).

**715**

General Procurement Correspondence files. Cited in paragraph 9e(6).

**Appendix B**  
**Communications Tips**

**General**

- Use the least expensive means of calling whenever possible.
- Limit calls to official business.
- Do not discuss classified information over the telephone.
- Monitoring of calls, to include the use of speaker devices, without the consent of all parties is prohibited.
- Do not alter telephone equipment or service in any manner. Such actions could result in a loss of telephone service .
- Try to complete your business in one call by securing the required information or by leaving a message.
- Volunteer your telephone number and best time to be contacted in case your call has to be returned.
- When placing long distance calls, be aware of the local time at the called station.
- Do not pick up an extension telephone when someone is dialing.
- Calling information can be found in the front part of your telephone directory.

**DSN**

- Every official call placed over the DSN instead of telephone company circuits saves money.
- Attempt to place DSN calls during nonpeak hours before the beginning of the duty day, during lunch periods, or after duty hours.
- Time required to accomplish official business normally will not exceed 5 minutes.

**Commercial**

- Utilize WATS circuits in lieu of direct dialing when-ever possible, if WATS circuits are available.
- Direct dial your calls whenever possible. Avoid operator-assisted calls.
- A 60 percent savings is incurred on all direct dialed calls placed before 0800 weekdays.
- Direct dial rates do not apply to coin, credit card, collect, person-to-person, or calls charged to another number. calls.
- A premium charge applies to all operator-assisted.
- Preplan your conversation so you will not forget to discuss an important topic.
- When placing recurring calls to a specific person, set a specific time for the call so you can reach the right person on the first attempt.
- If you dial a wrong number, notify the operator of the misdialed number and the bill will be' adjusted.
- To obtain a telephone number outside the area code, dial "9," "1," the area code of the city, then 555-1212. Write the number down for future reference.
- Be sure to request the servicing telephone company to provide telephone directories encompassing the entire calling area. This is especially important where a charge is incurred for .calls to directory assistance.

**Appendix C**  
**Telephone Service Basis of Issue (BOI)**

**C-1. General**

The following BOI will be applied to requests for telephone service to ensure authorized levels of telephone lines and instruments are within established guidelines. Requests for service exceeding the BOI will be handled on a case-by-case basis. Such requests must include detailed justification and submitted through the sector TCCO to USAISC-USMEPCOM. A copy of all approved exceptions to the BOI will be maintained at the sector and applicable MEPS in file no. 105a.

**C-2. Authorization**

Authorization for telephone service is based upon the number of personnel authorized and assigned as listed in the tables of distribution and allowances (TDA). Telephone service for personnel assigned for periods of less than 6 months is not authorized.

a. Telephone service for sectors will be determined by the USAISC activity responsible for providing C-E support to tenants on the military installation.

b. MEPS will have no more than:

(1) One mainline per four authorized and assigned personnel.

(2) Eight instruments per ten authorized and assigned personnel.

c. In addition to the above, the following telephone services are authorized.

(1) One mainline and associated data set for each System 80 minicomputer.

(2) A commercial or GSA mainline for the facsimile machine.

(3) A commercial or GSA mainline for the Bulletin Board System will be approved only on a case-by-case basis. Due to low volume usage the Bulletin Board System can share an existing line in most cases (i.e., facsimile).

(4) One speaker telephone is authorized for use by the MEPS commander.

d. Special features and service limitations.

(1) Installation of telephone answering devices will be limited to those authorized by proper documents. Answering devices are funded for and obtained through logistics channels. Communication funds will be used only for installation of a telephone jack(s) required to connect the answering device to a telephone line.

(2) It is recommended the majority of telephone lines servicing a particular staff element be installed on a rotary hunt basis.

(3) The guidelines stated in b(1) and (2), above, are based upon the total number of personnel authorized by the TDA for the MEPS, and are not applied to individual sections within the MEPS.

28 November 1990

USMEPCOM Reg 25-10

**Appendix D**  
**Format to Request Telecommunications Service**

(Appropriate Letterhead)

(OFFICE SYMBOL) (MARKS NUMBER)

(DATE)

MEMORANDUM THRU (Appropriate sector)

FOR Director, USAISC-USMEPCOM, North Chicago, Illinois

SUBJECT: Request for (Commercial or GSA) Telephone Service  
(Installation, Relocation, Removal, or Exception-to Policy)

1. In accordance with USMEPCOM Reg 25-10, the following information is submitted for telephone service as indicated:

**a. Present address.** (Used when relocation/removal is requested.)

**b. Proposed installation address.** (Name of activity, building, room, street, city, State, county, and Zip Code where service is desired.) (NOTE: Identification of the county involved is extremely important.)

**c. Activity complement.** (Total number of personnel authorized by TDA and assigned at the MEPS where service is desired.) (Do not include Army guidance counselor or liaison personnel.)

**d. Addition/relocation/deletion desired.** (Indicate only the specified change(s) desired, not the total of existing and desired services.) Specifically, the type of service (commercial or GSA) and the amount of mainlines.

Examples: (1) Commercial lines required - i.e., one, two, etc.

(2) Commercial lines to be removed - (indicate telephone number).

(3) Commercial lines to be relocated from present address to new address.

**NOTE: The following information is required when requesting a jack for an answering device; type of jack (e.g., RJ11C, RJ13C), model, Federal Communications Commission registration number, ringer equivalent.**

28 November 1990

**e. Justification.** (See appendix C for authorization guidelines.) Detailed justification is required for service to be installed as in d, above. The phrase "mission essential" is not sufficient.

**f. Date desired.** (Date specified should allow sufficient time (60 days) for staffing the request. Urgent requirements are not to be routinely submitted as a substitute for proper planning.)

**g. Contact individual.** (Rank, name, address and telephone number.)

**h. Servicing telephone company.** (Name and address of company.)

**i. Billing address.** (Address of MEPS TCCO to which bills are to be sent.)

**j. Remarks.** (Other information that will assist in the procurement of the requested services.)

FOR THE COMMANDER:

(SIGNATURE BLOCK)

**Appendix E**  
**Internal Control Review Checklist**

**page 1 of 3**

TASK: Information Management

SUBTASK: Telecommunications

THIS CHECKLIST: Telecommunications Management

ORGANIZATION:

ACTION OFFICER:

REVIEWER:

DATE COMPLETED:

ASSESSABLE UNIT: The specific managers responsible for using this checklist will be designated by the staff functional principal. The responsible principal and the mandatory schedule for using the checklist will be shown in the annually updated Management Control Plan.

---

**EVENT CYCLE 1:** Telecommunications Control Officer (TCCO) Appointment.

**Step:** Appointment of and guidance for TCCOs.

**Risk:** The absence of proper guidance for or appointment of personnel assigned to perform TCCO duties may result in inadequate performance.

**Control Objective:** Properly appoint TCCOs.

**Control Technique:** TCCOs are designated with a proper appointment memorandum and are provided guidance in their duties and responsibilities.

**Test Questions:**

a. Are individuals selected as TCCOs appointed by an informal memorandum? (USMEPCOM Reg 25-10, paragraph 5c)

**Response:** YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_

**Remarks:**<sup>1</sup>

**Internal Control Review Checklist**

**page 2 of 3**

b. Does the TCCO have access to a current copy of USMEPCOM Reg 25-10?

**Response:** YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_

**Remarks:**<sup>1</sup>

c. Is the TCCO aware of the responsibilities and duties of a TCCO?

**Response:** YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_

**Remarks:**<sup>1</sup>

---

**EVENT CYCLE 2:** Long distance telephone service.

**Step 1:** All personnel are aware of the priority of usage for long distance calls where multiple facilities are available? (USMEPCOM Reg 25-10, paragraph 5m)

**Risk:** Greater costs may be incurred by inappropriate methods of long distance calling.

**Control Objective:** Telephone costs are minimized.

**Control Technique:** All personnel use appropriate methods of placing long distance telephone calls.

**Test Question:**

Are personnel aware of the priority of usage for long distance calls where multiple facilities are available?

**Response:** YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_

**Remarks:**<sup>1</sup>

## **Glossary**

### **Section I Abbreviations**

**BOI**

basis of issue

**C-E**

communications-electronics

**CPE**

Customer premise equipment

**CSA**

communications service authorization

**DA**

Department of the Army

**DD/DOD**

Department of Defense

**DDD**

direct distance dialing

**DFAR**

Defense federal acquisition regulation

**DMATS**

Defense metropolitan area telephone service

**DOIM**

Director of Information Management

**DSN**

Defense Switched Network

**EKTS**

electronic key telephone system

**FAR**

Federal acquisition regulation

**FX**

foreign exchange

**GSA**

General Services Administration

**HQ USMEPCOM**

Headquarters, United States Military Entrance Processing Command

**IAW**

in accordance with

**MEPS**

Military Entrance Processing Station

**OPX**

Off premise exchange

**TCCO**

telecommunications control officer

**TDA**

Tables of distribution and allowances

**USAISC**

United States Army Information Systems Command

**USAISC-USMEPCOM**

United States Army Information Systems Command - United States  
Military Entrance Processing Command

**USARCCO**

United States Army Commercial Communications Office

**USMEPCOM**

United States Military Entrance Processing Command

**Section II**

**Terms**

**Certification**

The process by which the telephone bill is annotated to be correct.  
This process is the acknowledgment that all calls were approved by the  
TCCO.

**Collect call**

A call placed through the operator and .:hanged to the called number.

**Communications-Electronics Office**

A USAISC C-E office is responsible for providing assistance and  
coordination of telecommunications requirements for Army activities  
within a specific geographical area.

**Communications service authorization**

A contract issued by 7th Signal Command to USAISC-USMEPCOM, sectors, MEPS and vendors. The CSA is used as authorization to pay telephone invoices and order for telephone services.

**Contracting officer**

A Military or DA civilian employee who has been delegated authority for the execution, distribution, administration of all telecommunications service contracts within a designated area, consisting of one or more Army installations or activities.

**Customer premise equipment**

Common name for Government-owned electronic key systems installed in sectors and MEPS.

**Data set**

A device which converts the signals of a business machine to signals that are suitable for transmission over communications lines.

**Defense Metropolitan Area Telephone System**

A centrally managed DOD telephone service program for military activities in specified metropolitan areas.

**Defense Switched Network**

The Defense Switched Network (DSN) is the principle Department of Defense long-haul, unsecure voice network. The switched voice portion of the DSN incorporates data, video, and secure voice.

**Economic analysis**

An analysis of stated C-E requirements to ensure the most cost-effective alternative is used to satisfy the requirement.

**Electronic Key Telephone System**

Electronic telephone equipment consisting of six-button or larger capacity telephone instruments, key service units, multiple features, and winking lights.

**Facsimile**

Transmission of letters, memorandums, pictures, maps, diagrams, etc. The image is scanned at the transmitter, reconstructed at the receiving station and duplicated on some form of paper.

**Foreign Exchange**

A number assigned to a telephone instrument located in a different telephone exchange area.

**Key telephone equipment**

Telephone equipment consisting of six-button or larger capacity telephone instruments with hold feature and winking lights.

**Monitoring**

Covert listening to telephone conversations by use of mechanical, acoustical, and electronic devices. Monitoring is strictly prohibited.

**Off-premise exchange**

An extension telephone, not at the same location where the main station or private branch exchange is located.

**Special managed services**

Services such as DSN, WATS, FX, and OPX.

**Staff C-E office**

USAISC C-E office is responsible for providing assistance and coordination of telecommunications requirements for a major command or installation within a specific geographical area.

**Telecommunications**

Telecommunications services are those Government or leased services provided by all types of systems and facilities to transmit or receive information between two or more points by means of radio, wire, cable, satellite, and other electronic media. Included are telephone, telegraph, teletypewriter, data transmission facilities. Also included are local post, camp or station fixed or mobile facilities that are interconnected to systems providing these types of services.

**Telecommunications control officer**

the TCCO is a non-commissioned petty officer, E-6 through E9, or a civilian grade GS-6 or above who is responsible for the administration of the unit telecommunications program.

**Third party call**

An operator assisted toll call in which the-call is charged to a telephone number other than the one being called or called from.

**United States Army Commercial Communications Office**

An organization under the command of the commanding general, USAISC, which provides centralized management of the Army's interface with the Defense Commercial Communications Office and GSA on telecommunications matters.

**Verification**

The process by which the local telephone invoice/bill or other charges are checked by the TCCO. Once charges are "verified" as being correct, the bill is certified and forwarded to USAISC-USMEPCOM for further processing.