NAVCOMTELSTA GUAM INSTRUCTION 2066.1G

Subj: BASE LEVEL COMMUNICATIONS

Ref: (a) OPNAVINST 5450.345
(b) COMNAVIFOR M-2066.1
(c) DoD Base Realignment and Closure Report of May 2005
(d) DoD Supplemental Guidance for Implementing and Operating a Joint Base of 21 Apr 2008
(f) OPNAVINST 2060.8A
(g) DoD 7000.14-R Financial Management Regulations
(h) DISA Circular 310-130-4 Chapter 1, Defense User’s Guide to the Telecommunications Service Priority System of 10 Feb 2006
(i) SECNAVINST 5430.107
(j) CJCSI 6211.02D
(k) DoD Instruction 8100.04 of 9 Dec 2010
(l) U.S. Public Law 101-136, Section 121
(m) OPNAVINST 5215.17A

Encl: (1) Base Communications Office Standard Operating Procedures

1. **Purpose.** To disseminate Department of Defense (DoD) and Department of the Navy (DoN) policy and establish procedure for use of official DoD Base Level Communications services and systems on Guam.

2. **Cancellation.** NCTSGUAMINST 2066.1F

3. **Background.** This instruction is a significant revision to NCTSGUAMINST 2066.1F and should be read in its entirety. Per reference (a), Commander, Fleet Cyber Command (FLTCYBERCOM) mission assignments include, but are not limited to “serve as the central operational authority for networks, cryptologic and Signals Intelligence (SIGINT), Information Operations (IO), cyber, Electronic Warfare (EW) and space capabilities in support of forces afloat and ashore”. FLTCYBERCOM has assumed all responsibilities of the Commander, Naval Computer and Telecommunications Command. Reference (a) assigns FLTCYBERCOM responsibility for establishing policy governing management of telecommunications services, and standards of base communications telecommunications services, infrastructure, and systems. FLTCYBERCOM’s subordinate Type Commander, Commander, Navy Information Forces
NCTSGUAMINST 2066.1G
N5/9
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(COMNAVFOR) has established Navy Base Level Communications policy in reference (b).
Per references (c) through (e), management of installation support, to include fixed
voice/telephony services and layer 1 infrastructure at Andersen Air Force Base transferred to
Navy as the executive agent for joint base implementation on Guam.

4. Definitions

a. Base Level Communications. DoD Base Level Communications is defined as “facilities,
equipment, and services used to support the electromagnetic dissemination, transmission, or
reception of information via voice, data, video, integrated telecommunications, wire or radio
within the confines of a post, camp, station, base, installation, headquarters or federal building.
This includes local interconnect trunks to the first serving commercial central office providing
service to the local community and to other DoD component facilities in the local area.”

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

5. Responsibility

a. Per reference (b), the activity responsible for management of Navy Base Level
Communications at the station level is the FLTCYBERCOM Base Communications Office
(BCO). On Guam, the BCO is at U.S. Naval Computer and Telecommunications Station
(NCTS), Guam Plans and Base Level Communications Department. The area BCO is provided
oversight management by the FLTCYBERCOM/COMNAVFOR Base Level Communications
regional coordinator, which for the Pacific area is Naval Computer and Telecommunications
Area Master Station, Pacific (NCTAMS PAC).

b. Per reference (f), the Commanding Officers (CO), at all levels of command, are
responsible for proper use of DoD/DoN communication systems and equipment within their
command.

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

7. Base Level Communications Manual. Base Level Communications encompass a wide range
of services which are governed by a wide range of DoD and Navy policy documents. References
(a) through (l) provide DoD and DoN policy for services included in the scope of this instruction.
Reference (b) consolidates DoD and DoN policy and establishes local implementing procedure.
8. **Action**

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

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

9. **Records Management.** Records created as a result of this instruction regardless of media and format, must be managed per Secretary of the Navy Manual 5210.1 of January 2012

10. **Review and Effective Date.** Per reference (m), NCTS Guam will review this instruction annually on the anniversary of its effective date to ensure applicability, currency, and consistency with Federal, DoD, SECNAV, and Navy policy and statutory authority using OPNAV 5215/40 Review of instruction. This instruction will automatically expire 5 years after effective date unless reissued or canceled prior to the 5 year anniversary date, or an extension has been granted.

11. **Form Management Control.**

   a. Forms:

      (1) NAVCOMPT Form 2275 - Order Request is available for download from Department of the Navy Forms website at [https://navalforms.documentservices.dla.mil/web/public/home](https://navalforms.documentservices.dla.mil/web/public/home)


   [Signature]

   C. M. HICKS

**Releasability and distribution:**

This instruction is not cleared for public release and is available electronically only via the ONE-Net Far East SharePoint Portal to users with common access card authorization, [https://ossp.fe.navy.mil/fareast/site/Pages/default.aspx](https://ossp.fe.navy.mil/fareast/site/Pages/default.aspx) (choose the e-mail certificate) in the “Far East/Guam/NCTS/ N1 Instructions”
BASE COMMUNICATIONS OFFICE STANDARD OPERATING PROCEDURES

TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>ARTICLE</th>
<th>SUBJECT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Table of Contents</td>
<td>i</td>
</tr>
<tr>
<td></td>
<td>Record of Changes</td>
<td>v</td>
</tr>
</tbody>
</table>

CHAPTER 1 - GENERAL POLICY AND PROCEDURE

1.1 Background                                                   1-1
1.2 Policy                                                       1-1
1.3 Applicability and Scope                                     1-1
1.4 Authorized Users                                             1-2
1.5 Modification of BLII Facilities                              1-3
1.6 Funding                                                     1-4
1.7 Management                                                  1-4
1.7.1 Telephone Control Officer (TCO)                           1-5
1.7.2 Base Communications/Telephone Control Board               1-5

CHAPTER 2 - BASE LEVEL COMMUNICATIONS SERVICE REQUESTS

2.1 General                                                      2-1
2.2 Funding                                                      2-1
2.3 Submission of Customer Service Requests (CSRs)               2-1
2.3.1 Official Activities                                       2-2
2.3.2 Non-Appropriated Fund (NAF) Activities                    2-2
2.3.3 DoD Contractors and Private Parties                       2-2
2.4 CSR Priority System                                          2-2
2.5 CSR Planning Estimates                                       2-3
2.6 Action                                                      2-4

CHAPTER 3 - BILLING

3.1 General                                                      3-1
3.2 Billing Statements                                           3-1
3.3 Collections                                                  3-2
3.4 Certification of Official Use                                 3-2
3.5 Verification of Charges                                      3-2
# Article Subject Page

**CHAPTER 4 - ANNUAL REVIEW AND RE-VALIDATION (R&R)**

<table>
<thead>
<tr>
<th>Article</th>
<th>Subject</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>General</td>
<td>4-1</td>
</tr>
<tr>
<td>4.2</td>
<td>Scope</td>
<td>4-1</td>
</tr>
<tr>
<td>4.3</td>
<td>Procedure</td>
<td>4-1</td>
</tr>
<tr>
<td>4.4</td>
<td>Disconnection</td>
<td>4-1</td>
</tr>
</tbody>
</table>

**CHAPTER 5 - CLASS OF SERVICE (COS)**

<table>
<thead>
<tr>
<th>Article</th>
<th>Subject</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>General</td>
<td>5-1</td>
</tr>
<tr>
<td>5.1.1</td>
<td>Class A</td>
<td>5-1</td>
</tr>
<tr>
<td>5.1.2</td>
<td>Class B</td>
<td>5-1</td>
</tr>
<tr>
<td>5.1.3</td>
<td>Class C</td>
<td>5-1</td>
</tr>
<tr>
<td>5.2</td>
<td>Defense Switched Network (DSN)</td>
<td>5-1</td>
</tr>
</tbody>
</table>

**CHAPTER 6 - MAINTENANCE AND RESTORAL PRIORITIES (RP)**

<table>
<thead>
<tr>
<th>Article</th>
<th>Subject</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>General</td>
<td>6-1</td>
</tr>
<tr>
<td>6.2</td>
<td>NS/EP TSP System</td>
<td>6-1</td>
</tr>
<tr>
<td>6.3</td>
<td>Base Communications Maintenance and Restoral Priority (RP) System</td>
<td>6-1</td>
</tr>
<tr>
<td>6.4</td>
<td>RP Response Goals</td>
<td>6-2</td>
</tr>
<tr>
<td>6.5</td>
<td>Action</td>
<td>6-2</td>
</tr>
</tbody>
</table>

**CHAPTER 7 - TELEPHONE MONITORING, RECORDING AND TRACING**

<table>
<thead>
<tr>
<th>Article</th>
<th>Subject</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1</td>
<td>General</td>
<td>7-1</td>
</tr>
<tr>
<td>7.2</td>
<td>Policy</td>
<td>7-1</td>
</tr>
<tr>
<td>7.2.1</td>
<td>Command Management</td>
<td>7-1</td>
</tr>
<tr>
<td>7.2.2</td>
<td>Law Enforcement</td>
<td>7-1</td>
</tr>
<tr>
<td>7.2.3</td>
<td>Security Monitoring</td>
<td>7-1</td>
</tr>
<tr>
<td>7.2.4</td>
<td>Telephone Tracing</td>
<td>7-1</td>
</tr>
<tr>
<td>7.2.4.1</td>
<td>Call Tracing</td>
<td>7-1</td>
</tr>
<tr>
<td>7.2.4.2</td>
<td>Consensual Tracing</td>
<td>7-1</td>
</tr>
<tr>
<td>7.2.5</td>
<td>Nuisance Calls</td>
<td>7-2</td>
</tr>
<tr>
<td>7.2.6</td>
<td>Telephone Records</td>
<td>7-2</td>
</tr>
<tr>
<td>7.3</td>
<td>Action</td>
<td>7-2</td>
</tr>
</tbody>
</table>
# CHAPTER 8 - DEFENSE SWITCHED NETWORK (DSN)

<table>
<thead>
<tr>
<th>ARTICLE</th>
<th>SUBJECT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.1</td>
<td>General</td>
<td>8-1</td>
</tr>
<tr>
<td>8.2</td>
<td>Policy</td>
<td>8-1</td>
</tr>
<tr>
<td>8.3</td>
<td>Authority for Use</td>
<td>8-1</td>
</tr>
<tr>
<td>8.3.1</td>
<td>Official Activities</td>
<td>8-1</td>
</tr>
<tr>
<td>8.3.2</td>
<td>Non-Appropriated Fund (NAF) Activities</td>
<td>8-1</td>
</tr>
<tr>
<td>8.3.3</td>
<td>Morale, Welfare and Recreation (MWR) Activities</td>
<td>8-1</td>
</tr>
<tr>
<td>8.3.4</td>
<td>DoD Contractors</td>
<td>8-2</td>
</tr>
<tr>
<td>8.3.5</td>
<td>Private Parties</td>
<td>8-2</td>
</tr>
<tr>
<td>8.4</td>
<td>CJCSI 6211.02D Approval</td>
<td>8-2</td>
</tr>
<tr>
<td>8.5</td>
<td>National Communications System (NCS) Voice Precedence System</td>
<td>8-2</td>
</tr>
<tr>
<td>8.6</td>
<td>Access Procedure</td>
<td>8-3</td>
</tr>
<tr>
<td>8.6.1</td>
<td>Official DSN Telephones</td>
<td>8-3</td>
</tr>
<tr>
<td>8.6.2</td>
<td>Off-Net Access</td>
<td>8-3</td>
</tr>
<tr>
<td>8.6.2.1</td>
<td>Transient Personnel</td>
<td>8-3</td>
</tr>
<tr>
<td>8.6.2.2</td>
<td>Health, Morale, and Welfare (HMW) Calls</td>
<td>8-3</td>
</tr>
<tr>
<td>8.6.2.3</td>
<td>Emergency Access</td>
<td>8-4</td>
</tr>
<tr>
<td>8.7</td>
<td>Data Transmission</td>
<td>8-4</td>
</tr>
<tr>
<td>8.7.1</td>
<td>Secure Telephone Equipment (STE)</td>
<td>8-4</td>
</tr>
<tr>
<td>8.7.2</td>
<td>Dial-Up Data</td>
<td>8-4</td>
</tr>
<tr>
<td>8.7.3</td>
<td>Dial-Up Facsimile</td>
<td>8-5</td>
</tr>
<tr>
<td>8.8</td>
<td>Minimize</td>
<td>8-5</td>
</tr>
<tr>
<td>8.9</td>
<td>Operator Abuse</td>
<td>8-5</td>
</tr>
<tr>
<td>8.10</td>
<td>Operator Auto Attendant</td>
<td>8-5</td>
</tr>
<tr>
<td>8.11</td>
<td>DSN Management</td>
<td>8-5</td>
</tr>
<tr>
<td>8.12</td>
<td>Annual Precedence Revalidation</td>
<td>8-5</td>
</tr>
</tbody>
</table>

# CHAPTER 9 - COMMERCIAL LONG DISTANCE

<table>
<thead>
<tr>
<th>ARTICLE</th>
<th>SUBJECT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.1</td>
<td>General</td>
<td>9-1</td>
</tr>
<tr>
<td>9.1.1</td>
<td>NETWORX</td>
<td>9-1</td>
</tr>
<tr>
<td>9.2</td>
<td>Policy</td>
<td>9-1</td>
</tr>
<tr>
<td>9.3</td>
<td>Authorized Users</td>
<td>9-1</td>
</tr>
<tr>
<td>9.4</td>
<td>Submission of Service Requests</td>
<td>9-1</td>
</tr>
<tr>
<td>9.5</td>
<td>Access Procedure</td>
<td>9-1</td>
</tr>
<tr>
<td>9.6</td>
<td>Management</td>
<td>9-2</td>
</tr>
</tbody>
</table>
APPENDIXES

<table>
<thead>
<tr>
<th>APPENDIX</th>
<th>SUBJECT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Acronyms</td>
<td>A-1</td>
</tr>
</tbody>
</table>

FIGURES

<table>
<thead>
<tr>
<th>FIGURE</th>
<th>SUBJECT</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1</td>
<td>Request for Call Monitoring or Tracing</td>
<td>7-3</td>
</tr>
<tr>
<td>8.1</td>
<td>DSN Request Format</td>
<td>8-6</td>
</tr>
<tr>
<td>8.2</td>
<td>National Communications System (NCS) Voice Precedence System</td>
<td>8-7</td>
</tr>
</tbody>
</table>
## RECORD OF CHANGES

<table>
<thead>
<tr>
<th>Change Number</th>
<th>Date of Change</th>
<th>Date Entered</th>
<th>Signature of Person Making Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<tr>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

Enclosure (1)
CHAPTER 1

GENERAL POLICY AND PROCEDURE

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

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

1.3 Applicability and Scope. This instruction applies to those Base Level Communications, DISN, and BLII services and systems that are managed, operated, and maintained by NCTS Guam's Base Level Communications Department.

Included are:

1.3.1.1 Official Navy telephones, Defense Switched Network (DSN), NETWORX, and commercial local and long-distance telephone services. The DSN is the primary DISN switched common user voice network for the DoD and is administered, operated and maintained by NCTS Guam as part of its DISN mission.

1.3.1.2 On-base and inter-base cable, dedicated analog and digital communications circuits, channels and transmission paths, segments of the Defense Information Systems Agency (DISA) long-haul circuits, telemetry and alarm systems.

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

1.3.1.4 DISN Unclassified but Sensitive Internet Protocol Router Network (NIPRNet) and Secure Internet Protocol Router Network (SIPRNet) network nodes. The DISN NIPRNet and SIPRNet are DISN networks managed by DISA. NCTS Guam is assigned mission responsibility for on-island node site coordinator functions.
Not included are:

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

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

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

1.3.2.4 Per reference (g), exchange facilities and Morale, Welfare, and Recreation (MWR) facilities will normally obtain communication services from commercial sources.

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

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

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

1.4.3 U.S. DoD Non-Appropriated Fund (NAF) activities when authorized in accordance with references (b) and (g) and approved by the appropriate CO. Unless support is authorized, in writing, by the cognizant CO, NAF activities will obtain communications services directly from the local commercial telephone company.

1.4.4 DoD contractors, concessionaires, and other private parties will normally obtain communications services from commercial sources. The only exceptions shall be when local service is not available, or cannot be provided due to location or security reasons, e.g., the local commercial telephone company is not permitted to install facilities into secure spaces.
1.5 Modification of BLII Facilities. The DoD has a significant capital investment in the Guam BLII. BLII equipment and facilities are highly susceptible to damage due to improper installation practices or connection of equipment that may not be standard and which may induce unacceptable electrical voltages or optical levels. Further, improper cable installation may result in damage to customer equipment or cause personal injury when cables are blown down during typhoons or lightning is introduced into buildings due to faulty grounds. Therefore:

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

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

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

1.5.2.2 The customer may not provide and attach customer owned equipment which requires specific hardware or software resident within NCTS Guam telephone switching system. Such equipment is proprietary and will be provided and installed by NCTS Guam Base Level Communications technicians and the customer will be responsible for any cost of the upgrade.

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

1.5.2.4 The customer should return any NCTS Guam equipment that is not being used to the BCO customer service office. The customer shall be held responsible for any equipment removed from the line and may be billed for replacement if lost or damaged,
1.5.2.5 Use of customer owned equipment shall be at the sole expense of the customer. NCTS Guam shall not be responsible for repairing defective customer owned equipment. NCTS Guam shall not under any circumstance be responsible for damage to customer equipment connected to the Base Level Communications system.

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

1.6 Funding. NCTS Guam is currently funded only to operate and maintain existing DoD services. Some budget based transfers for Navy customers have occurred and further budget based transfers are in progress which are expected to eliminate reimbursement for BCO services, but until those transfers have been completed, customer activities will be responsible for reimbursement for any services that can be specifically identified to that customer such as:

1.6.1 Long Distance Toll Charges. Customer activities will be billed for reimbursement for toll charges for commercial and NETWORX calls placed by members of their command, from telephones subscribed to by their activity, or charged to calling cards assigned to their activity.

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

1.6.3 New Installations. Customer activities will be required to reimburse NCTS Guam for any equipment that is specific to their requirement (ie. telephones and other customer premise equipment, Channel Service Units/Data Service Units, special transceivers, etc.).

1.6.4 Customers that have participated in a budget base transfer of their communications support funding to FLTCYBERCOM/NAVIFOR or its predecessor activities will not be billed recurring charges for new services once installed: however, if service levels are increased to such an extent to cause NCTS Guam to exceed its authorized O&M budget, that activity may be required to transfer funds to cover the increased cost. Such situations will be referred to higher level headquarters on a case-by-case basis.

1.7 Management. Per reference (f), "COs, at each level of command (activity, district, or area), are responsible for the proper use of DoD communication systems and equipment within their command". Responsibility for administration and management of Navy Base Level Communications services is assigned to the NCTS Guam per references (a) and (b). It is NCTS Guam’s intent to manage Guam Navy Base Level
Communications services in partnership with its customers.

1.7.1 **Telephone Control Officer (TCO).** Each activity requiring Base Level Communications services shall appoint a TCO as follows:

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

1.7.1.2 TCOs shall serve as the principal point of contact for Base Level Communications.

1.7.1.3 TCOs shall ensure that acquisition and use of base communications services are in accordance with the provisions of this instruction. Failure to designate a TCO will result in the refusal of BCO to accept the service request.

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

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

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

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

1.7.2.4 TCBs will be scheduled on an annual basis as a minimum and will be announced to all BLII customers. More frequent boards may be convened as required whenever major changes in policy or procedure are pending. Special TCB’s may be called as required to resolve specific problems in specific areas, e.g., data communications, financial, etc.
CHAPTER 2

BASE LEVEL COMMUNICATIONS SERVICE REQUESTS

2.1 General. Requirements for Base Level Communications services will be submitted to the NCTS Guam BCO customer service office on a Base Level Communications Service Request (CSR) which can be found with instruction in Appendix B.

2.2 Funding. Per reference (b), Base Level Communications services have been converted from reimbursable to mission funded. Base Level Communications customers who participated in the budget based transfer (i.e. mission customers) are no longer billed for Navy services. Customers that have not participated in a budget base transfer (i.e. reimbursable customers) are, however, still required to reimburse NCTS Guam for expenses which can be directly attributable to that customer, e.g., toll charges and/or services leased from a commercial vendor for that specific customer. Both mission and reimbursable customers may be responsible for costs associated with significant service level increases which are beyond the capacity of the BCO to support. All funding must be submitted in advance of the provision of any service or the commencement of any work, including ordering of materials. As previously indicated, financial management processes are being revised to eliminate or minimize reimbursement requirements, but until such time as revisions are in place, the following procedures will remain intact.

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

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

2.2.3 Submit funding documents to the NCTS Guam, N00FM. Navy activities will submit funding on NAVCOMPT Form 2275 - Order for Work and Services or DD-1149 - Requisition and invoice/shipping document. Funding provided must be specific in nature to include period of performance and clearly specify grantor’s intent, and be finite in duration. Non-Navy DoD activities will submit funding on DD Form 448.

2.3 Submission of CSRs

2.3.1 Official Activities

2.3.1.1 Official activities with established base communications accounts may submit CSRs to the BCO in accordance with following instructions.
2.3.1.2 Activities that do not have a current account may be required to submit funding prior to provision of any service depending on whether the activity requirements represent a significant increase in workload that exceeds the capacity of the BCO to accomplish.

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

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

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

2.3.3.1 Official Navy base communications services may be provided only when commercial services are not available, cannot be provided due to security reasons, or when the official Navy or U.S. DoD sponsor is required to provide service by the contract.

2.3.3.2 All requests for temporary (< 6 months) official U.S. Navy base level telecommunication services for DoD contractors and private parties shall be submitted by the Navy or DoD sponsor activity.

2.4 CSR Priority System. Policy for DoD telecommunications priorities are governed by reference (h). CSR priorities govern the order in which installation, relocation, modification, etc., will be accomplished. CSR priority is different from, and should not be confused with, maintenance and restoral priorities which refer to the order in which disrupted services will be restored and which are addressed in 6.1 of this document. Authorized CSR priorities and approval authorities are:

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

2.4.1.1 Approval authority. Operational command CO. Signature of the CO, Operations Officer, or Command Duty Officer is required. Verbal approval will be accepted for emergency situations, but must be followed up with written approval.

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

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

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

2.4.2.1 Approval authority. Customer activity TCO.

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

2.4.2.3 Priority 2 installations, moves, etc., will normally be completed within five working days.

2.4.2.4 Overtime work will not be conducted unless authorized by the NCTS Guam’s CO.

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

2.4.3 Priority 3. Routine. All other requests.

2.4.3.1 Approval authority. Customer activity TCO.

2.4.3.2 Normal lead time for routine installations, moves, etc. is five working days.

2.4.3.3 Overtime work will not be conducted unless authorized by the NCTS Guam’s CO.

2.4.4 Emergencies. Emergencies refer to unanticipated situations caused by natural disaster, military operations, civil disturbance, etc., which satisfy the criteria for CSR Priority 1.

2.4.4.1 Failure to properly plan for requirements does not justify raising CSR priority. The N5/9 Department Head reserves the right to reprioritize any CSR as seen fit.

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

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

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

2.5.3 Scoping estimates are rough estimates of cost and completion that may be used for forecasting or initial planning. Cost and completion dates are not guaranteed and may vary depending on the situation. Requests for scoping estimates shall be submitted via CSR.

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

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

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

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

2.6.1.2 Attach justification for CSR priority, restoral priority, overtime, CJCSI 6211.02D approval for DSN service, as appropriate.

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

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

2.6.2 The BCO shall:

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

2.6.2.2 Assist customers in preparation and submission of CJCSI 6211.02D requests as required for DSN services. Authorize installation of DSN service upon receipt of appropriate validation.
2.6.2.3 Assign base communications Maintenance and Restoration Priorities (RP) in accordance with Chapter 6 of this instruction.

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

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

2.6.3 During project design or installation of service, the customer may coordinate with the project engineer to discuss technical details; however, no customer requested changes which may result in a change in scope, require different or additional equipment or otherwise increase cost or delay execution will not be made until such time as a formal CSR has been submitted via the TCO and funds authorized.
CHAPTER 3

BILLING

3.1 General. Official Base Level Communications services on Guam are provided and funded by NCTS Guam. Navy customers, and non-Navy DoD and U.S. Federal customers who fund for services directly to the FLTCYBERCOM will not be billed monthly recurring line rates for services provided from NCTS Guam BLII systems. All customers are, however, responsible for reimbursing NCTS Guam for specific costs generated by and directly attributable to the customer activity, including customer owned equipment.

3.1.1 DoD activities which have participated in a budget base transfer for Guam base communications services with FLTCYBERCOM/NAVIFOR will not be billed for base communication services. Activities which have not participated in a budget base transfer for Guam base communications services with FLTCYBERCOM/NAVIFOR will be charged on a monthly basis for costs that are specifically attributable to their requirements.

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

3.2.1 NETWORX. NETWORX toll charges will be billed from the first of each month to the end of each month and include the commercial telephone company charges, General Services Administration (GSA) and DISA / Defense Information Technology Contracting Office (DITCO) overhead. NCTS Guam does not add any overhead for NETWORX services. Call detail statements listing all NETWORX calls billed; calling and called numbers; date, time and duration of each call; charges for each call; and total charges, will be attached to the bill. For example, NETWORX toll charges incurred between 1 January and 31 January will appear on the February statement. Charges missed during the normal billing cycle will be included in a later bill.

3.2.2 Leased Services. Activities which have not participated in a budget base transfer for Guam base communications services with FLTCYBERCOM/NAVIFOR that require commercial leased services will reimburse NCTS Guam for the cost of these services. Charges for such services will be billed as a direct pass through. Users will reimburse NCTS Guam only for the expense billed by the commercial telephone company plus any overhead that may be charged by the government contracting officer/agency. NCTS Guam does not add any overhead for providing services.

3.2.3 Calling Cards. Calling card charges will be billed from the first of the month until the end of each month. Users will reimburse NCTS Guam only for the expense billed by the commercial telephone company plus any overhead that may be charged by the government contracting officer/agency. NCTS Guam does not add any overhead for providing services.
3.3 Collections. Charges for Base Communications services will be billed against funding documents on a monthly basis by the responsible Defense Finance and Accounting Service (DFAS). NAVCOMPT Form 2193, Status of Funds, indicating collections made against funding documents can be obtained from the STARS-FL accounting system. If the Base Communications customer activity does not have access to STARS-FL, hardcopy can be obtained from DFAS Cleveland (Pensacola Region) at 1-800-756-4571 or commercial 216 204-6857.

3.4 Certification of Official Use. Per reference (f), COs are responsible for proper use of official DoD/DoN telephones. Customer activities should maintain logs of toll calls placed from activity telephones. TCOs should review long-distance control logs to ensure that all listed calls were for officially authorized Government business and compare control logs with NETWORX call detail statements to ensure that all calls were logged.

3.4.2 Customer TCOs are responsible for reviewing long-distance and calling card invoices and certifying that usage was for official use. These certified invoices are to be returned to the BCO Billing Office each month. Customer activities are responsible for proper use of assigned telephones and for payment for all charges incurred regardless of whether the calls were authorized or not. If it is determined that any billed calls were not authorized, it is the responsibility of the customer activity to identify responsible individuals, recover cost and initiate corrective action.

3.4.4 If any charges are believed to be in error, the activity TCO should contact NCTS Guam Base Level Communications Billing office. The billing office will assist in investigating disputed charges and make adjustments as required on the next bill.

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

3.5.1 Compare NETWORX call detail statements with NCTS Guam Base Level Communications billing statements.

3.5.2 Compare monthly billing statements with NAVCOMPT Form 2193.

3.5.3 Report discrepancies to the BCO.
CHAPTER 4

ANNUAL REVIEW AND REVALIDATION (R&R)

4.1 General. Reference (b) requires that all DoD Base Level Communications services be reviewed and revalidated annually.

4.2 Scope. This instruction applies to all Guam DoD Base Level Communications services, including DSN, NETWORX, commercial long-distance telephone services, administrative telephone services, cable pair, intra-Guam communications circuits, etc. This instruction does not apply to long-haul DISN services which are not under the purview of the Base Level Communications Office.

4.3 Procedure

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

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

4.3.1.2 DSN services assigned to that activity. Inventory will indicate any DSN services that do not have current Chairman Joint Chiefs of Staff authorization (see Chapter 8 of this instruction for more information on DSN).

4.3.2 COs of activities or their designated TCO representative using Guam Navy base administrative telephone services will:

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

4.3.2.2 Review DSN inventory and indicate in the space provided if current DSN services and precedence levels are still required. Prepare and submit CJCSI 6211.02D request in accordance with appropriate chapter of this instruction.

4.3.2.3 Return the completed review and revalidation form within 45 days to NCTS Guam’s, Code N5.

4.4 Disconnection. Services not revalidated within 45 days may be disconnected.
5.1 General. Per reference (b), Appendix L, official Navy telephone services are assigned COS categories to identify class of users and capabilities. The following COS assignments are presently used in the NCTS Guam Navy base level; communications system:

5.1.1 Class A - Official/Non-restricted. Class A service is provided for official appropriated activities. Class A users have direct-dial access to all U.S. Navy telephones on Guam; to Andersen AFB; into the GTA system for local calls; and, with proper authorization code, into the NETWORX or other authorized long-distance systems including Defense Switched Network (DSN).

5.1.2 Class B - Unofficial.

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

5.1.2.2 Class B2 and B3 - Unofficial (Business). Provided for use of non-appropriated fund (NAF) activities, DoD contractors and authorized private parties operating on Navy facilities on behalf of DoD or the Federal Government. At the present time, Class B service is not provided from the Guam Navy telephone system.

5.1.3 Class C - Official Restricted. Class C service is provided for official appropriated activities or sponsored activities but restricted from the DSN. Class C services have access to on-base, local off-base numbers, NETWORX, commercial long-distance, and operator services. Restricted from DSN.

5.2 Defense Switched Network (DSN). DSN services are assigned specific DSN COS's. See Chapter 8 for more information regarding the DSN.
CHAPTER 6

MAINTENANCE AND RESTORAL PRIORITIES (RP)

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

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

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

6.3.1 Priority A

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

6.3.2 Priority B

Dedicated Command and Control Circuits for
Operations Command Centers
Intelligence Centers
Dedicated Naval Telecommunications Center (NTCC) Circuits
Other Operations, Logistics and Intelligence Circuits with an NS/EP Priority of 3 through 5
Primary telephone lines, not to exceed 10 percent of total lines, for the following functions/operations:
Operational Command Headquarters
Operations Center Primary Telephone
Emergency Service Center (NAVFA/C/BOSC Trouble Desk)
Ships Telephones

6.3.3 **Priority C.**

All other telephones and circuits.

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

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

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

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

6.5 **Action.** The BCO will assign base communications RPs to existing circuits in accordance with paragraph 6.2.

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

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

6.5.3 RP assignments will be revalidated annually in accordance with procedures outlines in chapter 4 of this instruction. RP assignments may be changed by the CO of NCTS Guam to accommodate the current situation at any time.
CHAPTER 7

TELEPHONE MONITORING, RECORDING AND TRACING

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

7.2 Policy

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

7.2.2 Law Enforcement. Per reference (i), the only activity within the DoN authorized to intercept, monitor or record telephone conversations or use pen registers or related devices for law enforcement purposes is the Naval Criminal Investigative Service (NCIS). The NCIS equivalent at Anderson Air Force Base is the Air Force Office of Special Investigations (AFOSI). The BCO will not participate in any law enforcement monitoring operation except by written request of the cognizant NCIS or AFOSI activity.

7.2.3 Security Monitoring. Per reference (j), use of official DoD telephones constitutes consent to monitoring for determining whether information is being properly protected in the interest of National security. Security monitoring may only be authorized by the Secretaries of the Military Departments, the Director, NSA/Chief, Central Security Service, and Commanders of Unified or Specified Commands, or their single designees.

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

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

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

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

7.2.6 **Telephone Records.** Official telephone records are the property of the U.S. Government and will only be released upon written request of the Special Agent in Charge of the cognizant NCIS or AFOSI activity or head of an appropriate DoD audit activity performing an authorized audit. Commanding Officers, to include squadron, group, or wing commanders, may request records pertaining to their respective commands. Telephone records searches will be requested on a CSR in accordance with instructions provided in chapter 3 of this instruction.

7.3 **Action.** Requests for telephone monitoring, recording or tracing operations, or official telephone records will be submitted by the appropriate authority as indicated in paragraph 7.2, in writing to the NCTS Guam’s CO, ATTN: Code N5. Requests need not identify the purpose of the action, but must provide sufficient information for the BCO to comply with the request, specify a time frame for completion, and identify a point of contact for the operation. A sample request format is shown in figure 7.1.

7.3.1 Verbal requests for tracing action requiring immediate action to prevent loss of life or property, serious injury, etc., will be accepted from appropriate NCIS personnel or Command Duty Officers. Tracing will be initiated immediately and results provided to appropriate law enforcement personnel, as required based on the nature of the emergency. Such requests must be followed in writing no later than the first normal duty day following completion of the action. No records will be released prior to receipt of written request.
SAMPLE REQUEST FOR CALL MONITORING OR TRACING

Date:_______

From: (Activity originating the request)

To: Commanding Officer, U.S. Naval Computer and Telecommunications Station, Guam,
ATTN: Code N5

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

Ref: (a) NCTSGUAMINST 2066.1G

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

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

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

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

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

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

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

8.3.1.1 NCTS for off-island ROUTINE capability.

8.3.1.2 USPACOM for PRIORITY and IMMEDIATE capability.

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

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

8.3.3 Morale, Welfare, and Recreation (MWR) Activities. Use of DSN may be authorized for MWR NAF activities when deemed in the best interest of the Government and when supporting the operational function of the activity. DSN may not be used for MWR resale activities and functions. The highest precedence authorized will be ROUTINE. Approval authority is the same as that for official activities.
8.3.4 **DoD Contractors.** DSN may be authorized for civilian DoD contractor personnel in overseas areas when performing duties normally performed by DoD civilian or military personnel. Use of the DSN by U.S. DoD contractors requires USPACOM approval. Use of the DSN by foreign contractors requires Joint Chief of Staff (JCS) approval. Unless specifically directed otherwise by USPACOM or JCS, the highest precedence authorized will be ROUTINE.

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

8.4 **CJCSI 6211.02D DSN Approval.** All service requests for voice precedence requirements must be forwarded through the requestor’s chain of command to the appropriate approval authority per paragraph 16.e of reference (j) in the format specified in Figure 8.1.

8.4.1 The use of IMMEDIATE and PRIORITY precedence by DOD personnel assigned to non-U.S. organizations must be approved by the appropriate CC/S/A. Requests for FLASH or FLASH OVERRIDE must be validated by the appropriate CC/S/A and approved by the Joint Staff.

8.4.2 **Temporary Precedence Upgrades.** Per reference (j), temporary upgrading of voice precedence to support CC/S/As or other equivalent personnel during travel is authorized for all precedence levels for up to 30 days. Temporary upgrading is also authorized for emergencies and exercises.

8.4.2.1 Activities with requirements for temporary upgrades would submit via appropriate channels and in the format specified in Figure 8.1.

8.4.2.2 Emergency requests may be submitted directly to NCTS Guam via CSR or verbally. NCTS Guam will coordinate with appropriate DISA management activity and provide service to meet authorized requirement. Emergency requests must be followed up with appropriate request per reference (j), enclosure (d).

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

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

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

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

8.6.1 Official DSN Telephones. DSN calls may be dialed directly from DSN class-marked telephones at precedence and to areas authorized by Class-of-Service (COS). Dialing instructions are provided in the Navy Guam consolidated telephone directory.

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

8.6.2.1 Transient Personnel. Transient personnel on official duty in Guam may place official DSN calls from quarters. Off-net access to the DSN by transient personnel will be handled as necessary by the Base Operators.

8.6.2.2 Health, Morale and Welfare (HMW) calls. HMW calls will be processed 24 hours per day by an automated system. HMW calls are authorized for military members and DoD civilians under transportation agreement.

8.6.2.2.1 Deployed service members wishing to place a DSN HMW call back to a local Guam number may dial 315-355-1110 or 315-366-1110 and follow the prompts to the “Guam Local Numbers” option.

8.6.2.2.2 Family members wishing to place a DSN HMW call to their deployed service members can dial 671-355-1110 or 671-366-1110 and follow the prompts to the “Off-island DSN” option.

8.6.2.3 Authorization codes are required for family members wishing to place an off-island
DSN HMW call. Codes will be changed on a quarterly basis, or when it has been determined by NCTS Guam that an authorization code has been compromised.

8.6.2.2.4 Families of deployed service members may obtain an authorization code from the following locations:

- Naval Base Guam Fleet and Family Support 671-333-2056
- AAFB Airman and Family Readiness Center 671-366-8136
- Guam Army National Guard Family Program 671-735-0434
- Guam Air National Guard Family Program 671-366-5437
- Guam USO 671-647-4876

8.6.2.2.5 DSN HMW calls should not exceed 15 minutes in length, and will be processed at the ROUTINE priority.

8.6.2.2.6 Operators will continue to process DSN HMW calls if there are any technical issues with the automated system. If a user contacts the operator for an HMW call because they do not have an authorization code, the operator will give instructions to obtain a code but will still connect the HMW call.

8.6.2.3 Emergency Access. Emergency Access DSN calls will be handled by the Base Operators, as necessary. The operator will note the caller’s name and unit and facilitate the requested connection. The DSN telephone operators do not have the capability to place commercial long distance calls.

8.7 Data Transmission. Data transmission ties up DSN circuits for long periods of time and degrades the capability of the DSN to respond to C2 voice requirements. Therefore, data transmission will be restricted to:

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

8.7.2 Dial-Up Data. The DISN packet switched systems are the primary means to transmit data. DSN dial-up data service may be used to supplement the DISN switched networks where connectivity is not available or where dial-up connectivity is more operationally advantageous.

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

8.7.2.2 DSN data users with requirements to transmit large volumes, holding times in excess of one hour, or for dedicated operational systems requiring switch data connectivity, will coordinate with DISA for a technical evaluation of the requirement.
8.7.3 **Dial-Up Facsimile.** The DSN may be used to transmit unsecured facsimile traffic without a STE only if the facsimile machine automatically disconnects from the line within one minute after the facsimile transmission ends or the circuit is preempted.

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

8.9 **Operator Abuse.** Intimidation of operators to place unauthorized calls is considered abuse and will be reported to the abusing party's command for resolution. Repeated operator abuse will constitute grounds for discontinuing telephone service to the abusing party.

8.10 **Operator Auto Attendant.** A human telephone operator cannot be guaranteed. In situations where a scheduled shift cannot be manned, the off-going operator will activate an automated auto attendant system with approval from the Base Communications Officer.

8.10.1 For urgent operational communications requirements while the auto attendant is in use, users should contact 671-355-5326 or follow the prompts in the auto attendant to be connected to Tech Control.

8.10.2 Morale calls will still be processed 24x7 by the automated system without interruption. In the event of automated system failure, the human telephone operator will assist all HMW calls.

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

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

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

8.12.2 The activity TCO will review listings and sign the enclosed validation statement, or identify access to be discontinued, and return to Commanding Officer, U.S. Naval Computer and Telecommunications Station Guam, ATTN: Code N5, within 45 days of postmark or message date-time-group.

8.12.3 DSN access not revalidated within 45 days of the due date indicated on the validation statement may be discontinued.
FIGURE 8.1

DSN REQUEST FORMAT

FROM: ORIGINATING ACTIVITY
TO: COMPACFLT PEARL HARBOR HI/N644/
INFO: USPACOM HONOLULU HI/J62/
       JTREG MARIANAS GU/J6/
       DISA PAC WHEELER AFB HI/DPS/
       DISA FLD OFC GU/DPWG/
       NCTS GUAM GU/N5/

UNCLAS (OR APPROPRIATE CLASSIFICATION)
MSGID/GENADMIN/ORIGINATING ACTIVITY/

SUBJ/CJCSI 6211.02D REQUEST FOR _____________//

REF/A/RMG/AS APPROPRIATE PER MTF/

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

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

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

4. FUNDING: LIST COMMAND RESPONSIBLE, AND ANTICIPATED AMOUNT.//
NATIONAL COMMUNICATIONS SYSTEM (NCS) VOICE PRECEDENCE SYSTEM

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

<table>
<thead>
<tr>
<th>PRECEDENCE</th>
<th>APPLICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLASH</td>
<td>Alerts, warnings, or other emergency actions having an immediate bearing on national command or area security, e.g., Presidential use, announcement of alert; opening of hostilities; intelligence reports on matters leading to enemy attack; potential/actual nuclear accident or incident; land, air or sea catastrophe; implementation of services unilateral emergency actions;</td>
</tr>
<tr>
<td>IMMEDIATE</td>
<td>Vital communications having an immediate operational effect on tactical operations, which directly concern safety or rescue operations or affect the intelligence community operational role, e.g., initial vital reports which must be completed from vehicles in motion such as operational mission aircraft; intelligence reports on vital actions in progress; natural disaster or widespread damage; natural emergency weather reports having an immediate bearing on mission in progress; emergency use for circuit restoration; use by tactical command posts for passing immediate operational traffic, etc.</td>
</tr>
<tr>
<td>PRIORITY</td>
<td>Calls which require prompt completion for national defense or security, the successful conduct of war, or safeguard life or property, which do not require higher precedence, e.g., reports of priority land, sea or air movements; administrative, intelligence, operational or logistic activity calls requiring priority action; calls that would have a serious impact on military, administrative, intelligence, operational or logistic activities if handled as a ROUTINE call. Normally, PRIORITY will be the highest precedence which may be assigned to administrative matters for which speed of handling is of paramount importance.</td>
</tr>
<tr>
<td>ROUTINE</td>
<td>All other authorized official communications.</td>
</tr>
</tbody>
</table>
CHAPTER 9

COMMERCIAL LONG-DISTANCE (NETWORX)

9.1 General. There is presently only one commercial long-distance telephone service authorized for use by DoD activities on Guam, NETWORX.

9.1.1 NETWORX. NETWORX is an official Government long-distance telephone service contracted and administered by the GSA serving the U.S. and international destinations. NETWORX provides direct-dial capability from any Guam telephone, Navy or off-base, to any government or commercial telephone number within these locations for official business only. Additionally, NETWORX calling cards are available for use of personnel on official travel for domestic and international destinations.

9.2 Policy. The DSN shall be the first choice for long-distance telephone service for official DoD business. Other means may be used only when DSN will not satisfy the requirement or when the called party is not accessible via DSN. Per reference (l), NETWORX shall be used to meet Federal long-distance requirements unless an exception has been granted by GSA.

9.3 Authorized Users. NETWORX is an official DoD telephone service and is restricted for officially approved business of the U.S. Government. All official Navy and DoD appropriated and NAF activities are authorized to use NETWORX. DoD contractors performing activities normally performed by DoD military or civilian personnel or performing installation or other work on a temporary basis may be authorized NETWORX access if determined to be in the best interest of the Government. Credit unions, employee and supervisor associations, concessions and other private parties operating on Navy facilities shall normally obtain long-distance services from local commercial sources.

9.4 Submission of Service Requests. Requests for NETWORX service will be submitted to the NCTS Guam BCO Telephone Customer Service Office on a Base CSR (see chapter 2).

9.4.1 Requests for NETWORX service must identify an official Class A or C telephone for billing purposes. This number is for billing purposes only. NETWORX calls may be placed from other telephones.

9.5 Access Procedure. Access to NETWORX will be controlled by authorization code.

9.5.1 Upon approval of service request, the BCO will provide authorization codes.

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

9.5.3 For security purposes, NETWORX authorization codes will be changed annually or upon request. Authorization codes providing access to DSN lines via Direct Inward Service Access will be required to be changed at least once every six months.

9.6 Management. Possession of NETWORX authorization codes constitutes authority to obligate the Navy for charges for calls placed with the code. Codes should be safeguarded the same as a commercial charge card or any similar instrument. The customer activity is responsible for safeguarding assigned codes and for payment for charges for NETWORX calls placed with assigned authorization codes.
# APPENDIX A

## ACRONYMS AND ABBREVIATIONS

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

ACRONYMS AND ABBREVIATIONS (CONT'D)

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