



UNITED STATES MARINE CORPS  
MARINE CORPS AIR STATION  
BOX 99100  
YUMA, ARIZONA 85369-9100

StaO 2067.1F  
60S6  
14 APR 2011

STATION ORDER 2067.1F

From: Commanding Officer  
To: Distribution List

Subj: STANDARD OPERATING PROCEDURES FOR STATION TELEPHONE

Encl: (1) Telephone Service Request

1. Situation. The Station Telephone Office aboard Marine Corps Air Station (MCAS) Yuma is a division of the S-6 Communications Department and is under operational control of the Station Telephone Officer, the S-6 Director and the Commanding Officer of MCAS Yuma.

2. Cancellation. StaO 2067.1E.

3. Mission. To install, operate and maintain all telecommunication services required by the various tenant units, visiting units, and Station facilities aboard MCAS Yuma, the Cannon Air Defense Complex and several outlying sites.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. To publish information and instructions pertaining to the installation, operation, maintenance and use of services and facilities of the Station Telephone System and other Telecommunications Equipment.

(2) Concept of Operation

(a) Station Telephone is currently organized with a mixture of Marine Corps personnel and civilian employees. Functional areas of Station Telephone include: Operations, Inside Plant and Outside Plant. The following is a breakdown of the Table of Organization as required to maintain operations of Station Telephone:

(1) Telephone Officer	CWO3/0610
(1) Telephone Ops Chief	SSGT/0619
(1) Switch Tech	SGT/2847
(1) Tech Control Engineer	CPL/2821
(2) Cable Techs	CPL/0613
(1) Cable Tech	LCPL/0613 (FAP)
(5) Telephone Operators	LCPL/0612 (FAP)
(3) Telecommunications Specialists	CIV/GS-11

(1) Telecommunications Assistant	CIV/GS-7
(1) Station Operator	CIV/GS-4
(1) Cable Splicer	CIV/WG-8

(b) Equipment and Facilities. The Station Telephone Switched Network (STSN) is a United States Government owned, maintained, and operated telephone system. The STSN is an administrative telephone system providing official telephone service to all tenant commands, government agencies, and inter-service subscribers. Commercial telephone service is provided to the Family Housing areas by the Local Exchange Carrier (LEC) which is currently Qwest.

(c) Subordinate Element Missions

1. Station Telephone falls under the administrative control of Headquarters and Headquarters Squadron, MCAS Yuma.

2. The following list outlines the major responsibilities of Station Telephone:

a. Installation and maintenance of telephone and data circuits.

b. Procurement and maintenance of all cell phone, fax and the voice mail system used by Station personnel.

c. Planning and installation of telecom services for new Station construction and renovation projects.

d. Planning and installation of telecom services required by Fleet Marine Forces units participating in training exercises such as Weapons and Tactics Instructor courses.

e. Planning and installation of emergency services communications.

f. Planning and installation of outside cable plant upgrades.

g. Operation/maintenance of the telephone switching system.

h. Repair and Maintenance of all Station Fiber and Copper telephone cable.

i. Provide on-call telecom maintenance support 24 hours a day, 365 days a year.

j. Processing of dig permits.

k. Preparation of the Station Telephone directory.

l. Provide for normal shop administrative functions such as supply, publications, records and training.

(d) Coordinating Instructions

1. Request for Official Telephone Service. All government related activities, either appropriated or non-appropriated, are required to apply for official telecommunications services through the Station Telephone Office. Commercial and contractor activities aboard MCAS Yuma must also coordinate their official requirements through the Station Telephone Office. Subscribers will submit their requirements utilizing the Telecommunications Service Request, contained in the enclosure, via their Telephone Control Officer. The enclosure illustrates the proper format, and an example is contained in the back of the Station Guide and Directory. Please note that for routine adds, moves, or changes, the Telecommunications Service Request must be submitted to Station Telephone no later than 10 working days prior to the date the service needs to be installed.

2. Request for Official Special Circuits. Some telecommunications services require the installation of special circuits. These include high-speed digital circuits, digital, or analog circuits that require conditioning or repeating equipment and circuits that leave the Air Station. These special circuits require approval and funding from the Commandant of the Marine Corps, Defense Information System Agency (DISA), Commander Naval Telecommunications or similar agencies. Users or activities requesting to have these special circuits installed and terminated on the Air Station must submit a Telecommunications Service Request. Please note that for installation or termination of special circuits, the Telecommunications Service Request must be submitted to Station Telephone for approval no later than 30 working days prior to the date the service needs to be installed.

3. Request for Major Service Installation. Activities aboard the Air Station that are involved in the construction, expansion and renovation of Station facilities that require a major telecommunications service must submit a Telecommunication Service Request. Work of this type include installation of more than 15 telephones, installing a telephone cable to a new building, rewiring of a large office space to accommodate a renovation and installing a large telecommunications distribution network to support a new piece of equipment or system. Please note that for major service installations, the Telecommunications Service Request must be submitted to Station Telephone no later than 60 working days prior to the date the service needs to be installed.

4. Request for Unofficial Telephone Service. Station Telephone does not provide telecommunications services to personnel residing in government quarters. For personnel residing in family housing, all arrangements must be made directly with the local civilian telephone company which is currently Qwest Communications. Officers and Staff Noncommissioned Officers residing in the bachelor officers' quarters and staff bachelor enlisted quarters may have residential telephone service provided to their quarters by Qwest Communications through Station Telephone. These subscribers must visit the Station Telephone Office and fill out a Telecommunications Service Request.

5. Special Case Requests. Occasionally, an individual or activity may require a telecommunications service that is special in nature. This includes short or no notice installation requests, requests for Defense Switched Network (DSN) capability in government quarters, and special telephonic equipment installation. Requests of this type will be handled on a case-by-case basis. Obviously, it is the primary function of Station Telephone to support the needs of the Air Station. Station Telephone is committed to this effort and will do whatever it takes to provide support. However, subscribers must realize that Station Telephone operates with limited resources and manpower and must help us help them. This can best be accomplished through proper planning and good judgment.

6. Survey. Upon receipt of the Telecommunications Service Request, a member of Station Telephone will conduct an on-site investigation to discuss the request and to conduct the survey.

7. Classes of Telephone Service. The Northern Telecom SL-100 switching system permits a plethora of feature capabilities that can be programmed to a telephone. Station Telephone has grouped the most commonly used features in packages most commonly referred to as "class of service". Note that there are other specialty classes of service that are not listed, such as the one that includes priority DSN. For this and other capabilities, please consult with Station Telephone. Identified numerically, the following is a listing of the most often used classes of service.

Class Allowed	Not Allowed
01 Local/Lease/DSN/Toll	Priority DSN
02 Local	Lease/DSN/Toll
03 Base Extension	Lease/Local/DSN/Toll
04 Local/Lease/DSN	Toll
05 Lease/DSN	Local/Toll
06 Local/Toll	Lease/DSN
07 Local/Lease	DSN/Toll
08 Local/DSN	Lease/Toll
09 Lease/Toll	Local/DSN

8. Conservation of Telephone Service. There is a practical limit to the extent that telecommunications services can be provided. In order to insure adequate and reliable service, strict compliance with the following instructions is mandatory:

a. Commanding Officers, Officers-in-Charge and Department Heads will appoint a Telephone Control Officer for their respective activity. This individual will serve as the point of contact between the activity and Station Telephone and will be required to examine, approve and route all Telecommunications Service Requests from the activity to Station Telephone.

b. Telephone Control Officers will insure that the telecommunications service requested is consistent with the mission requirements of the organization.

c. Telephone Control Officers will request the removal of infrequently used telephones.

d. Telephone Control Officers will insure that requests for service are not solely based on convenience, personal preference or rank.

e. Telephone Control Officers will review and certify the telephone and cellular phone bills for their organization to insure that all calls listed were for official use and to help identify any abuse. This shall be done quarterly at the very minimum.

f. Telephone Control Officers desiring to grant members of their organization access to overseas and priority DSN, and long distance toll capability through the Station Operator will submit an Access List to the Station Telephone Office. This list shall contain the names and last four digits of the social security number of the personnel, listed by department/section or unit. This list will also include a four digit control number and will be updated on a quarterly basis.

g. Telephone Control Officers will assist Station Telephone in assessing the needs of their organization, and in planning for improvements to their telecommunications service.

h. It is the responsibility of the unit Telephone Control Officers to inform Station Telephone of changes to unit/activity directory listings and to help Station Telephone insure the accuracy of the Station Guide and Directory.

i. It is the responsibility of the Telephone Control Officers to conduct quarterly inventories of all telecommunications assets, and ensure the accuracy of those assets

with billet description and telephone number. All inventories are to be turned in to the Station Telephone Office upon completion.

9. Personal use of the Station Telephone System. The Station Telephone System and cellular phones procured by the Air Station are Government owned systems that are for official use only. The following rules apply:

a. No person shall use an official government owned telephone or cellular phone for personal calls.

b. Telephone Office personnel shall review bills for unofficial use.

c. No person shall charge, or otherwise cause to be billed, a personal telephone call to an official Station Telephone or cellular phone.

d. No person shall accept charges for any collect telephone calls on any official Station Telephone or cellular phone.

e. No person shall request telephone credit cards and use an official Station Telephone or cellular phone as the billing number.

f. Obviously, common sense and good judgment is the guiding principle in all of the above rules.

10. Preservation of the Station Telephone System

a. No person, other than an authorized member of Station Telephone, or a contractor of Station Telephone exercising the terms of his contract, shall service, install, relocate, remove or interface with any item of equipment, cable, or facility of the Station Telephone System.

b. Unauthorized installation, removal or interface with any facility of the Station Telephone System will result in a suspension of service. Service will not be restored without a written request from the Commanding Officer of the organization involved. This request will include reasons for tampering with the system and corrective action taken to prevent further incidents. This request will be sent to the S-6 Communications Director via the chain of command. Any person having knowledge of anyone tampering with or purposely damaging Station Telephone facilities or equipment will report this to the Station Telephone Office. Persons who purposely damage, tamper with or remove Station Telephone cable or equipment are subject to punishment under the Uniform Code of Military Justice (UCMJ).

11. Tactical Telephone Systems. Permanent installation of tactical telecommunications wire, cable, support structures, and equipment are not authorized. Requirements for the temporary installation of these items will be submitted to the Station Telephone Office for joint planning and feasibility. Units installing tactical telecommunications wire, cable, and support structures are responsible for its removal after completion of its use.

12. DSN. Managed by the DISA, the DSN is the principle long-haul voice communications network for the Department of Defense (DoD). This service is maintained by a worldwide system of government owned and leased telephone switching facilities. The purpose of DSN is to handle essential command and control, operations, intelligence, logistics, diplomatic, and administrative voice traffic only. Telephone Control Officers will advise their organizations of the following:

a. The DSN is a non-secured system and users are reminded to not discuss classified information while talking on an unencrypted telephone.

b. Due to the number of DSN trunks available for use being limited, DSN calls should normally be limited to five minutes.

c. Due to there being only one overseas priority DSN trunk available to MCAS Yuma, access to this trunk is controlled.

d. The number of telephones in a given organization having direct dial DSN capability will be limited to 40 percent.

e. Calls placed over the DSN system should be made from workplace telephones. The Station Operator will not normally connect subscribers to the DSN from billeting-space phones.

f. Due to the DSN system being a voice only network, and the number of DSN trunks is limited, the use of modems to transfer data over the DSN requires the submission of a Telephone Service Request.

13. Special Telecommunications Services. Station proper organizations and units, as well as tenant commands will request special telephonic equipment and services such as fax machines, voice mail and cellular telephone service using a Telecommunications Service Request. Acquisition of special telephonic equipment and services will require a Federal Information Processing authorization from the S-6 Communications Director in addition to the appropriate supply procurement form before it can be procured through the Station Supply Department.

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14. Station Operators. Currently, Station Telephone provides MCAS Yuma with operator service from 0800 to 1630, Monday through Friday. The primary responsibility of the Station Operator is to provide information and to assist the subscribers in the use of the Station Telephone System. Station Operator personnel are staffed through a mix of Marine Corps and civilian personnel. The following is a list of general information regarding the Station Operator:

a. Station Operators are instructed not to engage in any unnecessary conversation and will give out only an operator number when asked to identify themselves.

b. Station Operators list directory numbers by unit or organization only. They do not have a "by individual name" listing of directory numbers.

c. Station Operators will not normally connect a subscriber to the DSN system if that subscriber is calling from a billeting space telephone.

d. Station Operators will not normally connect a subscriber to the DSN system if that subscriber is not on an access list and does not have a control number.

e. Station Operators will only off-net a DSN subscriber to local area numbers. This is for official and morale calls only. The Station Operator will not connect a DSN subscriber to a long distance commercial trunk. This is known as "toll jumping" and is an illegal practice.

15. Monitoring of the Station Telephone System. Users of the Station Telephone System will not discuss classified information on non-secure telephones. Official DoD telephones are subject to monitoring for communications security purposes at all times and the use of official DoD telephones constitutes consent to communications security monitoring. The purpose of this monitoring is to provide analysis for determining the degree of security being afforded by a telecommunications system and:

a. Advise Commanding Officers on actual or possible security compromise.

b. Improve the security protection of telephone communications against intentional exploitation. The installation of recording equipment on official Station Telephone lines for the purpose of monitoring conversations is directed by and requires the authorization of the Commanding Officer, MCAS Yuma.

16. Station Telephone Directory. The Station Telephone Office is responsible for preparing the telephone section of

the Station Guide and Directory. This booklet is published through the Public Affairs Office.

17. General Usage Payment Procedures. It is not possible within the scope of this Order to reiterate and explain all the policies contained in the Navy Comptroller Manual and the MCAS Yuma Comptroller standard operating procedures. However, the following paragraphs will provide a basic overview of payment policies and procedures as they relate to Station Telephone.

18. Reimbursement for Telephone Service. Marine Corps Community Service (MCCS) activities, private parties, contractors and private firms will reimburse the Marine Corps for telecommunications service in accordance with the Navy Comptroller Manual. Where applicable, reimbursement will include basic charges and other charges, which may be incurred through the use or provision of telephone service.

a. Official subscribers, other than Marine Corps activities, will reimburse the Marine Corps in accordance with the Navy Comptroller Manual.

b. For billing purposes, telephone service is provided from the date of installation until such time as the request for termination is received at the Station Telephone Office.

c. Commercial activities, contractors and private firms, and applicable MCCS activities subscribers will be billed monthly and payments are made to Defense Finance and Accounting Service, Cleveland.

d. Telephone service will be suspended if the bill is not paid by the invoice date. Billing notices should be received on or about the 22d of the month for the previous month's service. Non-receipt of the monthly statement is not an acceptable excuse for non-payment.

e. Requests for re-establishment of service that has been discontinued because of non-payment must be addressed to the S-6 Communications Director, MCAS Yuma.

f. Subscribers temporarily absent from MCAS Yuma during a billing period must make prior arrangements for payment with the Station Telephone Office.

g. Persons who are found to have made an unofficial call using a government telephone or cellular phone are required to pay for it. This reimbursement will be done in person at the Station Telephone Office using the payment form included with the monthly bill. Telephone Control Officers are responsible for

recommending further appropriate action. Failure to reimburse the government may result in suspension of service or punishment under the UCMJ. Civilian personnel can face disciplinary action.

19. Pay Telephones. Coin and card operated pay telephones aboard the Air Station are owned, installed and maintained by AT&T Communications, and are under a commission contract agreement with the MCCS Department, MCAS Yuma. Requests for installation or removal of pay telephones, trouble calls and evidence of tampering or damage should be made to the Services Division, MCCS, at 269-2770.

5. Administration and Logistics. Questions or comments concerning the contents of this Order shall be directed to the Station Telephone Officer.

6. Command and Signal

a. Command. This order is applicable to MCAS Yuma and all tenant commands.

b. Signal. This order is effective as of the date signed.

  
M. A. WERTH

DISTRIBUTION: B