



REPLY TO
ATTENTION OF

DEPARTMENT OF DEFENSE
UNITED STATES SOUTHERN COMMAND
3511 NW 91ST AVENUE
DORAL, FL 33172-1217

SCCS

8 April 2004

POLICY MEMORANDUM 3-04

SUBJECT: U.S. Southern Command Defense Red Switch Network Health, Morale, and Welfare Calls Policy

1. **Purpose:** This policy provides guidance for health, morale, and welfare (HMW) calls support provided by the U.S. Southern Command (USSOUTHCOM) Defense Red Switch Network (DRSN) operators.
2. **References:**
 - a. Chairman of the Joint Chiefs of Staff Special Instruction 6215.01B, Policy for Department of Defense Voice Networks, 23 September 2004
 - b. Army Regulation 25-1, Army Information Management, 31 May 2002
 - c. USSOUTHCOM Regulation 25-13, Telephone Communications Policy and Procedures, 2 November 2000
3. **Applicability:** This policy applies to deployed military members and Department of Defense (DoD) employees requesting morale call support from the USSOUTHCOM DRSN operators.
4. **General:** This policy supports the USSOUTHCOM Chief of Staff's directive to manage and control the HMW calls communications service provided by the USSOUTHCOM DRSN operators while remaining mission-focused and continuing to support the quality of life of our warfighters.
5. **Policy:**
 - a. Health, morale, and welfare calls communications support is authorized to military members and DoD employees who are **deployed** to remote or isolated locations for extended periods of time on official business provided that no commercial service is available from the remote location. Calls from the military member's or DoD employee's permanent duty station, whether in the continental United States (CONUS) or outside CONUS, are not authorized HMW calls.
 - b. Health, morale, and welfare calls are authorized through the 24 hour Defense Red Switch Network except on weekdays from 0800 to 1600 (Eastern Standard Time).
 - c. Customers are limited to one 10-minute HMW call per day. The telephone system will drop the call automatically after 10 minutes.

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d. This policy supersedes paragraph 12b of reference c and will be incorporated in the next regulation update.

6. Responsibilities:

a. Directors will ensure dissemination of this policy.

b. Customers will provide the operator with their name, rank/grade, unit, location, and the local number to which they wish to be connected. Failure to comply with the set guidelines may result in a denial of service.

c. The USSOUTHCOM DRSN operators will—

(1) Provide professional and courteous service to all customers.

(2) Enforce this policy and inform customers of the new guidelines as required.

(3) Process mission-related calls first. Advise HMW customers to call back at a later time due to higher priority calls when required.

(4) Transfer HMW calls to the automated telephone system.

(5) Maintain a log of HMW calls.

7. The point of contact is the DRSN Noncommissioned Officer in Charge, U.S. Army Signal Activity-Southern Command, at (305) 437-1145 or DSN 567-1145.

FOR THE COMMANDER:



MICHAEL R. LEHNERT
Brigadier General, U.S. Marine Corps
Chief of Staff, U.S. Southern Command

DISTRIBUTION:

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