



REPLY TO  
ATTENTION OF

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

\*SC Regulation 25-13

2 November 2000

Effective Upon Receipt

**Information Management**

**TELEPHONE COMMUNICATIONS POLICY AND PROCEDURES**

**TABLE OF CONTENTS**

	Paragraph	Page
Purpose .....	1	1
Applicability .....	2	1
References .....	3	1
Scope .....	4	2
Security .....	5	2
Policy .....	6	2
Guidance .....	7	3
Responsibilities .....	8	3
Administrative Telephone Service .....	9	5
Official Cellular Telephone Service .....	10	5
Official Pagers .....	11	6
Defense Switched Network (DSN) .....	12	6
Defense Red Switch Network .....	13	6
Official Telephone Calling Cards .....	14	7
Cordless Telephones .....	15	7
Permitted Personal Uses of DoD Telephone Systems .....	16	7
Use of Automated Attendant .....	17	8
Reporting Trouble or Service Interruptions .....	18	8
USSOUTHCOM Acceptance of Responsibility for the Use, Safety and Care of Issued Cellular Telephones, and Cellular Telephone User "Don'ts" .....		Appendix A
Official and Authorized Uses of USSOUTHCOM Government International and CONUS Calling Card .....		Appendix B

1. Purpose. This instruction prescribes policy, provides procedures, and assigns responsibilities for the acquisition, management, and use of official government communications services including telephone, cellular telephone, pager, and Defense Red Switch Network (DRSN) services.

\*This regulation supersedes SC Reg 25-13 dated 2 September 1994

2. **Applicability.** This instruction applies to United States Southern Command (SOUTHCOM) Headquarters and supporting facilities in the Miami area.

3. **References:**

- a. Army Regulation 25-1 (The Army Information Management Program)
- b. Army Regulation 190-53 (Interception of Wire and Oral Communications for Law Enforcement Purposes)
- c. Army Regulation 380-10 (Technology Transfer, Disclosure of Information and Contacts with Foreign Representatives)
- d. Army Regulation 380-19 (Information Systems Security)
- e. Army Regulation 380-53 (Information Systems Communications Monitoring)
- f. Department of the Army Pamphlet 25-1-1 (Installation Information Services)
- g. Department of Defense (DoD) Regulation 5500.7-R ( Joint Ethics Regulation)

4. **Scope.** The United States Army, in its role as Executive Agent, provides telecommunications service to Headquarters SOUTHCOM. Official use of these services and associated telecommunications systems are governed by Army Regulation 25-1, Information Management, dated 15 February 2000. This policy covers request, issue, and use of:

a. New or existing telephone services and features in Headquarters SOUTHCOM or campus facilities in the Miami-Dade County area

b. Government furnished cellular telephones

c. Government furnished pagers

d. DRSN services

e. This policy also covers reporting trouble or service interruptions for telecommunications systems referenced above.

5. **Security.** Current DoD and Department of the Army policy permits communications monitoring and recording of information systems. Lawful monitoring and recording of DoD telecommunications and information systems will be conducted in accordance with (IAW) applicable Army Regulations; AR 190-53 and AR 380-19 for information systems, AR 380-10 for electronics surveillance, and AR 381-3

for signal surveillance. Cellular telephones without security devices provide no privacy or security and are easily monitored by third parties. Use of official DoD information systems (including telephones and pagers) constitutes the user's consent to communications security information systems monitoring and recording IAW AR 380-53, Information Systems Communications Monitoring.

6. Policy. Telephone policy as set by SOUTHCOM conforms to applicable Federal guidelines and regulations. Calls made for "Official Business" are defined for the purpose of this regulation as those directly related to the conduct of DoD business or those having an indirect impact on SOUTHCOM business. The General Services Administration (GSA) regulation, as implemented by the Joint Ethics Regulation to all Federal employees, allows use of Federal Government telephone systems under the following circumstances:

a. Personal communications from the DoD employee's usual work place that are most reasonably made while at the work place such as checking in with spouse or minor children; or scheduling doctor and auto or home repair appointments.

b. Long distance communications charged to the employee's home telephone, or charged to a credit or calling card.

c. Calls to home (in Miami Dade, Broward and Monroe Counties) that are reasonable in duration and frequency, do not adversely affect the performance of official duties, do not overburden the communications system, and create no significant additional cost to DoD and SOUTHCOM.

7. Guidance. This telephone communications policy was established IAW the Commander in Chief's (CINC's) guidance to reflect the reality of multiple area codes, emergency preparedness and disaster response requirements, as well as the needs of SOUTHCOM employees. Use of Federal telephone services for unapproved calls may subject offending employees to counseling or other administrative/disciplinary action. Persons making unauthorized calls will be charged for the calls.

8. Responsibilities.

a. The Director, Command, Control, Communications, and Computers (C4), SCJ6, in his role as Chief Information Officer (CIO), establishes policy and procedures for the acquisition, management, and use of official government telephone, cellular telephone, pagers, and DRSN services.

b. United States Southern Command directors, special staff principals, Commander, Base Operations, United States Army-South (USARSO), and the Commander, US Army Signal Activity – SOUTHCOM (ASA) will exercise management control while discharging the following duties and responsibilities:

(1) Assume responsibility for the oversight of their directorate, special staff section or activity telephone program and ensure compliance with this instruction and its policies.

(2) Appoint an individual to serve as Telephone Control Officer (TCO) for the directorate, special staff, activity focal point on telecommunications matters. Provide a copy of TCO appointment orders to ASA-SOUTHCOM, ATTN: Telephone Systems Branch.

(3) Ensure that a system of financial supervisory control is established within the directorate, special staff or activity to account for monthly expenses, budgets and other telephone service costs billed to SOUTHCOM.

(4) Exercise management supervision of cellular telephones, pagers, and calling card distribution plans within directorates, special staff sections, and activities to screen for and prevent fraud, waste, and abuse. The CIO working with the SOUTHCOM Information Technology Management Board (ITMB) will validate cellular telephone and pager requirements quarterly.

(5) Validate telephone, cellular telephone, pager, and calling card bills upon receipt from the TCO. Validation means to ensure calls were approved calls or "For Official Use Only", and that fraudulent use or abuse of these services has not occurred. If fraud or abuse has occurred, the TCO must report the infraction to their respective directorate, special staff or activity director and to the ASA Telephone Branch.

(6) Validate all Capability Requests (CAPRs) for cellular telephone, calling card, and pager services required within their organizations.

(7) Assist in the collection of payments from individuals making unauthorized calls.

c. Telephone Control Officers will:

(1) Ensure that all telephone bills received are reviewed and validated. Ensure appropriate documentation is returned to ASA IAW instructions and published timelines. Charges to be reviewed include, but are not limited to, long distance, cellular telephone usage and calling card usage.

(2) Identify calls having the potential of being fraudulent or abusive. Calls with high potential for abuse include those lasting more than 10 minutes, calls repeatedly made to the same location, calls to unlikely or unusual locations, and collect calls accepted by a government telephone user. Long distance toll-hopping calls to non-government phones should also be reviewed. These are defined as toll calls placed through a government telecom link to a long distance non-government telephone number.

(3) Assist in collecting payment from individuals making unauthorized calls. Collection actions against employees are not to be initiated by the TCO without the consent of their respective director. The TCO can explain the charges and provide method for payment (only by check).

(4) Serve as the "validating official" on all DA Form 3938, Local Service Requests (LSR) submitted on actions concerning administrative telephone lines or instruments within the branch, division or directorate.

d. ASA is tasked with the responsibility to manage the telecommunications systems supporting HQ USSOUTHCOM.

(1) Chief, Plans Division is responsible for receiving, recommending approval and processing (electronically) the CAPR for new or upgraded telephone communications support requirements.

(2) Chief, Operations Division has staff responsibility for the following ASA internal sections:

(a) Telephone Systems Branch. Serves as administrative agent for operational management and maintenance of analog voice, Integrated Services Digital Network (ISDN), and telephone instruments on the 437-exchange, official cellular service, pager service, and official calling cards (AT&T Federal and Corporate). Serves as verification agent for commercial service invoices associated with these systems. Acts as primary interface between users and commercial service providers (vendors) under contract to provide those services. Works directly with TCO in resolution of billing discrepancies or questions associated with telephone service invoices and types of services. Provides or arranges for instruction on proper use of instruments and services on an as needed basis. Coordinates with telephone service providers for acquisition and installation of local backbone circuits in support of Headquarters SOUTHCOM and supported organizations.

(b) Defense Red Switch Branch. Serves as administrative agent for operational management and maintenance of DRSN instruments and maintenance. Provides or arranges for instruction on proper use of instruments and services on an as needed basis.

9. Administrative Telephone Service. Requests for administrative telephone service will be submitted to the ASA Telephone Branch Room 1510, on an LSR (electronically available on the local area network). The administrative telephone system is a contracted commercial service. Contractual lead-time for most actions is 14 days from time the service order is received at BellSouth. Use the LSR to request:

- a. New or additional telephone service or instruments
- b. Movement of an existing service or instrument
- c. Disconnection of an existing service
- d. Change in the class of service, special feature (add/remove), and/or type of instrument
- e. Special circuits (i.e., T1, 1-800 numbers, exercise phones, etc.) that require 30 days lead-time

10. Official Cellular Telephone Service.

a. Cellular telephones may not be used in lieu of established wireline telecommunications networks. Use of these phones will be limited to requirements that can not be satisfied by other available means such as emergency situations, mission unique requirements, when safety or

security considerations are of paramount concern, or as part of a fly-away kit. Use of the SOUTHCOM toll-free Automated Attendant (1-888-547-4025) should be used in lieu of cellular phones when communicating with the Headquarters.

b. Requests for cellular phones (permanent) must be submitted through the applicable TCO (validated by Director or Commander) via the CAPR process to the ASA Plans Division for SCJ6 approval. If approved, the activity TCO will sign a DA Form 3161, Hand Receipt, to acknowledge receipt of the instrument(s) by serial number. The TCO will sub-hand receipt the instrument to the user. Users will be responsible for reimbursing the government for loss of or damage to the instrument by abuse or neglect. Users will be held responsible for reimbursement for all unofficial/unauthorized calls made on cell phones. Users will not provide cellular telephone numbers to personal contacts to conduct personal business. The ASA Telephone Systems Branch has the oversight responsibility to review the monthly billing for certification to ensure validation of the bills has taken place. Upon receipt of a cellular telephone each user will read and sign Appendix A.

c. NEXTEL telephones have the capability of having a second number activated on the telephone. The Defense Information Systems Agency (DISA) has granted permission for authorized users to activate a second number function and pay for that service directly. If a second line is implemented; the user will keep the phone on SOUTHCOM line at all times except when initiating (making) unofficial calls. User will not have the phone in second line (personal line) for longer than necessary to carry our short-term calls.

11. Official Pagers. Requests for pagers or features must be submitted through the CAPR process. Pagers and services are leased via commercial contract. There are two types of coverage; local and nationwide (includes Puerto Rico). Upon approval of the CAPR, pagers will be issued to the appropriate TCO on a DA Form 3161, Hand Receipt, by serial number and telephone number. The TCO may further issue the instrument to users via a hand receipt. Replacement batteries for pagers will not be provided by ASA and are the responsibility of the directorate to which the individual is assigned. Pager numbers will be given to official users only. The pagers are provided "For Official Use Only". Pager telephone numbers should not be provided to personal contacts to conduct personal business.

12. Defense Switched Network (DSN). This is the official DoD switched voice network, which is used as the preferred telecommunications system for command and control purposes.

a. DSN service is authorized for government owned quarters if approved by the SCJ6. The access is reserved for general officer personnel who, due to mission requirements, routinely must have DSN access during non-duty hours.

b. Health, Morale, and Welfare (HMW) communications by military members and DoD employees who are deployed to remote or isolated locations for extended periods of time on official DoD business may make HMW calls provided that no commercial service is available. If no commercial telephone service is available from the remote location, then the calls are permissible. These calls may be made during non-duty, non-peak hours, and may not exceed

five minutes. If military members and DoD employees require this support, they must call either the installation switchboard at McDill AFB, FL or Fort Stewart, GA. (The SOUTHCOM DRSN "Red Switch" operator in the Joint Operations and Intelligence Center (JOIC) cannot provide this support.)

### 13. Defense Red Switch Network.

a. The DRSN provides the National Command Authority, National Military Command Center, and CINC command centers with secure command and control and crisis management capabilities via a responsive, automatic telephone switching and secure voice interface. SOUTHCOM directorates, special staffs or activities desiring DRSN service must identify requirements by submitting a CAPR, to ASA-Plans Division for validation and processing.

b. The "Red Switch" is not a commercial switch and does not provide commercial calling services. It does not have the capability of logging phone numbers called to and from, the duration of calls, or any billing information. The system cannot control or monitor commercial calls. The "Red Switch" does not perform the functions of a post, camp, station, or installation switchboard.

c. All callers requesting commercial connections or DSN connections via the DRSN who are not located in the Thurman Building will be denied service. However, they will be directed to use their issued AT&T International or Federal calling cards or the DSN (where applicable). If those services are unavailable, they will be directed to use local commercial services and indicate those calls and costs as a reimbursable official expense on their TDY voucher. The DRSN Operators in the JOIC will not provide conference or exercise telephone support under any circumstances.

### 14. Official Telephone Calling Cards:

a. The Telephone Systems Branch, ASA, will issue official telephone calling cards to directorate or command group TCOs for reissue to individuals as needed. Those personnel who are deploying TDY and need a calling card for official business should contact their TCO and arrange to sign for one. Directorates hosting conferences or exercises will coordinate with the ASA, Plans Division, to acquire calling cards to support their calling needs. Directorates or special staff requiring conference or exercise calling cards will be responsible for paying the related calling card bills.

b. The AT&T Corporate calling cards are intended for international calling only. The AT&T Federal calling cards are issued for use within the Continental United States (CONUS). Users should use the AT&T International calling cards only when overseas and not while in CONUS.

c. When cards are issued they are "active." Physical control of the card is the responsibility of the TCO or the individual to whom card is issued. Billing for the use of the card is provided monthly to the TCO for review and validation.

d. Penalty for substantiated misuse and/or abuse of calling cards will be at the discretion of the individuals' command authority and may include garnishment of wages, punishment under the Uniform Code of Military Justice, or by other legal or administrative action.

e. Upon receipt of a calling card each user will read and sign Appendix B.

15. Cordless Telephones. Use of cordless telephones in Headquarters USSOUTHCOM and satellites is prohibited.

16. Permitted Personal Uses of DoD Telephone Systems.

a. Permitted use of the DoD telephone system includes local calls from the employee's place of duty that are of short duration and frequency such as checking with a spouse or children, scheduling doctor appointments, and automobile or home maintenance repair appointments.

b. Such personal communications may be permitted provided that they:

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

(2) Are of reasonable duration and frequency, and made during the employee's personal time such as during lunch, break, and other off-duty periods.

(3) Are not used for the operation of a private business or enterprise.

(4) Long distance and cellular telephone calls may be permitted for personal purposes if they are:

(a) Charged to the employee's home number or other non-government number.

(b) Charged to a called party if a non-government number (collect call).

(c) Charged to a personal telephone calling card.

(d) Service members and DoD employees while traveling on government business are authorized to use government telecommunications systems to notify family members of official transportation or schedule changes--only. Other personal uses of DoD communications systems while traveling are prohibited.

17. Use of the Automated Attendant. The SOUTHCOM toll-free automated attendant (1-888-547-4025) number is "For Official Use Only" and is not permitted for personal use.

18. Reporting Trouble or Service Interruptions. Reports for service outages or other operational issues should be made to the ASA Help Desk via e-mail, telephone, or over-the-counter (walk-in). The e-mail addresses for both the classified and unclassified networks are found in the global address book. The local phone number is (305) 437-1234 or toll free 1-888-547-4025, extension 1234.

The proponent agency of this regulation is the US Southern Command. Users are invited to send comments and suggested improvements directly to HQ US SOUTHERN COMMAND, SCJ6, 3511 NW 91<sup>st</sup> Avenue, Miami, FL 33172-1217.

FOR THE COMMANDER IN CHIEF:

OFFICIAL  
JERRY C. McABEE  
BGen, USMC  
Chief of Staff

CHARLES D. BOWKER  
Colonel, USAF  
Adjutant General

DISTRIBUTION:  
D

## APPENDIX A

### USSOUTHCOM Acceptance of Responsibility for the Use, Safety and Care of Issued Cellular Telephones and Cellular Telephone User "Don'ts"

---

1. U.S. Southern Command Telephone Communications Policy and Procedures, paragraph 9., and Army Regulation 25-1, paragraph 6-3, aa. (1) Portable, Mobile, and Cellular telephones state that "All devices will be managed as accountable items". These devices are to be used for "OFFICIAL USE ONLY". Use of these phones will be limited to requirements that cannot be satisfied by other available telecommunications methods and are authorized when warranted by mission requirements, technical limitations, feasibility or cost consideration.

2. I fully understand the Policy and Regulation governing the Use, Safety and Care of the cellular telephone issued to me. I agree to exercise all caution to prevent loss or damage due to negligence on my part. Should loss or damage occur, I understand that I may ask for a report of survey to determine liability on my part and that I can be held responsible. Upon determination of liability on my part, I agree to provide for replacement of the instrument. I fully understand the limitations of use of the cellular phones. I fully understand that I can be held responsible for reimbursement of all unofficial/unauthorized calls made on cell phone.

- \* **Don't** use official cellular phones when you have access to an established wire line communications (regular telephone) network.
- \* **Don't** provide official cellular phone numbers to unauthorized contacts for the purpose of conducting personal or unofficial business.
- \* **Don't** use an official cellular phone for any purpose, i.e. Toll Free Numbers, while TDY unless approved by the Telephone Control Branch.
- \* **Don't** allow unauthorized persons to use your official cellular phone, you will be responsible for any negligence on their part.
- \* **Don't** assume anything. If there is any doubt or questions, ask before using.
- \* User should make use of the SOUTHCAM toll-free automated attendant (1-888-547-4025) for official calls whenever feasible.
- \* User will be responsible for reimbursing the government for loss or damage to the instrument due to abuse or neglect.
- \* User will be responsible for payment of unofficial/unauthorized calls made to or from the cell phone.
- \* Users of NEXTEL phones who have an additional line activated on their phone "at their own expense" will remain on the SOUTHCAM line at all times, except when making unofficial short term calls on the second line.

I \_\_\_\_\_ agree to comply with the above USSOUTHCOM official cellular telephone procedures. If I fail to comply with any or all of these procedures, I will be subjected to sanctions that may include counseling, reprimand, non-judicial punishment, or trial by court-martial for misuse of government equipment.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Cellular phone serial number \_\_\_\_\_ Phone number \_\_\_\_\_

Issued by \_\_\_\_\_ Date \_\_\_\_\_

## APPENDIX B

### OFFICIAL AND AUTHORIZED USES OF USSOUTHCOM GOVERNMENT INTERNATIONAL AND CONUS CALLING CARD

- The use of Government International and CONUS calling cards are limited to official business or other authorized uses.
- Official business calls are defined as those that are necessary in the interest of the government (for example, calls directly related to the DoD business or having an indirect impact on DoD's ability to conduct its business).
- Government calling card will not be used in lieu of established 'wired' telecommunications networks.
- Commanders will recover toll charges, as practical, for unofficial/unauthorized personal telephone calls placed on government calling card by personnel in their charge per DoD 5500.7-R, JER, Section 2301. Persons making unauthorized unofficial telephone calls will be subject to charge for the calls at the pertained rate, plus tax.
- Individuals who misuse government calling cards will be subject to disciplinary action.
- Government calling cards have proven useful during emergencies, but should not be considered a total or primary solution to emergency communication requirements due to inherent vulnerabilities of technology.
- Here are a few security tips to protect your card:
  - ✓ Use magnetic Government Calling Card reader phones whenever possible.
  - ✓ Always exercise care in public locations. Don't let anyone see you punch in your card number at a public phone.
  - ✓ Never use your Government calling card for identification purposes.
  - ✓ Never reveal your card PIN number to anyone.
  - ✓ Treat your Government calling card like any other charge card. Call 1-800-CALL-ATT or (305) 437-1919/1920 immediately if it is lost or stolen.

I \_\_\_\_\_ agree to comply with the above USSOUTHCOM official calling card restrictions. If I fail to comply with any or all of these restrictions, I will be subjected to sanctions that may include counseling, reprimand, non-judicial punishment, or trial by court-martial for misuse of government equipment.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Issued by \_\_\_\_\_ Date \_\_\_\_\_