



DEPARTMENT OF THE NAVY

NAVAL FACILITIES ENGINEERING COMMAND  
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IN REPLY REFER TO

NAVFACINST 2300.1A  
FAC AHS  
09 July 2003

NAVFAC INSTRUCTION 2300.1A

From: Commander, Naval Facilities Engineering Command

Subj: ADMINISTRATIVE MANAGEMENT OF TELECOMMUNICATIONS  
EQUIPMENT AND SERVICES

Ref: (a) DOD Directive 4640.6, "Communications Security Monitoring and Recording"  
(b) OPNAVINST 2060.8, "Management and Business Administration of DOD Telephone Systems and Base Telecommunications Services within DON"  
(c) NAVFACINST 7320.3C, "Management of Property"  
(d) DOD Directive 4640.7, "DOD Telecommunications System (DTS) in the National Capital Region" (NCR)  
(e) DOD Telephone Directory, Current Edition  
(f) DON eBusiness Operations Office Instruction 4200.1, "Department of the Navy Policies and Procedures for the Operation and Management Government Commercial Purchase card Program"

Encl: (1) Purchase and Administration of Communications at NAVFAC Headquarters

1. Purpose. The purpose of this instruction is to provide information for the purchase, administration and operation of telecommunications equipment. For the purposes of this instruction, telecommunications equipment includes base telephones, mobile communications equipment including cellular telephones, pagers and two-way radios, and facsimile equipment. Services include repair of the telephone system, installation of telephone and data lines, upgrades of telephone features, airtime for cellular telephones and airtime for pagers.

2. Scope. This instruction applies to all Naval Facilities Engineering Command Headquarters (NAVFACENGCOMHQ) personnel.

3. Cancellation. NAVFACINST 2013.1 and NAVFACINST 2300.1 are hereby cancelled in their entirety.

4. Discussion. Since NAVFACENGCOMHQ resides within the NCR, all telecommunications requirements for the Headquarters are obtained in accordance with reference (a). The Defense Telecommunications Service of Washington (DTS-W) acts as the agent to provide telecommunications to all DOD customers in the NCR. The new contract for the acquisition and support of base telephones is entitled Washington Interagency Telecommunications System 2001 (WITS2001). The General Services Administration (GSA) awarded the WITS2001 contract to

Verizon. The Defense Supply Service of Washington (DSSW) administers the contract for GSA, and DTS-W assists customers in the NCR with the use of the contract.

The DTS-W allows customers in the NCR to purchase cellular telephones and two-way radios including airtime directly from a number of vendors on GSA contract using the government purchase card. The DTS-W provides information and training to its customers on how to obtain cellular telephones; it is up to the customer to observe applicable laws and policies when buying these telephones. All pagers including airtime are purchased directly through DTS-W by NAVFAC. In addition, the accounts for long distance telephone service are maintained and paid by DTS-W. The Command provides funding to DTS-W on a quarterly basis to cover pagers and long distance telephone service.

NAVFACENGCOMHQ provides voice mailboxes to its customers as part of the base telephone service. In order to save support budget funds, Headquarters has purchased a voice mailbox system rather than utilize voice mailbox services provided by Verizon.

## 5. Policy.

a. Administration. The Administrative Headquarters Services Division (AHS) will conduct the administration of NAVFACENGCOMHQ's communications equipment and services to include purchase and the implementation of applicable policies.

b. Usage. Per reference (b), all telecommunications equipment will be used for approved government business only. Listings of charges for the use of telephones, cellular telephones, pagers and facsimile equipment will be reviewed periodically to insure compliance to government policy. In particular, long distance telephone bills will be reviewed in order to identify possible abuses.

c. Inventory. For inventory purposes all telecommunications equipment will be treated as government personal property and managed in accordance with reference (c).

d. Monitoring and recording. As promulgated in reference (a), the use of recording devices on office telephones for monitoring purposes may be authorized by the Under Secretary of the Navy or his designated representative. This recording must be directly related to and necessary for the accomplishment of the mission of the Command. Otherwise the recording of telephone conversations is prohibited.

e. Classified communications. Classified information cannot be discussed over nonsecure telephones. If there is a need to transmit classified material either verbally or in writing (e.g. fax, e-mail), please contact the Command Security Manager in Code AHS. Reference (a) states that DOD telephones are provided for the transmission of official government communications only and are subject to communication security (COMSEC) monitoring at all times. Use of DOD telephones constitutes consent by the user to COMSEC telephone monitoring.

f. Long Distance Service. Customers can make long distance calls for official government business only. There are three different methods:

1) Defense Switched Network (DSN). DSN is the primary, general-purpose long distance network of the Defense Communications System (DCS). DSN calls can be placed in the Continental U.S. (CONUS) by dialing 94; then listen for the dial tone, and dial the 7-digit DSN number. For overseas (OCONUS) locations dial 94, listen for the dial tone, then dial the area code for that location + the 7 digit DSN number. DSN should be the first choice for use by our customers when dialing long distance to another DOD facility.

2) Federal Technology Service (FTS) 2001. The FTS 2001 System is the secondary basic, general-purpose, switched voice network of the Defense Communications System. FTS is used for placing long distance communications with government agencies, private parties or businesses, which do not have DSN. FTS is available within the United States, Guam and the Virgin Islands. FTS is accessed by dialing 99 + 1 + Area Code + the seven digit number.

3) DOD Telephone Calling Card. Telephone calling (credit) cards are issued to individuals who go on official government travel (TDY). The calling card is not authorized for use from the individual's permanent duty station and can only be used while on TDY at a location where a government telephone with DSN service is not available. The current contractor for the DOD calling card is MCI WorldCom. The calling card can be used for both domestic and international calls.

g. DOD Telephone Directory. The DOD telephone Directory is published by DTS-W for use by DOD customers in the NCR. The directory contains a listing of a large number of DOD employees in the NCR. In addition, the yellow pages section of the Directory contains all DOD organizations and primary telephone numbers within the NCR.

h. Mobil Communication Devices. Directors will insure that cellular telephones, pagers and two-way radios are only requested for employees on travel or in a situation where instant communication is vital and access to a base telephone is not possible within a reasonable amount of time. Acquisition and issuance of cellular telephones will be restricted to senior staff GS/15 or O-6 or above under normal circumstances. The following are policies applicable to the use of cellular telephones:

1) Cellular telephones will be used for conducting official business only.

2) Use of cellular telephones for inter-city calls is permissible regardless of whether the call uses FTS 2001 or public switched networks.

3) Long distance credit card calls will not be made using a cellular telephone. Account numbers and security codes can be easily intercepted or abused while using a cellular telephone.

4) Cellular telephones are not secure and are not approved for use when discussing classified or sensitive information.

5) Cellular telephones are not authorized for use while airborne in Navy, commercial or private aircraft.

6) Cellular telephones are not to be used by employees while operating any type of vehicle.

7) Incoming calls to a cellular telephone generate charges to the cellular telephone user. Cellular telephone numbers are not to be distributed to private individuals who call on unofficial business.

8) Missing, lost or stolen cellular telephones must be reported to the Security Office and the Telecommunications Systems Control officer (TSCO) so that airtime can be discontinued and a missing, lost, stolen or recovery report can be initiated (MLSR).

#### 5. Action.

a. Staff officers, directors and all supervisors will take measures to insure that the policies of this instruction are followed to the maximum extent possible. The following is a summary of the basic policies to be followed:

1) Command telephones are to be used for official purposes only, and calls are to be held to a minimum in number and duration.

2) For long distance telephone calls the least expensive option should be chosen; normally DSN, FTS 2001 and government calling card are the least expensive options in that order.

3) Mobile communication equipment should only be provided to individuals whose job functions require instant communication between themselves and others in order to conduct their daily government business; cellular telephones are reserved for senior level employees or others with a documented need, justification must be provided to the Director, AHS.

4) All employees shall take action to insure that classified information is not discussed on non-secure telephones.

b. Code AHS will perform the following tasks; they are documented in detail in enclosure (1):

1) Purchase communications equipment and services.

2) Maintaining the inventory of communications equipment.

3) Insuring that maintenance is provided.

4) Maintaining a list of telephone numbers.

5) Verifying and updating telephone listings in the NAVFACILITATOR and DOD Directory.

6) Reviewing telephone billings to insure that abuses are not taking place

7) Maintaining the communications portion of the Headquarters Support Budget.

  
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## Purchase and Administration of Communications at NAVFAC Headquarters

1. Points of Contact. The Directorates generate requirements for communications. These requirements are documented and submitted to AHS via the OSR system. The Code AHS staff has the responsibility for management of the communications function at Headquarters.

a. Role of the Designated Agency Representative (DAR). The DAR is appointed by DSSW in writing. The DAR for NAVFAC Headquarters is the Program Analyst who manages the Headquarters Support Budget; this individual reports to the Director, AHS. Code AHS receives the control for communications at the beginning of the fiscal year from Financial Management (Code FM). The DAR generates financial documents, which commit funds against the communications control. In addition, the DAR certifies invoices for communications requirements, which are purchased from Verizon through DTSW.

b. Role of the TSCO The TSCO performs the daily, hands-on duties associated with the communications systems of NAVFAC Headquarters. The TSCO must be a Government Purchase Cardholder in order to have the flexibility needed to purchase communications needs outside of the internal DTSW process. The TSCO for NAVFAC Headquarters is the Program Assistant for Communications and Property management; this individual reports to the Director, AHS. The following is a summary of TSCO duties:

- 1) Maintains the inventory of base telephone equipment.
- 2) Maintains a listing of telephone numbers by individual employee and cubicle number.
- 3) Maintains the inventory of cellular telephones to include the property numbers, telephone numbers, person assigned and features associated.
- 4) Maintains the inventory of pagers to include person assigned and features associated with the pager.
- 5) Manages the voice mailboxes for Headquarters customers.
- 6) Troubleshoots telephone and voice mail problems.
- 7) Purchases telephone equipment, cellular telephones and pagers.
- 8) Purchases services such as telephone installation, telephone repairs, telephone line and LAN cable installations and data line installations.
- 9) Submits updates of the DOD telephone directory to DTSW.
- 10) Reviews all telephone bills including long distance for compliance to policy.

### 2. Acquisition of Communications

#### a. Methods of Purchase.

1) Use of the GSA Contract. All products and services for our basic telephone system are purchased using a GSA contract for purchase of telecommunications in the National Capital Region. The title of the contract is Washington Interagency Telecommunications System 2001 (WITS2001). For purchases of items on the contract, the WITS2001 website has a wealth of information related to Verizon products and services available on the GSA contract. In addition,

a link known as Service@Once can be accessed by the TSCO from the WITS2001 website; this website is owned by Verizon. It is used to view products and services, check pricing, check current customer inventory of equipment, lines and features and it is used to place orders against the WITS contract. In addition, orders can be faxed to DTS-W, a fee of \$15 is assessed anytime this method is used. For reference, a Job Order Number (JON) is assigned by for each purchase. The TSCO also has the direct pager number of the Verizon technician who services NAVFAC Headquarters. The TSCO can purchase technical time and call the technician in an emergency. All DARs and TSCOs who utilize the WITS2001 contract and/or service@Once must receive training provided by Verizon. Verizon Company on the WITS2001 Contract provides our basic telephone system including all equipment, lines, features, installations and miscellaneous assets such as data lines. Our telephone system is a digital system known as ISDN. AT&T manufactures the telephone equipment.

2) Purchases on the DTSW Customer Account. All telecommunications products and services can be ordered directly from DTSW if the customer chooses to do so. Presently, NAVFAC Headquarters purchases pagers and long distance telephone service (other than cellular) using this direct order method. The contractor who provides pager products to us through DTSW is Skytel. The TSCO makes purchases directly from Skytel and the charges are billed against our Billing Account Code (BAC) set up with DTSW. NAVFAC's BAC is 035. Long distance charges made from NAVFAC Headquarters using our basic telephone system are automatically charged against our BAC.

3) Purchases using the Government Purchase Card. Most of the telecommunications purchases made using the government Purchase Card are for cellular telephones; these purchases include the mobile telephones and the airtime. Cellular telephones are provided to senior staff and some other personnel if there is a documented and adequate need. A good justification should be submitted via e-mail to the Director, AHS. The e-mail should be submitted by the requesting employee's Director (Directorate level). Some vendors used for these purchases are AT & T Wireless, Verizon Wireless. Nextel and Cingular Wireless. Purchases of basic telephone services by Headquarters for remote locations outside of the NCR are normally done using the Government Purchase Card. Policy and procedures documented in reference (f) are to be followed by the cardholder (in this case the TSCO) when making these purchases.

b. Funding and Invoicing. Separate controls are established for communications at the beginning of the fiscal year. The official control established by FM is composed of O & M, N funds and covers purchases for the basic telephone system, long distance telephone charges and pagers. AHS has gone a step further and established two other controls for communications services purchased with SIOH funds; the purchase method used to expend the SIOH funds is the Government Purchase Card. One of these controls is dedicated to purchases of cellular telephones and airtime; the other is established for purchases of basic telephone service outside of the NCR. These services are purchased specifically for our Reserve Group based outside of the NCR. AHS maintains a spreadsheet for the Headquarters Support Budget; record keeping for the three controls is done on three different tabs on the AHS Budget Spreadsheet.

1) Funding/Payment for GSA Contract Purchases. Each quarter one fourth of the estimated charges for ISDN equipment and associated line and installation charges are committed on a

memorandum and sent to FM before obligations are made against the funding, there must be adequate funding already committed before a purchase is made. Any single purchase of \$50,000 or more must be sent to DTSW on a separate funding document. Verizon invoices are posted on the Telecommunications Ordering and Pricing System (TOPS) website. The DAR prints the invoice out, verifies the invoice against purchases and certifies it for payment. The TSCO records these expenditures in the AHS Budget Spreadsheet under “Communications Telephones”.

2) Funding/Payment for Services through DTSW. Each quarter one fourth of the estimated charges for these services are committed on a GSA Form 20, “Reservation of Funds for Telephone Service” and forwarded to DTSW. These funds are placed in one of our accounts with DTSW; each account is called a Billing Account Code (BAC). The BAC designated for most of our business with DTSW is identified with the number 035. The funds allocated to this BAC pay for all long distance charges for calls on our basic telephone system. In addition, our pagers are ordered and paid for out of this BAC account. We have a second BAC account, which is specifically used for expenditures for our Reserve Group. The DAR certifies and pays the vendor bills, copies of the bills are forwarded to AHS for review usually on a quarterly basis. The TSCO records expenditures for these purchases in the AHS Budget spreadsheet under “Communications Telephones”.

3) Funding/Payment for the Purchase Card. Funding for telecommunications purchases using the Purchase Card are handled like all other purchases of products and services procured with the purchase card. The funding is committed to a document in the FIS accounting system and bulk funding procedures are used to make purchases and disperse funds in order to pay the monthly invoices. The TSCO records expenditures for these purchases in the AHS Budget Spreadsheet under “Communications-PC” or Communications-Reserves” whichever applies.

3. Property Inventory. All telephone sets, cellular telephones and pagers are considered minor personal property accountable in accordance with reference (b). These items are under the Navy threshold of \$5,000 and don’t meet the Navy criteria for pilferable items so they do not need to be added to the Defense Property Accountability System (DPAS). Instead, all of these items are accountable in accordance with reference (b). The TSCO adds these items to the local inventory immediately after they are received in the Headquarters. The local inventory of items under \$5,000 in acquisition cost is maintained on an Excel spreadsheet.

4. Inventory of Telephone Numbers. The TSCO maintains a list of all telephone and data line numbers in the Headquarters. The list is done in our Excel spreadsheet; it contains the telephone number, the cubicle number, the name of the cubicle occupant and the telephone number of the line associated with the cubicle. In addition, the NAVFACILITATOR, the NAVFAC Intranet site, contains two listings of telephone numbers. There is an alpha listing with all Headquarters employees and selected others in alphabetical order, and a “key to routing” which contains numbers by organization and title in addition to employee name.

5. DOD Telephone Directory. Reference (e) is maintained by DTSW and is issued on a semi-annual basis. It contains a listing of all DOD and service components within the NCR. Commands and major organizations within DOD as well as each service are listed; important

points of contact and telephone numbers are listed under the organizations. In addition, there is an alpha listing of most of the DOD employees working in the NCR. There is also a wealth of information in the front of the directory such as DSN numbers for major installations in CONUS, international direct distance dialing numbers, nationwide area codes, a list of civilian agencies in the United States, a list of emergency DOD numbers in the NCR, etc. The TSCO submits a list of all NAVFAC changes to the directory a few months prior to each new printing.

6. Voice Mail. The TSCO sets up a voice mailbox for each Headquarters telephone customer. The system is an Octel voice mail system, and it is installed in the communications room within Building 109. The TSCO adds mailboxes, deletes them and troubleshoots problems. The Octel Company provides maintenance, technical support and upgrades to the system.

7. Review of Telephone Bills. The TSCO receives copies of telephone bills from DTSSW, in addition, the TSCO receives billings from various providers for any airtime or standard telephone service purchased using the Government Purchase Card. The TSCO reviews the bills to try and determine if they are made as part of government business. In addition, long distance business calls are examined to see if they are unreasonably long and expensive. If abuse is suspected the TSCO submits the details to the Director, AHS. The Director will contact the supervisor of the employee involved and discuss the issue. Action is taken under the code of conduct if it is deemed necessary.