DEPARTMENT OF THE NAVY
BUREAU OF MEDICINE AND SURGERY
2300 E STREET NW
WASHINGTON DC 20372-5300

IN REPLY REFER TO
BUMEDINST 2060.1A
BUMED-913
21 May 98

BUMED INSTRUCTION 2060.1A

From: Chief, Bureau of Medicine and Surgery
To: All Internal BUMED Codes

Subj: MANAGEMENT OF TELEPHONE TELECOMMUNICATIONS FACILITIES AND SERVICES

Ref: (a) DOD Directive 5353.1
(b) Defense Telecommunications Service - Washington (DTS-W) Handbook
(c) DoD Directive 4640.6

1. Purpose. To establish policies and procedures governing the use and service of telephone systems, provide equipment usage guidelines designed to effect economies, and give sufficient and satisfactory telephone service per references (a) and (b).

2. Cancellation. BUMEDINST 2060.1.

3. Telecommunication Services. Refers to all leased and purchased communications facilities and equipment, such as stationary and mobile telephones, pagers, dialers, intercoms, routine dial access to the Defense Switched Network (DSN), teleconferencing (voice and video) equipment, data communications equipment (such as channels, modems, telephone data sets, digital service units), data transmission facilities and networks, and switched and non-switched services.

4. Policy. Telephone services given must meet sound management practices. Requests for new or additional services shall be carefully scrutinized and fully justified by the originator.

5. Responsibilities

a. Division Directors, department heads, and supervisors shall:

(1) Ensure all employees are aware of these policies. Counsel personnel making identified unauthorized long distance telephone calls and assist MED-94 in the collection of fees for unauthorized calls, and initiate disciplinary action for repeat offenders.

b. MED-94 shall:

(1) Review and endorse service requests from MED-913 for new service or modifications to an existing system not funded in the current fiscal year's budget.

(2) Provide sufficient funds to pay for authorized telephone calls and services performed, and is responsible for the collection of fees for unauthorized calls.

c. MED-913 shall: Plan, direct, and coordinate DTS-W functions within the scope of the Department of Defense (DoD) policies.

d. Telecommunication Service Control Officer (TSCO) shall:

(1) Review requests for telecommunications equipment and service and ensure compliance with this instruction. Serve as point of contact with DTS-W and DTS-W vendors. Place orders for routine service with DTS-W and other vendors as authorized. Such services include line installations, line and station disconnects, moves and rearrangements of lines and stations, pagers, and cellular service.

(2) Coordinate large or difficult telecommunications requirements, such as major moves, telephone line conversions, and reorganizations with DTS-W.

(3) Receive detail printouts of long distance telephone calls, verify all long distance telephone calls were for official Government business, identify any unofficial calls and the persons responsible, and notify responsible office.

(4) Coordinate the telecommunication requirements with MED-94 to assure funds availability.

6. Telephone Service. For official business only. The following telephone service is available:

a. Metropolitan Area Calls. Official business calls to DoD agencies within the metropolitan area can be made by dialing the full seven digit number (do not dial "99").

Official business calls to non-DoD agencies with the metropolitan area can be made by dialing "99" and the full seven-digit number.

b. Defense Switched Network (DSN). The DSN system is the switched voice network of the Defense Communication System. DSN serves most DoD installations in the continental United States (CONUS). DSN calls can be made by dialing "94" and the DSN number. The DoD Telephone Directory includes a DSN directory.

c. Commercial Long Distance (Toll Calls)

(1) Official long distance calls can be made from unrestricted telephones by dialing "99" plus "1" plus area code and the telephone number.

(2) Personal long distance calls must be made to a toll-free number; charged to an employee's home telephone number or a non-Government number; or charged to a personal calling card. Personal calls shall not result in a charge to the Government, even if the caller intends to reimburse the Government.

d. Octel Voice Messaging System

(1) BUMED's voice mail system is administered and maintained by the TSCO. The system administrator adds and deletes mailboxes, provides training to users, and performs systems maintenance.

(2) BUMED's concern for its customers is reflected in the following policies about voice mail. (Note: for these policies, normal working hours are considered 0700-1630 weekdays; non-working hours are 1630-0700 weekends and holidays). During working hours, callers will always be able to speak with a person if they desire. All mailboxes must have a call coverage person. This operator is a person in the same call-coverage path assigned to answer telephones. Persons in these positions may use the voice processing features of the system, including sending group messages or receiving voice messages from other voice mail users. However, to ensure that callers can always reach a person during normal working hours, persons in these phone-answering positions may not forward to voice mail during business hours.

(3) Leadership in each code must ensure that any such position designated to fulfill these "assist during the absence of" responsibilities is fully staffed during core hours.

(4) You can select from one of the following recommended message formats:

(a) "This is (grade/rate/*first and last name)*. I am not available to take your call. I will be checking for messages, so please leave a message after the beep." If your call needs immediate assistance, please call *(call coverage number)*.

(b) You should use the following extended absence greeting when appropriate: "This is (grade/rate/ *first and last name)*. I am out of the office today and will not be able to return your call until *(date)*. If your call requires immediate assistance, please call *(call coverage number)*.

e. Cellular Telephone and Pager Service

(1) May be used in conjunction with official business only, and when the authorized cellular telephone holder has a requirement to place an official call, or use the pager service. Request for cellular telephone service and pager service shall be forwarded to MED-91 and shall contain:

(a) Grade/rate/name/title of individual requesting cellular telephone service or pager service.

(b) Justification for its use.

(c) Signatory approval.

(2) Holders of cellular telephones and pagers shall report the loss to the TSCO immediately. Care shall be taken to ensure that persons no longer eligible surrender their cellular telephone and pager for cancellation to the TSCO.

f. Telephone Pay Station. A telephone pay station is located in the basement, Building 4, adjacent to the cafeteria.

g. Telephone Repair, Installation, and Disconnection. Only the head of MED-913 and TSCO are authorized to coordinate with DTS-W and DTS-W vendors. Requests for repair or service shall be submitted to MED-913, via memo or e-mail.

7. Telephone Calling Cards

a. DTS-W Federal calling cards may be used in conjunction with official business only, and when the authorized credit card holder is away from his or her permanent duty station and has a requirement to place an official call. Request for calling cards shall be forwarded to MED-91 and shall contain:

(1) Grade/rate/name/title of individual requesting calling card.

(2) Justification for its use.

(3) Signatory approval.

b. Holders of DTS-W Federal calling cards shall report the loss to the TSCO immediately. Care shall be taken to ensure that persons no longer eligible surrender their cards for cancellation to the TSCO.

8. Restrictions and Prohibitions. The following restrictions and prohibitions apply to all users of the BUMED telephone telecommunication system:

a. Telephones are restricted to official business only.

b. Acceptance of incoming collect calls must be limited to urgent matters where no reasonable alternative is available. Incoming collect calls shall be limited to 1 minute to collect information to return call.

c. Making threats, immoral insinuations, deliberate misrepresentation, using obscene, vulgar, profane, or indecent language, or other acts considered illegal under Federal or the District of Columbia statues.

d. Using wiretapping, recording or monitoring devices in violation of Federal or the District of Columbia statutes.

e. Discussion of classified information over nonsecure telephones. Official DoD telephones are subject to monitoring for communications security purposes. Use of official DoD telephones constitutes consent to communication security telephone monitoring per reference (c).

f. Tampering, defacing altering, or abusing telephone equipment or property.

g. Entering restricted telephone areas except on the authorization of MED-913 and the TSCO.

9. Action. Managers and supervisory personnel will ensure all personnel in their areas of responsibility are aware of the contents of this instruction.

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Deputy