



DEPARTMENT OF THE NAVY

COMMANDING OFFICER  
NAVAL AIR STATION  
700 AVENGER AVENUE  
LEMOORE, CALIFORNIA 93248-5001

NASLEMINST 2030.1E CH-1  
50100

13 MAY 1997

NAS LEMOORE INSTRUCTION 2030.1E CHANGE TRANSMITTAL 1

From: Commanding Officer, Naval Air Station, Lemoore

Subj: TELEPHONE SERVICES

1. Purpose. To transmit change 2 to the basic instruction.
2. Action. Enclosure (1), page 1, delete paragraph 1a(6) and renumber remaining paragraphs.

A handwritten signature in cursive script, appearing to read "L. D. Childress".

L. D. CHILDRESS

Distribution: (NASLEMINST 5215.2V)  
Lists B and E



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APR 1995

NAS LEMOORE INSTRUCTION 2030.1E

From: Commanding Officer, Naval Air Station, Lemoore

Subj: TELEPHONE SERVICES

Encl: (1) Instructions on Available Services Procedures for Obtaining or Discontinuing Telephone Service  
(2) Instructions for Use of DSN Service  
(3) Instructions for Use of Official Long Distance Toll Telephone Service  
(4) Form Letter, Telephone Toll Charges  
(5) Long Distance and Collect Calls Log

1. Purpose. To publish instructions (enclosures (1) through (5)), for the use of telephone services available at the Naval Air Station Lemoore.

2. Cancellation. NASLEMINST 2030.1D

3. Background. Telephone equipment and instruments at NAS Lemoore are the property of American Telephone and Telegraph (AT&T) and are provided on a ten year lease contract. Installation, removal, connection, disconnection, and servicing of telephone equipment will be performed only by vendor representatives under terms of the contract. Naval Computer and Telecommunications Station, (NCTS) San Diego is responsible for administration of the on-base telephone contract.

4. Responsibilities. Specific responsibilities are assigned to ensure compliance with the directive as follows:

a. Naval Computer and Telecommunications Station, San Diego shall:

(1) Ensure operation of telephone facilities following current directives.

(2) Represent NAS Lemoore in all matters concerning telephone operations and service with Pacific Bell and AT&T.

(3) Appoint a telephone officer to administer the telephone system to provide effective service and ensure economical utilization of available facilities.

b. Public Works Officer shall:

(1) Act as liaison between NAS Lemoore and NCTS Lemoore.

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(2) Approve all telephone requests before submission to NCTS Lemoore (Requests from tenant activities may go directly to Building 080).

c. Department heads, commanding officers, and officers in charge of tenant activities are requested to:

(1) Ensure proper utilization and operation of telephone facilities and services by their subordinates as outlined in this directive.

(2) Review all requests for changes in telephone facilities prior to submission and provide justification for additions or changes in telephone facilities to provide a basis for review.

(3) Establish effective control of long distance calls.

(a) Maintain a log of call authorization. This form will be signed by the department head, officer in charge, etc., or his/her authorized representative and retained for review by NAS Lemoore, Command Evaluation.

(b) Take action to collect and forward to Public Works money orders for unauthorized calls. Money orders are to be made payable to the U.S. Treasurer.

(c) Provide Public Works with the total money value of unidentified calls, using sample attached to enclosure (4).

(4) Ensure telephone equipment is not removed by personnel when vacating the premises.

5. Action. Enclosures (1) through (5) outline procedures for obtaining and utilizing station telephone services and facilities. All personnel aboard NAS Lemoore who have occasion to utilize station telephone facilities are governed by these procedures.

6. Forms. NAVFAC 9-11014/20, Work Request (Maintenance Management), may be obtained from Servmart.

  
G. C. WOOLDRIDGE

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INSTRUCTIONS ON AVAILABLE SERVICES AND PROCEDURES  
FOR OBTAINING OR DISCONTINUING SERVICE

1. The following telephone services are available:

a. Official AT&T System 85 Telephone Service. This service is provided as a means of conducting official command and administrative functions. The cost of this service is chargeable to appropriated funds. Various Classes of Service (COS) are provided under AT&T System 85 as follows:

(1) COS 1 telephones provide the user access to priority DSN dialing "7", routine DSN by dialing "8", off-base local (including base housing) and long distance service by dialing "9", station operator assistance by dialing "\*0", and base numbers by dialing the four digit number. These instruments will be installed only in those offices authorized priority.

(2) COS 2 telephones provide the same access as COS 1 except priority DSN. These instruments will be installed only in those offices requiring immediate access to off-station telephone lines for Command, operational, and administrative official business. Off-station calls can be received by direct dialing from off-station sources and have direct transfer capability as outlined under General Telephone Information, Transfer of Calls, in the station telephone directory.

(3) COS 3 telephones provide access to routine DSN off-base local and base service. Long-distance calls cannot be made from these telephones.

(4) COS 4 telephones provide off-base local, long-distance, and base service. These telephones can receive DSN calls directly and place DSN calls through the base operator.

(5) COS 5 telephones provide off-base local and base capability only. DSN calls can be made through the base operator.

(6) COS 7 telephones provide dial in service only.

(7) COS 8 telephones provide the user access to other base telephones only.

(8) COS 10 lines are data protected. These lines cannot be accessed by any feature to assure data integrity. These are recommended for computer modems and facsimile (FAX) machines. They do not have DSN capability.

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b. DSN Telephone Service. This service provides direct dial, toll-free, official telephone service to major military installations throughout the world. This service is restricted to official business calls only. Enclosure (2) outlines procedures and instructions for utilization of DSN.

c. Unofficial Service. This is a service provided to certain activities such as welfare and recreation activities, Navy Exchange, Navy Relief, etc., which are not supported by appropriated funds. Cost of this service must be met by the user based upon established contract rates.

d. Public Coin-Operated Telephones. This service provides facilities to individuals for off-station calls and is administered and controlled by the contractor. Coin-operated telephones are requested through the Navy Exchange General Manager.

e. Private Service. Arrangements may be made for private telephone service to residences in the family housing area by contacting the Pacific Bell Business Office.

2. Requests for installation, relocation, or removal of telephone equipment will be submitted to the Public Works Officer, Building 750 (tenant commands can submit requests directly to NCTS Lemoore at Building 080). Requests for service must be submitted in writing and approved by the department head, officer in charge, or commanding officer of the tenant activity on Work Request (Controlled Maintenance):, Form NAVFAC 9-11014/20. Adequate justification must be provided concerning location, series and user requirements to permit appropriate review by the Public Works Officer. Changes to service or equipment will be started from two to six weeks after receipt and approval of the request. The length of time is based on the extent of requested changes, time required to prepare orders, and to comply with telephone company policy on scheduling of work.

3. Rearrangements of working space which may involve installations, relocations, or removal of telephone equipment should not be undertaken until a telephone service request is approved. Cost of telephone relocation will be included in any such rearrangement.

4. Except for Pacific Fleet tenants, users will purchase or lease telephone accessories such as locks, ear cushions, shoulder rests, answering devices and/or any accessory with their operation funds. Pacific Fleet tenants will submit requests for telephone accessories directly to the Comptroller. Requests must include complete justification, description, stock and/or model number and must be signed by the commanding officer/officer in charge.

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INSTRUCTION FOR USE OF DSN SERVICE

1. Information. DSN provides worldwide telephone service on a toll-free basis to major Department of Defense activities. Its use is restricted to official government business which requires telephone contact with other activities. COS 1 telephones have direct access to DSN lines by dialing "7". COS 2 and 3 telephones have direct access to DSN lines by dialing "8". COS 4 and 5 telephones have access to DSN lines through operator assistance by dialing "\*0" in areas where unrestricted lines are not available. To achieve maximum utilization of available DSN lines, it is imperative that all users know the DSN number of the party to be called. When DSN numbers are unknown, assistance and information may be obtained from the station operator.

2. Restrictions

a. DSN utilization will be restricted to:

(1) Only those calls that are necessary, require a timeliness that cannot be obtained by other means, and stand the scrutiny afforded a commercial toll call.

(2) The minimum time required to accomplish the official business.

b. DSN is not authorized for:

(1) Non appropriated fund activities (clubs, BOQ, Navy Exchange, etc.) except when used to support command management functions.

(2) Personal or unofficial calls.

c. DSN will be used in lieu of toll calls whenever possible.

3. Precedence System for calls on DSN

a. FLASH - Flash precedence is reserved for alerts, warnings or other emergency actions having immediate bearing on national, command or area security (e.g., Presidential use; or sea catastrophes; intelligence reports on matters leading to enemy attack; potential or actual nuclear accident or incident; implementation of Services Unilateral Emergency Actions Procedures, etc.)

b. IMMEDIATE - Immediate precedence is reserved for vital communications:

(1) having an immediate operational effect on tactical operations,

(2) which directly concern safety or rescue operations,

Encl (2)

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(3) which affect the intelligence community operational role (e.g., initial vital reports of damage due to enemy action; land, sea, or air reports which must be completed from vehicles in motion such as operational mission aircraft; intelligence reports on vital actions in progress; natural disaster or widespread damage; emergency weather reports having an immediate bearing on mission in progress; emergency use for circuit restoration, use by tactical command posts for passing immediate operational traffic, etc.).

c. PRIORITY - Priority precedence is reserved for calls which require prompt completion for national defense and security, successful conduct of war, or to safeguard life or property, which do not require higher precedence (e.g., operational, or logistic activity calls requiring priority action; calls that would have serious impact on military, administrative, intelligence, operational, or logistic activities if handled as a ROUTINE call). Normally PRIORITY will be the highest precedence which may be assigned to administrative matters for which speed of handling is paramount.

d. ROUTINE - Routine precedence is reserved for all other official communications.

#### 4. Instructions

a. To place a DSN call from a COS 1 telephone dial "7", wait for dial tone and dial the DSN number. To place a DSN call from COS 2 or 3 telephone dial "8", wait for the dial tone and dial the DSN number. With the current high volume of DSN calls, a certain amount of difficulty in gaining access to a line may be expected. When the DSN lines are busy, direct dial users are requested to keep trying to get a line. If the call is of an urgent nature, the operator may be requested to assist in placing the call.

b. To place a DSN call from a COS 4 or 5 telephone:

(1) Contact the station operator by dialing "\*0".

(2) Request a DSN circuit giving your name and the activity or number to be called.

(3) If a DSN circuit is available, the operator will dial the desired number.

(4) When necessary, the station operator will provide the desired DSN number from information service.

(5) If the number dialed is busy or not completed for some reason, the operator will return your call as soon as the DSN line is clear.

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c. Precedence or overseas DSN calls can be placed through station operator assistance.

5. Time Limitation. Routine calls will be limited to five minutes when possible. Ensure that all information and reference material is available before placing the call.

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INSTRUCTIONS FOR USE OF OFFICIAL  
LONG DISTANCE TOLL TELEPHONE SERVICE

1. General. In order to reduce telephone toll charges, it is imperative that station department heads and commanding officers of tenant activities carefully scrutinize all requests for official long distance toll calls. Long distance calls should be authorized only when all other means of communication, such as DSN or message traffic, has been considered and determined to be unacceptable. Government official calls often may be made to private business firms, if near a government office having a switchboard, over the DSN lines. Station operator assistance is available if needed.

2. Responsibility

a. Each station department head and commanding officer of a tenant activity is responsible for the control of long distance calls billed to their respective telephones. The method of achieving control shall be at the responsible officer's discretion but maintenance of an authorization log is mandatory. Generally, consecutive authorization numbers restarting each month are considered sufficient. Minimum information which should be contained in a telephone authorization log is:

- (1) Authorization number
- (2) Name of caller
- (3) Commercial number or station called
- (4) Date of call
- (5) Reason for toll call.

Call Log Record is subject to review by NAS Lemoore Command Evaluation staff.

b. Personal local and long-distance calls are permitted over government telephones if the calls do not adversely affect performance of the employee's official duties or the mission of the employee's organization, are of reasonable duration and frequency, and reasonably cannot be made at another time. Personal calls cannot result in a charge to the government even if the employee intends to reimburse the government. Local calls are now metered so they do incur a cost to the government. Violations for illegal and unauthorized use of long-distance calls will result in disciplinary action consistent with investigative finding.

3. Procedures. After it has been determined that a long distance toll call is necessary:

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a. Obtain toll authorization from the cognizant department head or commanding officer of tenant activity. In emergency or urgent situations and in the absence of the cognizant authority, an appropriate duty officer may authorize and accept official long distance toll calls.

b. Give considerable thought to the substance of the proposed conversation before the call is placed and assemble whatever notes and reference materials are needed in advance.

c. Place call by dialing "9", wait for the dial tone, then dial following direct dialing procedures.

d. Person-to-person calls which require operator assistance should be made only when it is known that only that person will be of any assistance.

e. Be brief, to the point and time conscious. Calls should be limited to three minutes with five minutes as the maximum.

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MEMORANDUM

From: Commanding Officer, Naval Air Station, Lemoore  
To:

Subj: TELEPHONE TOLL CHARGES

Ref: (a) NASLEMINST 2030.1E

Encl: (1) Copies of toll charges for the month of \_\_\_\_\_  
(2) Memo to Public Works Department

1. Enclosure (1) is forwarded per reference (a) for verification and action. The following information/action is required.

a. Verify enclosure (1) to identify unauthorized toll charges.

b. Collect monies for all unauthorized toll charges. Payments directly from individuals will not be accepted by the Public Works Department. Payment must be made by money order made payable to the U.S. Treasurer. No cash or personal checks will be accepted.

c. Complete and return enclosures (1) and (2) and money orders to the Public Works Department (Code 50110) within 10 days from receipt of this letter.

2. Records kept by the department/command for authorized/unauthorized telephone toll charges are subject to periodic review by the Command Evaluation.

3. With the divestiture of the Bell system, the California Public Utilities Commission has approved a request by Pacific Bell for a 10.3 percent surcharge. In addition, station policy now requires that the unofficial caller be charged for the personnel required to administer collection of unofficial monies.

4. Effective immediately, the following charges will be added to the monies collected (Paragraph 1c of this memorandum):

	3.00%	Federal Tax
	10.32%	Pacific Bell Surcharge
	<u>6.68%</u>	NAS Lemoore Administrative Costs
TOTAL	20.00%	

G. C. WOOLDRIDGE

Encl (4)

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MEMORANDUM

From: (Station Department/Tenant Activity)

To: Public Works Department

Subj: TELEPHONE TOLL CHARGES

Ref: (a) NASLEMINST 2030.1E  
(b) NAS Lemoore memo of \_\_\_\_\_

Encl: (1) \$\_\_\_\_\_ in money orders for unauthorized toll calls  
(2) Copy of toll charges for month of \_\_\_\_\_

1. Enclosures (1) and (2) are forwarded per references (a) and (b).

2. The following unauthorized toll call information is provided:

a. Total amount of unauthorized toll calls for the current month. \$\_\_\_\_\_

b. Total amount collected for current month unauthorized toll calls. \$\_\_\_\_\_

c. Total amount collected from previous month unauthorized toll calls. \$\_\_\_\_\_

d. Total amount forwarded to Public Works Department. \$\_\_\_\_\_

e. Balance, if any, for uncollected unauthorized toll calls. \$\_\_\_\_\_

3. All toll calls indicated by " " were authorized \_\_\_\_\_  
signature

4. Point of contact for questions regarding above information:

Name \_\_\_\_\_

Extension \_\_\_\_\_

\_\_\_\_\_  
C.O./OIC/Department Head

