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JOINT FORCE HEADQUARTERS WISCONSIN
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WING-Z

1 September 2007

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Telecommunications Policy – TAG POLICY MEMORANDUM 20

1. This policy defines telecommunications policy for users of DMA/WING telecommunications resources.

2. Communication Systems. Communication systems and equipment (including Government owned telephones, facsimile machines, electronic mail, internet systems, and commercial systems when use is paid for by the Federal Government) shall be for official use and authorized purposes only.

a. Official use includes emergency communications and communications that the DMA/WING determines are necessary in the interest of the government (for example, a call directly related to the conduct of DMA/WING business or calls having an indirect impact on our ability to conduct our business). No other calls may be placed (except for authorized purposes), even if it is the employee's intention to reimburse the government for the cost of the call.

b. Official use may include, in the interest of health, morale and welfare (HMW) communications by military members who are deployed for extended periods away from home on official business. When commercial services are not available, persons stationed abroad may request to forward a Defense Switched Network (DSN) call to a WING station to a number in a local exchange. Connections to long distance numbers are not authorized because of the significant additional expense to our organization. HMW calls may only be made during non-peak, non-duty hours and must not exceed 5 minutes. Emergency calls may exceed this limit.

c. Authorized Purposes. Authorized purposes include brief communications made by DMA/WING employees while they are traveling on Government business to notify family members of official transportation or schedule changes. They also include personal calls (such as calls to speak to a spouse/minor children or to arrange for emergency repairs to a residence or automobile) that must be made during working hours using our government phones are authorized as necessary in the interest of the government provided the call is consistent with the following criteria:

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

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(2) It is of reasonable duration and frequency.

(3) It could not have reasonably been made at another time (for example, from a non-government telephone during lunch, break, and other off-duty periods).

(4) It is not used for activities related to the operation of a personal business enterprise.

(5) In the case of toll/long distance calls, is—

(a) Charged to the employee's home phone number or other non-government number (third party call)

(b) Made to a toll-free number.

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

(d) Charged to a personal credit card.

3. Communication Services and Components. In accordance with applicable laws and regulations, use of Federal Government communications systems may be monitored. See DOD Directives 4640.1 (reference (i)) and 4640.6 (reference (j)). DMA/WING employees shall use Federal Government communications systems with the understanding that such use serves as consent to monitoring of any type of use, including incidental and personal uses, whether authorized or unauthorized.

4. Enterprise Network Voice Over Frame (VOFr) is the principle means to contact an armory or OMS within the WING. This is the most cost-effective means for the DMA/WING and must be the first choice to communicate with each other. Each armory and OMS has several four-digit numbers for contacts. Voice over frame uses the same circuits that are used to transfer data, is leased monthly and incurs no additional charges for voice usage.

5. Defense Switched Network (DSN). DSN is the principal long distance voice communications network for the DOD and must be a users first choice for long distance voice communications. The WING subscribes to the DSN. Calls made using the DSN system are not free. We bear per minute costs for calls made on the system. Only official calls are permitted using the DSN system (with the exception of morale support calls for DOD employees stationed for significant periods away from home). DSN must also be used for facsimile transmissions where available. Call detail equipment is used to provide data to enforce disciplined use of DSN.

6. 800 Service. The WING uses several 800 numbers, which allow WING members to contact us at our expense. We pay per minute charges for every call received using 800 service. All rules regarding restrictions for official use apply concerning incoming calls using our 800

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number. It is specifically forbidden to accept calls from callers who are using our 800 service for other than official business.

7. Telephone Credit Cards. Cardholders may use telephone credit cards only for official business and only when required to telephone when government systems are not available (i.e. armory telephones, DSN circuits, 800 # access). Cardholders are liable for charges for unofficial or unauthorized calls made using their cards. Cardholders should not use government calling cards with government cell phones (this causes double charges).

8. Collect Calls. DMA/WING personnel are not permitted to accept collect calls.

9. Facsimile Machines. Facsimile communications are considered as a telephone call. Receiving facsimiles does not normally incur a telecommunications expense to the WING. It does incur a supply expense. All rules regarding restrictions for official use apply to facsimile transmission.

10. Reimbursement for use of government sponsored telephones. Claim for reimbursement for expenditures on official business are submitted to WIJS-J6 on SF 1164. If long distance calls are included, the approving official *must* have been authorized, in writing by WIJS-J6 to so certify. 31 U.S.C. § 680a.

11. Personal use of government phones is prohibited as set forth in this policy (except for authorized purposes) and may subject the user to disciplinary or other corrective action. In the case of unauthorized use that incurs an expense to the government, AR 25-1 requires that the government collect those costs and appropriate taxes. In addition DFAS-IN 37-1 requires that the government collect a \$15.00 administrative charge to cover the costs associated with personal use of government phones. Interest charges may also be applied for amounts not paid within a designated period.

a. Unauthorized use of government telecommunications equipment may be a basis for consideration of disciplinary action against military and civilian employees. Reimbursing the Government for unauthorized calls does not exempt an employee from appropriate administrative, civil, or criminal action.

b. Users may submit complaints about unauthorized telephone use to their supervisor or the Director of Information Management at WIJS-J6. If inappropriate use is substantiated, WIJS-J6 personnel will inform the soldier/employee's supervisor (via the appropriate chain of command) so that person can consider appropriate disciplinary or other corrective action. Steps will also be taken to reimburse the government for unauthorized charges.

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12. Authority to approve telephone equipment or services. WIJS-J6 is the only authority permitted to request or approve obtaining telephone equipment or services from sources outside of WIJS-J6. Telephone companies have been notified in writing that no one other than designated WIJS-J6 personnel may request or obtain special features (i.e. call waiting, call forwarding). Telephone companies have also been notified in writing that they must block certain calls (i.e. 900 numbers). For telephone switches managed by WIJS-J6, similar blocking features have been enabled.

13. Classified Communications. Most Federal Government communications systems are not secure. DMA/WING employees shall not transmit classified information over any communication system unless it is transmitted using approved security procedures and practices (e.g., encryption, secure networks, secure workstations). DMA/WING employees should exercise extreme care when transmitting any sensitive information, or other valued data. Information transmitted over an open network (such as through unsecured fax, or telephone) may be accessible to anyone else on the network.

///Signed\\
DONALD P. DUNBAR
Brig Gen (WI), WI ANG
The Adjutant General

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Air Guard

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