



DEPARTMENT OF THE NAVY
COMMANDER
NAVAL EDUCATION AND TRAINING COMMAND
250 DALLAS STREET
PENSACOLA, FLORIDA 32508-5220

CH-1 of 28 Jun 18

NETCSTAFFINST 2305.1D
N4

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NETC STAFF INSTRUCTION 2305.1D

From: Commander, Naval Education and Training Command

Subj: LAND TELEPHONE AND MOBILE COMMUNICATION PROCEDURES

Ref: (a) OPNAVINST 2060.8A
(b) NASPNCLAINST 2305.1R
(c) NETCSTAFFINST 4400.1B
(d) DoD 5500.07-R, Joint Ethics Regulation (JER)
(e) Joint Travel Regulations

1. Purpose. To issue policy and procedures per reference (a) for using government land-line telephones, placing long distance telephone calls, and obtaining and using mobile communication services.

2. Cancellation. NETCSTAFFINST 2305.1C.

3. Defense Switched Network (DSN)

a. DSN is the principal long haul, unsecured voice communications network of the Department of Defense (DoD), and shall be used whenever possible. It is used for official calls that are necessary, require timeliness, and would stand the scrutiny afforded a commercial call. Limit DSN calls to the minimum time required to accomplish the official business. DSN phone numbers are located in reference (b), Naval Air Station Pensacola's phone book and Naval Station Norfolk's Base Guide and Telephone Directory. Otherwise, DSN phone numbers can be located by calling the East Coast DSN Operator at 564-0000, West Coast DSN Operator at 522-4111, and World Wide DSN Operator at 231-1311.

b. To place a DSN call, use the following procedures:

(1) Pensacola: When dialing Continental United States (CONUS), dial "94" and the seven digit DSN number directly. When dialing Outside CONUS (OCONUS), you must dial the three

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digit geographic area code followed by the seven digit DSN number. Following DSN geographic area codes are as follows:

CONUS/Puerto Rico	312
Europe	314
Pacific	315
Alaska	317
Central Command (Southwest Asia)	318
Canada	319

(2) Norfolk: Dial "8" and the seven digit DSN number directly. DSN geographic area codes above apply.

4. Commercial Telephone Service

a. Commercial telephone service is normally the most costly service. It should only be used for official matters of such urgency that no other means of communications will suffice and DSN is not available. Every effort shall be made to limit commercial calls to the minimum time required to conduct necessary official business.

b. Commercial local calls may be placed by dialing "99" to obtain an outside line; then the local phone number. Commercial long distance calls may be placed by dialing "98" to obtain an outside line; then dial "1," the area code, and the number being called. Calls made from outside Naval Education and Training Command Headquarters (NETC HQ) shall not be billed to a NETC number.

c. If making a commercial toll call and a dialing or other error results in a wrong number being reached, immediately notify the telephone operator to receive credit for the erroneous call.

5. Mobile Communication Devices

a. For the purposes of this instruction, mobile communication devices include Mobile phones, SmartPhones, tablets, air cards, and Wi-Fi hot spot units (JetPacks). These devices will be issued to authorized NETC HQ key personnel in order to support after-hours access, facilitate communications during official travel, and reduce the need to use personally owned devices for Navy business. Accordingly, NETC provisioned

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mobile phones and SmartPhones are provided to support official NETC business, and personal use should not exceed the command purchased plan of pooled minutes and data services. Use of NETC issued mobile devices by persons other than the designated user is prohibited. International mobile device usage requires a contract modification to minimize cost and MUST be approved by the Chief of Staff (COS) well in advance of international travel.

b. Reference (c) details the process for permanent issuance of land line devices. With regard to mobile communication devices, Division Directors/Special Assistants (DD/SAs) must submit requests to the COS for approval and demonstrate that the request is consistent with paragraph 5a of this instruction. Temporary issuance of mobile communication devices (i.e., Air Cards, Jet Packs, etc.) to support official travel or telework may be requested by contacting the NETC Activity Contract Technical Representative but are limited to the quantities available and the duration of the event. It is incumbent upon the DD/SAs to ensure that permanently issued mobile communication devices are returned to the command before the member permanently detaches from NETC HQ.

c. Non-work applications may be installed only outside the SmartPhone Good Container and may only be acquired from iTunes/Google app stores. Users are responsible for all charges and installation of personally desired applications and data installed on the non-secure portion of the device. Access to apps on the personal side of the device is unrestricted. The personal side of the device allows the individual user to manage their device to the maximum extent possible. It also provides the individual with control when iOS updates are installed. The individual user must follow Navy Marine Corps Intranet User Alerts as to when to install iOS and Good Container upgrades.

6. Facsimile Machines. Facsimile machines are one of the least secure communication mediums. Consider using electronic mail, regular mail, or overnight mail instead of sending lengthy faxes to a commercial long distance number. Use the method that is least expensive and meets the required delivery times. Use of government facsimile machines for a purpose other than conducting official NETC business is prohibited.

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7. Directory Assistance Calls. Directory assistance calls are not authorized.

8. Overseas Calls. DD/SAs must authorize overseas calls.

9. Personal Calls

a. Reference (d) states Federal Government 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. Penalties for violations of the standards and rules of conduct prescribed in reference (d) include the full range of disciplinary, statutory, and regulatory sanctions for military and civilian personnel.

b. The Navy recognizes government interests are best served by permitting employees to use government phones to conduct a modest amount of personal business. Examples include checking on a family member; making or canceling personal appointments; checking on the status of home or auto repairs; and notifying a family member of overtime requirements or other changes in schedules. This does not affect existing policy regarding personal calls while on official travel as outlined in reference (e).

c. Personal local and long distance calls from DoD land lines are allowed if the following criteria are met:

(1) Calls do not adversely affect performance of the employee's official duties or mission of the employee's organization.

(2) Calls are of reasonable duration and frequency.

(3) Calls reasonably cannot be made at another time.

(4) Calls do not result in a charge to the government.

d. Personal calls cannot result in a charge to the government, even if the employee intends to reimburse the government. Personal long distance calls must be to a toll-free number, charged to an employee's home phone number or another

non-governmental number, or charged to a personal telephone credit card. Calls for information assistance may not be made if they result in a charge to the government. Use of DoD telephones to place calls to 1-900 numbers and similar calls are strictly prohibited.

e. SmartPhone usage does not incur long distance charges when used within CONUS.

10. Telephone Expenses incurred during Temporary Duty (TDY)

a. While on authorized government travel, NETC issued mobile communication devices shall be used to the maximum extent possible to conduct official business. Travelers may also use the toll free number (1-866-360-2725) to place official calls to NETC HQ if DSN is not available. Use of the NETC toll-free number will allow calls to be transferred to NETC HQ staff located in Norfolk, as required. NETC personnel will not accept collect calls.

b. Per reference (e), "Personal calls, calls reserving hotel accommodations, calls applying for leave of absence or extension thereof, or inquiry concerning payment of salary or expense vouchers, and answers thereto, will not be allowed at government expense. The mention of hotel reservations in telephone calls relating to official travel between administrative officials and/or employees may be considered as merely incidental to the official business involved, and the costs of such calls may be considered as reimbursable rather than personal expense." Official telephone expenses incurred by staff personnel on TDY shall be included on the travel claim under "Reimbursable Expenses".

c. Reference (e) states certain commercial telephone calls (e.g., hotel phone, etc.) to a traveler's home/family are official if approved by the order-issuing official. These calls may be made only to advise of the traveler's safe arrival, inform or inquire about medical conditions, and to advise regarding changes in itinerary. NETC travelers are limited to one call per trip up to a maximum of \$5.00. These calls must be authorized on the traveler's orders and itemized on the travel claim separately from other official calls.

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d. Personal usage of the SmartPhone should not exceed the command purchased plan of pooled minutes and data usage. Wi-Fi is allowed, but individual users should stay aware of the network being accessed and do not automatically connect.

11. Responsibilities

a. N4:

(1) Monitor the use of official telephones and ensure personnel assigned to NETC HQ are aware of the procedures and regulations pertaining to their use.

(2) Review the monthly Telephone Detail Costing Report (5L15) and identify unauthorized calls or erroneous charges.

(3) Request credits for any erroneous charges on the 5L15.

(4) Maintain an accurate physical inventory of telephone equipment and phone numbers and ensure it is consistent with the inventory displayed on the 5L15.

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(5) Review requests for adding or deleting telephone extensions or capabilities within NETC HQ.

(6) When requested, submit a Telephone Service Request to the Base Communications Office requesting government phone assigned to member be transferred to the individual's home number. This list will include phone number, name, room number, and residence phone number.

(7) Verify monthly long distance phone charges. Identify any unauthorized calls exceeding \$2.00 per call, annotate the bill, and require the person who made the unauthorized calls to forward payment for unauthorized charges to the NETC Financial Resources Office (N8). Payment must be made by check or money order payable to the "Treasury of the United States." Advise individuals who make personal calls resulting in any charges to the government of the policy for using government phones for personal use. Take appropriate action if an employee continues to place unauthorized calls.

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b. N6:

(1) Continue to fund, purchase, and support mobile communication devices based upon the request and approval process referenced in paragraph 5b of this instruction.

(2) As directed by the NETC COS, modify the existing NETC wireless contract to add, remove, or change services.

(3) Monitor the monthly wireless calling charges for each mobile device and report suspected abuses to the COS.

(4) As necessary, provide for the certification that wireless usage is consistent with accepted government practices.

(5) Maintain the assignments of Mobile Communication Devices and monitor the monthly invoices to ensure the voice and data plans are within command purchased plans.

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c. DD/SAs:

(1) Ensure personnel do not use land telephone and mobile communication devices for unauthorized purposes. Commands and users are responsible for adhering to all applicable physical security requirements for mobile communication devices in command spaces.

(2) Ensure personnel use land and mobile communication devices in a manner that minimizes cost to the government.

(3) Identify personnel to the COS who have an official business need for mobile communication device issuance per paragraph 5b of this instruction.

(4) Ensure personnel issued mobile communication devices return the equipment prior to their detachment from NETC HQ.

12. Records Management. Records created as a result of this instruction, regardless of media and format, must be managed per SECNAV Manual 5210.1 of January 2012.

13. Review and Effective Date. Per OPNAVINST 5215.17A, NETC will review this instruction annually on the anniversary of its effective date to ensure applicability, currency, and consistency with Federal, DoD, SECNAV, and Navy policy and

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statutory authority using OPNAV 5215/40. The instruction will automatically expire 5 years after effective date unless reissued or canceled prior to the 5-year anniversary date or an extension has been granted.

/s/

M. A. WHITT
Chief of Staff

Releasability and distribution:

This instruction is cleared for public release and is available electronically via the NETC public web site, <https://www.netc.navy.mil/directives.htm>, or via Total Records Information Management (TRIM).

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