



## DEPARTMENT OF THE NAVY

NAVAL SERVICE TRAINING COMMAND  
2601A PAUL JONES STREET  
GREAT LAKES, ILLINOIS 60088-2845

NSTCINST 2100.1A

N4

7 Oct 2019

### NSTC INSTRUCTION 2100.1

From: Commander, Naval Service Training Command

Subj: TELECOMMUNICATIONS

Ref: (a) OPNAVINST 2100.2A

(b) ASN (RD&A) memo of 7 Mar OS, "Department of the Navy Acquisition Policy on Mobile (Cellular) Phone and Data Equipment and Services"

(c) DoD 7000.14-R, Volume 12, DoD Financial Management Regulations of March 2014

(d) DON CIO memo of 2 Sep 05, Department of the Navy Policy for Issuance, Use and Management of Government-Provided Mobile (Cellular) Phone, Data Equipment and Services, and Calling Cards

(e) DoD 5500.7-R, Use of Federal Government Resources: Communication Systems of 17 November 2011

Encl: (1) NCTAMS LANT 2060/1 (6/02), Telephone Service Request (TSR)

1. Purpose. To establish policy and procedures on the issuance, use, and management of government-owned equipment and services, including wireless devices, landline telephones and service, and other mobile computing devices that use cellular or wireless technology, based on the guidance provided in references (a) through (e). This instruction does not apply to Enhanced Virtual Desktop or Hosted Virtual Desktop accounts, or to wireless-enabled laptop computers.

2. Scope. This instruction applies to Naval Service Training Command (NSTC) personnel and Naval Reserve Officer Training Command (NROTC) personnel whose devices fall under the NSTC contract.

3. Wireless Service. Government-furnished wireless devices will be used only when access to other telephone facilities and government modes of communication are not possible or practical. Users of these devices may use their issued device for "Authorized Personal Use" provided the personal use does not create additional expense to the government and complies with references (a) through (e).

a. NSTC will designate a Telecommunications Program Manager (PM).

b. The issuance of a government-furnished wireless device is limited to personnel providing support necessary for the safe and effective operation of NSTC and its commands and activities during off-duty or off-core work hours.

c. Chief of Staff, Executive Director, or higher authorization is required for the issuance of a wireless telecommunications device covered under this instruction.

d. The requirement for wireless device assignments will be validated each calendar year.

e. Authority to telework is not justification for a telecommunications device covered under this instruction.

f. An individual will be issued only one cellular device capable of voice communications.

4. Telecommunications Landline Service. Staff members are encouraged to utilize 800 toll-free numbers and Defense Switched Network (DSN) prefixes to the maximum extent possible. All phone calls involving commercial activities, soliciting, selling, etc., are strictly forbidden. NSTC staff members will ensure all calls placed from government telephones will be for official business, emergency calls, calls that are in the interest of the government, or personal calls that meet following requirements:

a. Are of reasonable duration and frequency.

b. Cannot reasonably be made at another time.

c. Do not adversely reflect on the Navy.

d. Do not adversely affect the performance of official duties by the employee.

Examples of acceptable personal call include:

e. Calls to a health care provider.

f. An employee traveling on government business is delayed.

g. An employee traveling for more than one night on government business in the United States.

h. An employee is required to work overtime without advanced notice.

i. An employee makes a brief call to locations within the local commuting area to speak to spouse or children.

j. An employee makes a brief call to a location within the commuting area that can only be reached during working hours.

k. An employee makes a brief call within the local commuting area to arrange for repairs to a residence or automobile.

5. Roles and Responsibilities

a. Chief of Staff (CoS) and Executive Director shall prioritize the order in which staff will be issued cellular phones or personal digital assistants (PDAs), if resources are constrained.

b. Department Head/Director/Supervisor shall:

(1) Review all requests for wireless devices.

(2) Validate wireless device requirements upon generation of the request by the Telecommunications Program Manager.

c. Telecommunications Program Manager/Local Coordinator shall:

(1) Validate all wireless device requirements on an annual basis.

(2) Manage wireless devices and other telecommunications equipment covered under this instruction.

(3) Review monthly wireless device billing to verify accuracy and identify any calls or usage that were not for official business or resulted in excess charges to the Government. Inform the Certifying Official or Government Commercial Purchase Cardholder whether service can be paid.

(4) Take appropriate corrective action when there is a determination of misuse by an employee.

(5) Review minute usage monthly to determine if the most economical plan has been obtained and to mitigate any unauthorized charges.

(6) Track all wireless devices issued under this instruction, and conduct a complete inventory on an annual basis.

(7) Ensure proper receipt and final disposition of all equipment issued under this instruction.

(8) Act as NSTC's telephone control officer (TCO) for landline service and liaise with the Base Communications Officer (BCO).

(9) Coordinate with Naval Station Great Lakes (NAVSTA) for equipment and line charges for NSTC landline service.

(10) Validate the "BCO Toll Report" within 10 days of receipt from NAVSTA. Coordinate with Department Heads to ensure all calls in excess of a reasonable duration, based on the manager's discretion, have been reviewed.

(11) Provide Communication service support as requirements occur (i.e., department moves, additions or deletions of landline service).

Summarize or outline the scope of the change and the service utilizing enclosure (1), ensuring the requirements are clear and data is complete on the request. Coordinate changes with NAVSTA.

(12) Provide guidance to NSTC on proper use of telecommunication devices.

8. Procurement. Per reference (b), only nationwide Department of the Navy multiple award wireless contracts awarded by the Fleet Logistics Center (FLC) San Diego, other designated FLC, or the Navy Marine Corps Intranet (NMCI) Next Generation (NGEN) or its successor(s) shall be used to obtain CONUS wireless communication support. The purchase of wireless device equipment should be limited to the most cost effective solution required to establish adequate communication in performance of official job function and duties. An approved Information Technology Procurement Request (ITPR) provided to NSTC N4 is required.

9. Usage. Cellular device, telephone, and portable mobile hotspot device usage requires strict adherence to the following conditions:

a. Limited personal use of Navy-owned telephones, including cellular phones, is allowed in accordance with reference (a).

b. Users shall consider Operational Security (OPSEC) in the use of devices issued under this instruction.

c. When available, Government office telephones are to be used in lieu of government-owned cellular phones.

d. The NSTC employee assigned the wireless device is responsible for safeguarding its usage.

e. Stolen or missing wireless devices must be reported to the Telecommunications PM immediately so that service can be cancelled to preclude illegal use and charges.

f. Employees shall distribute the cellular telephone number only to individuals who have a need to call on official government business. Employees may also distribute the number to individuals who may need to contact them in the event of an emergency (e.g., family, neighbors, child care providers, etc.).

g. Wireless devices are not authorized for use while airborne in Navy or private aircraft. All wireless device users shall adhere to military installation policy and local and state law, as applicable, on cellular use while operating a government, commercial, or personal motor vehicle.

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h. Consistent with the requirements of reference (d), authorized users are responsible for reimbursing the Government for the replacement cost of a lost wireless device if its loss was due to their negligence.

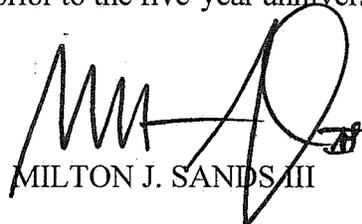
i. Authorized wireless device users are responsible for reimbursing the government for personal use (including by other individuals) that results in excess charges to the government, and other unauthorized charges due to their negligence.

j. Upon termination or transfer, or upon request from their supervisor, personnel are required to surrender their wireless device.

10. Action. All NSTC personnel shall comply with the policies and procedures of this instruction governing telecommunications.

11. Records Management. Records created as a result of this instruction, regardless of media and format, must be managed per Secretary of the Navy Manual 5210.1 of January 2012.

12. Review and Effective Date. Per OPNAVINST 5215.17A, N4 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 statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will automatically expire five years after effective date unless reissued or canceled prior to the five-year anniversary date, or an extension has been granted.



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Releasability and distribution:

This instruction is cleared for public release and is available electronically only via the Naval Service Training Command issuance website,  
[http://www.netc.navy.mil/nstc/NSTC\\_Directives/instructions.html](http://www.netc.navy.mil/nstc/NSTC_Directives/instructions.html).

## TELECOMMUNICATIONS SERVICE REQUEST (TSR)

This form is to be used by all customers of NCTAMS LANT Base Communications Office at Naval Station, Great Lakes, in requesting communication services.

1. TSR # \_\_\_\_\_ 2. Command: \_\_\_\_\_

3. **Primary** Site POC  
(Last, First, & Middle) \_\_\_\_\_ Phone: \_\_\_\_\_

3a. **Primary** POC Email \_\_\_\_\_ Date: \_\_\_\_\_

4. **Alternate** Site POC  
(Last, First, & Middle) \_\_\_\_\_ Phone: \_\_\_\_\_

4a. **Alternate** POC Email \_\_\_\_\_ Date: \_\_\_\_\_

5. Building #: \_\_\_\_\_ Street Address \_\_\_\_\_

6. Detailed description of work requested and location of work: \_\_\_\_\_

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7. Name of phone system, if any: \_\_\_\_\_

8. If requesting a new telephone number, indicate name of the office where it is to be installed? \_\_\_\_\_

8a. Will a telephone set be needed?  
If so, how many? Yes \_\_\_\_\_ No \_\_\_\_\_

8b. Is a telephone jack required?  
If so, how many? Yes \_\_\_\_\_ No \_\_\_\_\_

9. **Justification:** \_\_\_\_\_

10. Authorized by: \_\_\_\_\_  
Print & Signature Title Phone #

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NCTAMS USE ONLY:

Date received: \_\_\_\_\_