

TWP PROCEDURE	PHONE USE AT TWP FACILITIES	PRO(OPS)-040.000
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Phone Use at TWP Facilities

I. Purpose:

This procedure provides instructions on how to use phone communications at the TWP facilities in Manus, Nauru, and Darwin.

II. Cautions and Hazards:

None.

III. Requirements:

None.

IV. Definitions:

At TWP facilities, there are different types of phone communication methods available:

- **Local land lines** - Local phone lines that vary from dependable to almost non-existent, depending on the facility.
- **Outfitter SAT phone** - Portable satellite phone in the D-Van that is dependable but expensive, and therefore has been programmed to restrict the use at the Nauru facility.
- **Voice-over IP (VOIP) line** - Phone access over VSAT antenna/satellite connection at the site. It is dependable and connects to a phone in Oklahoma. Note: VOIP use should be avoided between 00:03 and 00:15 zulu of each hour (e.g., 10:03 to 10:15, 13:03 to 13:15, etc.). This is when the data transfer seems to be most prevalent and can cause some breaking on the VOIP circuit.
- **Hotel phone** - Hotel phone service varies.
- **Iridium phone** - Emergency phone at the Manus facility only.
- **International dial codes** – Access numbers necessary before dialing an international number. The prefix code varies from country to country:
 - ⇒ From the U.S., dial 011 then country code, area code and number.
 - ⇒ From Australia, dial 0011 then country code, area code and number.
 - ⇒ From PNG dial, 0 then country code, area code and number.
 - ⇒ From Nauru it should be 00 then country code, area code, and number.

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- **CC** - Country code (1 for U.S.A., 61 Australia, 675 PNG, 674 Nauru).

V. Procedures:

A. Manus facility calling instructions

1. Calling out from the facility:

- a) To call local or emergency numbers, use the **local land line** and dial the number.

- Location: E-Van
- Dial: 470-9055 (ambulance); -9193 (police)

- b) To Call overseas, try the **local land line** first.

- Location: E-Van
- Dial: 0-CC phone number

If this does not work, use the **Outfitter SAT phone**

- Location: D-Van
- Dial: 00-cc-phone no. and hit the # key

- c) In case of an emergency, use the **VOIP line** (do **NOT** use unless in emergency, as it is licensed for data transmission only), but this line is restricted and can only connect to U.S., numbers.

- Location: E-Van
- Dial: 7 to connect to a U.S. line then wait for the new dial tone then dial 1-area code-number.
- 5 to connect to an Australian number wait for new dial tone then dial 1-area code—number
- To contact another facility:
 - ⇒ Dial 2 to contact the Nauru facility.
 - ⇒ Dial 3 to contact the Darwin facility.
 - ⇒ Dial 4 to contact Ron Reed at SGP.

2. Calling into the facility:

- a) To call to the site from the U.S., try the following in the order presented:

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i) **Local land line** number (works intermittently):

- Location: E-Van
- Dial: 011-675-470-9193

ii) **Outfitter SAT phone:**

- Location: D/E Van
- Dial:
 - 011-872-76-284-9630 (phone)
 - 011-872-76-284-9632 (fax)
 - 011-872-76-285-9633 (data) -- **do not use**
- Location: E-Van U.S.
- Dial: ph. 011-872-76-284-9631

iii) **VOIP line**

- Location: E-Van
- Dial: From U.S.: 1-580-388-4081
From Australia: 08-8984-4818

3. General facility calling notes:

- a) Do **NOT** use the **VOIP line** to call out. The VSAT antenna/satellite is licensed for data communication only and not for phone communication as that would compete with the local telkom company. Use it to call out **ONLY in an emergency** if the land line is not working. It is restricted to U.S. numbers only.
- b) Upon arriving at the facility, locate the **Iridium phone** (under the seat in the D-Van) and its charger, and take them to your hotel with you on the drive to the hotel and back each day. Test it upon arrival. Plug in at your hotel room to charge it up. It is to be used for emergencies. The instructions for its use are on the phone.

- Location: D-Van
- Dial: 8816-3155-5875 (Cheryl Straub's customer ID: 1301)
- Dial process:
 - ⇒ Go to an open area, extend antenna (make sure it is punched tightly into the hand unit).
 - ⇒ Press and hold "concentric circles" key to turn phone on. It will say "registered" when ready.
 - ⇒ Press and hold "0+" key. Then a "+" appears on the display.
 - ⇒ Enter the phone number to be called after the "+" by "country code – phone number" (e.g., "+ 1 505 667 1186).
 - ⇒ Press "ok" to call.
 - ⇒ Press "ok" to end call or "concentric circles" key to turn phone off.

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4. Hotel calling:

- a) You can call (local only) from the Harbourside Hotel at the check-in desk only, not from your room. People can call you from the U.S. and leave a message at the desk, not your room.
- Location: Check-in desk
 - Dial: 011-675-470-9296 (from U.S.)

B. Nauru facility calling instructions

1. To call out from the facility:

- a) The **local land line** does **not** work.
- b) To call local or emergency numbers (for visitors only) is tough - use the **VOIP line**:

- Location: E-Van
- Dial: "6" to engage the Darwin line. (then it is like calling from Oklahoma). Then dial back to Nauru by dialing:
 - Ambulance: 011-674-444-3883
 - Police: 011-674-444-3133/3193
 - Fire: 011-674-444-3500

- c) To call overseas, use the **VOIP line** and dial as though you are in Oklahoma. This line is restricted and can only connect to U.S. numbers.

- Location: E-Van
- Dial:
 - ⇒ 8 to connect to a US line then wait for the new dial tone then dial 1-area code—number.
 - ⇒ 6 to connect to an Australian number wait for new dial tone then dial 1-area code—number.

To connect to another facility:

- Dial 1 to contact the Manus facility.
- Dial 3 to contact the Darwin facility.
- Dial 4 to contact Ron Reed at SGP.

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- Or use the **Outfitter SAT phone**. This line is restricted to only specific business numbers in the U.S. and Australia.
- Location D/E – Van
- Dial: 00-CC-home number and then hit the # key.
- Emergency **Outfitter SAT phone** use
- Location: D-Van
- Dial: In an emergency, you can replace the restricted “SIM” card with an unrestricted card that is located in the PLC module on the left hand side of the D-Van near the back wall. It is designated GE Faunce series 90 PLC. The SIM card is located in the 2nd module from the right. To access the card, remove the front cover from the 2nd module by gently pulling the front cover toward you.

2. Calling into the facility:

a) Call the **Outfitter SAT phone**:

- Location: D-Van
- Dial: 011-872-76-322-2789 (phone)
011-872-76-322-2791 (fax)
011-872-76-322-2792 (data) — **do NOT use**
- Location: E-Van
- Dial: ph. 011-872-76-322-2790
- Call the **VOIP number**:
- Location: E-Van
- Dial: 1-580-388-4082

3. Hotel calling:

- a) You cannot call off the island, or anywhere else, from your hotel room.
- b) It is possible to purchase phone cards to use from “normal island phone” provided you can find one working.

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C. Darwin facility calling instructions

1. To call out from facility:
 - a) To call local or emergency numbers use the **local land line**.
 - Location: Ops building
 - Dial: 000, for ambulance, police, or fire.
 - b) To call overseas use the VOIP line and dial as though you are in Oklahoma. Keep in mind that the phone is restricted to U.S.A. numbers only.
 - Location: Ops building
 - Dial 9, wait for the new dial tone then, 1-area-code – phone number
 - To contact another site:
Dial 1 to contact the Manus facility
Dial 2 to contact the Nauru facility
Dial 4 to contact Ron Reed at SGP
2. To call into the facility:
 - a) Use the **land line**:
 - Location: Ops building
 - Dial: 011-618-8984-4515 (phone)
011-618-8947-3292 (fax)
 - b) Or use the **VOIP line**, but this line is restricted and can only connect to U.S.A. numbers:
 - Location: Ops building
 - Dial: 1-580-388-4083
3. Hotel Calling:
 - a) To call out
 - Location: your room
 - Dial: as per hotel instructions
 - b) To call in from the U.S.
 - Location: your room
 - Dial: 011-cc-phone number

VI. References:

None.