



Department of Defense INSTRUCTION

NUMBER 4640.07

September 24, 2009

Incorporating Change 2, August 10, 2012

DA&M

SUBJECT: Telecommunications Services in the National Capital Region (NCR)

References: See Enclosure 1

1. PURPOSE. This Instruction:

a. Reissues DoD Directive (DoDD) 4640.7 (Reference (a)) as a DoD Instruction and incorporates and cancels DoD Instruction (DoDI) 5335.1 (Reference (b)) in accordance with the authority in DoDD 5105.53 (Reference (c)).

b. Cancels DoD 4640.7-D (Reference (d)) and transfers authority for the DoD Directory (Reference (e)) to the Secretary of the Army.

c. Updates policy, assigns responsibilities, and describes procedures governing telecommunications services support, including support to networks and information integration (NII) activities in the NCR.

d. Provides equipment and usage guidelines designed to affect economies of telecommunications services in the NCR.

e. Provides guidance on utilization of telecommunications services to DoD users in the NCR and serves as a guide to DoD telephone directory listings.

2. APPLICABILITY. This Instruction applies to OSD, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizational entities in the Department of Defense (hereafter referred to collectively as the "DoD Components").

3. DEFINITIONS. See Glossary.

4. POLICY. It is DoD policy that:

a. Centralized and integrated telecommunications support be provided in the NCR to eliminate the necessity for each DoD Component to establish, operate, or maintain duplicative facilities or disparate systems.

b. Acquisition of telecommunications services or support in the NCR by means other than those permitted in this Instruction, or by means other than officially approved and documented exceptions thereto, is prohibited.

c. Acquisition of long-haul circuits or services in the NCR by means other than in DoDI 8100.14 (Reference (f)) is prohibited, except as modified in subparagraphs 2.2.13 through 2.2.13.2 of DISA Circular 310-130-1 (Reference (g)), which provides instruction for submission of requirements for commercially provided telecommunications services within the NCR.

d. Acquisitions include telecommunications equipment, facilities, and services, including NII support activities of the DoD Components in the NCR. The DoD telecommunications systems (DTS) in the NCR are an integral part of the Global Information Grid.

e. The DTS provide daily support to vital NII functions and national security leadership. Centralized and integrated DoD management and control of these systems and their capacity ensures efficiency and rapid, seamless transition to the expanded telecommunications needs of the Department of Defense due to operational necessity, national emergencies, or war.

f. The Military Departments and Defense Agencies may acquire and operate NII systems in the NCR for specific missions or to support their operational requirements. This includes such systems as the Global Command and Control System, Joint Worldwide Intelligence Communications System, tactical switchboards supporting the Military Service Command Centers, and NII Internal Military Service and Defense Agency local area networks.

5. RESPONSIBILITIES. See Enclosure 2.

6. PROCEDURES. Requests for telecommunications equipment, services, and facilities shall be submitted to the United States Army Information Technology Agency (USAITA), or designee in accordance with the procedures in Enclosure 3. Guidelines for telecommunications equipment and usage and DoD telephone directory listings are provided in Enclosures 4 and 5.

7. RELEASABILITY. UNLIMITED. This Instruction is approved for public release and is available on the Internet from the DoD Issuances Web Site at <http://www.dtic.mil/whs/directives>.

8. EFFECTIVE DATE. This Instruction:

a. Is effective September 24, 2009.

b. Must be reissued, cancelled, or certified current within 5 years of its publication in accordance with DoD Instruction 5025.01 (Reference (h)). If not, it will expire effective September 24, 2019 and be removed from the DoD Issuances Website.



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Enclosures

1. References
 2. Responsibilities
 3. Procedures
 4. Guidelines for Telecommunications Equipment and Usage
 5. DoD Telephone Directory Listings
- Glossary

TABLE OF CONTENTS

REFERENCES5

RESPONSIBILITIES6

 DIRECTOR OF ADMINISTRATION AND MANAGEMENT (DA&M)6

 SECRETARY OF THE ARMY6

 HEADS OF THE DoD COMPONENTS7

 WHS TSCO8

PROCEDURES.....10

 GENERAL PROVISIONS10

 ESSENTIAL SERVICE.....10

 TELEPHONE DIRECTORY LISTINGS.....10

 TELEPHONE CALLING CARDS.....11

 BILLING AND COST ACCOUNTING PROCEDURES11

GUIDELINES FOR TELECOMMUNICATIONS EQUIPMENT AND USAGE12

 EQUIPMENT12

 USAGE12

DoD TELEPHONE DIRECTORY LISTING13

GLOSSARY15

 PART I: ABBREVIATIONS AND ACRONYMS15

 PART II: DEFINITIONS.....15

ENCLOSURE 1

REFERENCES

- (a) DoD Directive 4640.7, "DoD Telecommunications System (DTS) in the National Capital Region," October 7, 1993 (hereby canceled)
- (b) DoD Instruction 5335.1, "Telecommunications Services in the National Capital Region (NCR)," November 3, 1993 (hereby canceled)
- (c) DoD Directive 5105.53, "Director of Administration and Management," February 26, 2008
- (d) DoD 4640.7-D, "The DoD Telephone Directory," April 2000 (hereby cancelled)
- (e) The DoD Directory¹
- (f) DoD Instruction 8100.14, "DoD Unified Capabilities," December 9, 2010
- (g) DISA Circular 310-130-1, "Submission of Telecommunications Service Requests," October 8, 2002²
- (h) DoD Instruction 5025.01, "DoD Directives Program," October 28, 2007
- (h) Defense Federal Acquisition Regulation
- (i) DoD 5500.7-R, "Joint Ethics Regulation (JER)," November 29, 2007
- (j) Joint Publication 1-02, "Department of Defense Dictionary of Military and Associated Terms," as amended

¹ The Department of Defense (DoD) Directory (also commonly referred to as the "DoD Telephone Directory") is available online. The site is secured using the Common Access Card (CAC) technology and is accessible only through ".mil" networks to users logging in with a CAC and an accompanying PIN. Access the DoD Directory at <http://doddirectoryncr.hqda.pentagon.mil> or at <http://ita.army.mil/i2ts.aspx>.

² <https://intranet.disa.mil/ca/pubs/circulars/circular.html>

ENCLOSURE 2

RESPONSIBILITIES

1. DIRECTOR OF ADMINISTRATION AND MANAGEMENT (DA&M). The DA&M shall:
 - a. Coordinate DTS policies and relationships between existing DoD Components in the NCR.
 - b. Provide policy guidance and staff supervision for the use of all commercial telecommunications equipment and services by the DoD Components in the NCR.
 - c. Designate a Washington Headquarters Service (WHS) Telecommunications Service Control Officer (TSCO) to serve as the sole point of contact to accomplish coordination with the USAITA and to administer the Telecommunications Service Management Program for all Components supported by WHS.
 - d. Review and approve all requests for installation, relocation, or removal of telecommunications equipment and services for the OSD and WHS Components.
 - e. Budget for OSD and WHS telecommunications requirements.
 - f. Update the organizational section of Reference (e) based on information received from entities supported by WHS.
2. SECRETARY OF THE ARMY. The Secretary of the Army, in coordination with the WHS, shall:
 - a. Administer and operate a DTS in the NCR.
 - b. Review all requests for telecommunications services, facilities, and equipment or changes thereto.
 - c. Acquire the necessary telecommunications services, facilities, and equipment for the DoD Components in the NCR.
 - d. Develop and maintain equitable formulas for assessment of costs to the subscribing DoD Components.
 - e. Maintain current services, facilities, and equipment records and reports for review by the DoD Components on request.

- f. Conduct an inventory of telecommunications services and facilities provided to the DoD Components in the NCR every 2 years. Equipment, primarily switches, shall be inventoried annually.
- g. Conduct a review and revalidation of telecommunications services every 2 years and take action to end uneconomical leases and contracts in coordination with the DoD Components in the NCR. Ending of leases and contracts shall be done so under the advisement of contracting and General Counsel personnel.
- h. Maintain current copies of the 2-year inventory certifications, basic agreements, tariffs, and communications service authorizations to facilitate monthly certification of telecommunications services and equipment.
- i. Train and certify DoD Component-appointed TSCOs who, under the direction of the Director, USAITA, shall be capable of issuing requests for telecommunications services against basic ordering agreements, maximum limit communications services authorizations, and other contracts, as defined in the Defense Federal Acquisition Regulation (Reference (h)).
- j. Ensure implementation of internal management controls to safeguard telecommunications assets and to properly certify bills.
- k. Develop, publish, and maintain Reference (e) in accordance with this Instruction.

3. HEADS OF THE DoD COMPONENTS. The Heads of the DoD Components shall:

- a. Designate and forward to the Director, USAITA, the names, office addresses, and phone numbers of officials assigned by the DoD Component as responsible for budgetary and fiscal matters. The officials so designated shall:
 - (1) Monitor, document, and maintain records of telecommunications expenditures.
 - (2) Submit a DD Form 448, "Military Interdepartmental Purchase Request," each fiscal quarter to pay for services rendered by USAITA (e.g., moves, administrative changes).
- b. Designate and forward to the Director, USAITA, the names, office addresses, and phone numbers of officials designated to act as the TSCO. Officials designated as the TSCO shall be trained and certified by the Army before assuming TSCO duties.
- c. Ensure internal management controls are implemented to safeguard telecommunications assets, including the certification of bills.
- d. Provide the Director, USAITA, copies of all long-haul telecommunications service requests, with at least one service point in the NCR, so USAITA can coordinate the provisioning of equipment and long-haul service with the local service facilities.

- e. Assume responsibility for payment of costs associated with telecommunications support.

4. WHS TSCO. The WHS TSCO shall:

- a. Serve as the DoD Component's sole point of contact with the USAITA and service vendors for requisitioning telecommunications equipment, services, facilities, and equipment in the NCR.

- b. Review all requests from DA&M and OSD Components for telecommunications service in the NCR and determine compliance with the guidelines in this Instruction. Those reviews should result in actions to eliminate services that are uneconomical or no longer required.

- c. When requested service requirements will not comply with this Instruction, ensure that the required written justification accompanies the request.

- d. Review internal requirements to determine actual need, taking into account the potential impact of pending reorganizations, moves, and manpower changes.

- e. Work directly with vendors to order routine services. Routine services include line installations, line and station disconnections, moves, rearrangements, and pager and mobile technology service and equipment requests.

- f. Review call detail printouts of DoD Components long-distance calls; verify that long-distance calls were for official Government business; identify unofficial calls and the person or persons responsible; and advise management to take disciplinary actions against repeat offenders.

- g. Review requests and other services provided.

- h. Ensure funding has been provided by the service requestor before ordering services from the USAITA.

- i. Maintain existing billing account codes (BACs) and abolish BACs that are no longer needed.

- j. Coordinate large or difficult telecommunications requirements (e.g., moves, telephone line conversions, and reorganizations) with the USAITA.

- k. Develop and maintain an inventory of the telecommunications equipment and services available to DoD Components in the NCR.

- l. Coordinate with the Financial Management Directorate (FMD), Information Technology Resource Management Office, WHS, to validate the DA Form 4445-R, "Usage Report," ensuring that all services billed to WHS are being provided.

m. Review all monthly billings for accuracy and validity and submit them for payment through the appropriate FMD, WHS process with a statement that they are considered proper for payment.

n. Develop and maintain a standardized format and automated system to expedite and/or streamline the processing of telecommunications requirements.

ENCLOSURE 3

PROCEDURES

1. GENERAL PROVISIONS

a. This enclosure provides the basic requirements and standards for provisioning telecommunications equipment and support services in the NCR. It also establishes ground rules for oversight and management of the telecommunications services and support throughout the NCR.

b. When requests to the TSCOs for telecommunications services deviate from this Instruction, specific written justification for the desired variance shall accompany those requests.

c. Vendors shall use approved provisioning systems to fill telecommunications services, facilities, and equipment requests placed by the TSCOs for the DoD Components in the NCR.

2. ESSENTIAL SERVICE

a. DoD Components with key personnel whose assignments in the NCR during a disaster or emergency require uninterrupted official telephone service shall submit their requirements in writing to the USAITA. The request shall include the name, position title, and telephone number of such key personnel. The DoD Components shall provide continuous updates of their key personnel requirements to the USAITA.

b. DoD Components with key personnel whose assignments in the NCR during a disaster or emergency require uninterrupted residential telephone service shall submit their requirements in writing to the USAITA. The request shall include the name, position title, and telephone number of such key personnel. The DoD Components shall provide continuous updates of their key personnel requirements to the USAITA.

c. For both services, in coordination with WHS/ITMD Telecommunications, USAITA will communicate the disposition of the requests to the DoD Components. If denied, the DoD Component will be required to submit a waiver request to the DA&M for further consideration and final decision authority.

3. TELEPHONE DIRECTORY LISTINGS

a. Requests for listings in the alphabetical section of Reference (e) shall be submitted electronically through the DTS Web Site at <https://www.dtsw.army.mil>.

b. Requests for listings in the organizational section of Reference (e) shall be submitted electronically through the DTS Web Site.

4. TELEPHONE CALLING CARDS

a. Telephone credit cards may be used for official business. Official calling cards shall not be used to make calls from the individual's permanent duty station in the NCR with the exceptions of service-affecting outages or emergencies.

b. Requests for official telephone calling cards shall be submitted electronically through the DTS Web Site at <https://www.dtsw.army.mil> by the DoD Component TSCO. The customer will be provided a status electronically of due dates and notified when calling cards are ready for pick up or services have been completed.

c. Holders of official telephone calling cards shall be instructed by their respective DoD Component that loss of calling cards be reported to the Component TSCO immediately. The TSCO shall notify the USAITA of the lost cards.

d. Care shall be taken to ensure that persons no longer eligible surrender their cards to the respective DoD Component TSCO for cancellation.

5. BILLING AND COST ACCOUNTING PROCEDURES. The DoD Components shall be billed for the actual charges incurred.

a. Costs for DoD direct dial long distance (DDLDD) calls shall be billed to each applicable DoD Component for calls dialed.

b. Calls placed by DTS subscribers to the public-switched network in the NCR incur charges by message unit (each call). Each DoD Component shall be billed for applicable calls incurred by their agency.

c. Prorated costs shall be billed to each DoD Component for common equipment and common services.

d. Costs for dedicated data networks shall be billed to the DoD Components based on charges incurred for their specific Component.

e. Costs for Army overhead charges to support DTS shall be prorated and billed to each DoD Component, in support of their Agency-specific telecommunications support and/or service. This includes salaries of USAITA employees required to support the DTS and miscellaneous charges for office equipment, supplies, and administrative support costs.

f. DoD Components will incur recurring and nonrecurring costs for their Agency-specific lines and station equipment.

g. DoD Components shall be billed for telecommunication services, facilities, and equipment charges incurred by their Component.

ENCLOSURE 4

GUIDELINES FOR TELECOMMUNICATIONS EQUIPMENT AND USAGE

1. EQUIPMENT. The guidelines in this section shall be applied to requests for services to prevent acquisition of unnecessary equipment and to ensure that overall DoD Component equipment levels, as determined by these guidelines, are not exceeded.

- a. Stand-alone private branch exchanges (PBXs), Internet Protocol PBX, and PBX-like systems are not authorized unless specifically approved by the Director, USAITA.
- b. All voice equipment connecting to the Defense Switched Network (DSN) or Defense Red Switch Network (DRSN) must be Joint Interoperability Test Command (JITC)-certified.
- c. Decorator-styled telephones shall not be approved or installed.

2. USAGE

a. All telecommunications equipment, services, and facilities shall be used only for authorized purposes in accordance with section 2-301 of DoD 5500.7-R (Reference (j)).

b. The DoD Components shall receive monthly information of long-distance calls dialed. The Component TSCOs shall verify that calls made were for official business. When unauthorized use of the system is detected, investigations shall be made to identify the caller involved and appropriate action taken.

c. Long-distance calls through the DSN, the DDL D, and commercial long-distance carrier facilities shall be utilized only in conjunction with mission-related operations. Maximum use of the DoD common-user systems should be made to ensure interoperability and economy to the maximum extent feasible. Each DoD Component shall establish procedures to verify that long-distance calls are for official Government business.

d. Commercial lines from telephone companies or other telecommunications service providers shall not be installed in the NCR without prior contractual approval from the Head of the DoD Component.

e. The DoD Components may purchase their DoD telephone directories from USAITA through the DTS Web site; they are available in hard copy and CD format. DoD telephone directories are the property of the Federal Government and may not be diverted to personnel for private use.

ENCLOSURE 5

DoD TELEPHONE DIRECTORY LISTINGS

The following guidelines shall be applied to requests for DoD telephone directory listings to ensure that unnecessary detail is not published in Reference (e):

a. Alphabetical Section

(1) There shall be no grade-level restriction on listing personnel of any DoD Component. The official need for the listing and not the employee's grade or rank shall be the determining factor. Only in the most unusual cases will it be necessary to list all employees of a DoD Component. The Component TSCO is responsible for determining the official need before submitting listings.

(2) Listings shall consist of the employee's name, the DoD Component, room number, building or location, and telephone number on the DTS Web Site only.

(3) No internal symbols or codes shall be shown.

(4) Personnel listings shall be shown on DD Form 218, "Department of Defense Telephone Directory Alphabetic Section Change Order," either as "additions" or "deletions." Changes to existing listings shall be made by deleting pertinent listings and adding desired listings.

(5) Titles such as "Mr.," "Mrs.," "Miss," "Ms.," and "Dr." preceding a name shall be omitted. Adjectival designations such as "Jr.," "Sr.," "II," and "III," may be used. Military ranks may be listed, but civilian grades may not be shown.

(6) Branch of Service designation for military personnel such as "USA," "USN," or "USAF" may not be shown except for a Navy Captain or Navy Lieutenant, in which case "USN" shall be listed.

b. Organizational Section

(1) The organizational section comprises organizational listings for each DoD Component. An alphabetized index precedes the organizational listing for ease of reference.

(2) The Heads of the DoD Components shall be listed first in the respective parts of that section, followed by their principal organizational elements.

(3) Organizational listings down to and including branch level or equivalent identifiable organizational segments shall be permitted for each DoD Component listed, such as officially established directorates, divisions, and branches.

(4) Office symbols or codes may be listed parenthetically before the telephone number.

(5) Each DoD Component, or major element thereof, shall provide an information or a locator service number that shall be cited before its listing.

(6) Only the DoD Components, or elements thereof, located in the NCR shall be listed except when approved by the USAITA. The DoD Components in the NCR, which by authorized exception have their own switchboard or telephone directory and are not a part of the DTS system, shall not be included in the telephone directory.

(7) Offices in the NCR serviced solely by commercial telephone facilities may not be listed in Reference (e), unless such services and the requested listing are authorized by the DTS.

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

DA&M	Director, Administration and Management
DDLD	direct dial long distance
DoDD	Department of Defense Directive
DoDI	Department of Defense Instruction
DSN	Defense Switched Network
DTS	Defense Telecommunications System
NCR	National Capital Region
NII	Networks and Information Integration
PBX	private exchange branches
TSCO	Telecommunications Services Control Officer
USAITA	United States Army Information Technology Agency

PART II. DEFINITIONS

Unless otherwise noted, these terms and their definitions are for the purpose of this Instruction.

DSN. Defined in Joint Publication 1-02 (Reference (k)).

NCR. Defined in Reference (k).

NII systems. Includes systems such as the Global Command and Control System, Joint Worldwide Intelligence Communications System, tactical switchboards supporting the Military Service Command Centers, and NII Internal Military Service and Defense Agency local area networks.

telecommunications services. Government-owned and leased telecommunications services, facilities, equipment, and related ancillary equipment and features, pagers, dialers, and intercommunication systems (intercoms), access to the DSN, Federal Technology Service 2001/Networx, and other long-distance facilities; teleconferencing (voice and video) equipment; data communications equipment (such as modems, multiplexers, digital service units, channel services units, etc.); data and voice transmission facilities and network; local area networks; premises (including campus) distribution systems; and switched and non-switched services, systems, and equipment. That includes, but is not limited to, facilities to support voice, data, and video such as coaxial cable (both broadband and baseband), fiber optics, microwave, light wave, cellular, and radio paging.