



## DEPARTMENT OF THE NAVY

NAVAL SEA SYSTEMS COMMAND  
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IN REPLY TO:

NAVSEAINST 2100.2  
Ser 00I/044  
24 Jun 08

### NAVSEA INSTRUCTION 2100.2

From: Commander, Naval Sea Systems Command

Subj: MANAGEMENT OF TELECOMMUNICATIONS SYSTEMS AND SERVICES

- Ref:
- (a) DoD Instruction 8560.1, Communications Security (COMSEC) Monitoring and Information Assurance (IA) Readiness Testing, 9 Oct 07
  - (b) NAVSEAINST 12620.1A, NAVSEA HQ/PEO Telework Program, 26 Dec 01
  - (c) DoD Instruction 4640.14, Base and Long-Haul Telecommunications Equipment and Services, 6 Dec 91
  - (d) DoD Instruction 8100.3, Department of Defense (DoD) Voice Networks, 16 Jan 04
  - (e) OPNAVINST 2100.2, Navy Policy and Procedures on the Issuance, Use and Management of Government-Owned Cellular Phones, Personal Digital Assistants and Calling Cards, 2 Oct 06
  - (f) NAVSEAINST 2300.1, Guidance Concerning the Use of NAVSEA Communications Systems, 27 Jun 97
  - (g) DoD Instruction 5335.1, Telecommunications Services in the National Capital Region (NCR), 3 Nov 93
  - (h) NAVSEA Policy Letter 12-02, NAVSEA Enterprise Policy on Portable Electronic Devices (PEDs), of 15 Apr 02

- Encl:
- (1) Acronyms
  - (2) Sample Letter of Appointment
  - (3) Telecommunications Assets Usage Review Guide

1. Purpose. To establish policy and procedures to ensure the effective, economical, efficient use, and management of Naval Sea Systems Command (NAVSEA) telecommunications equipment, services, and facilities in accordance with references (a) through (h).

2. Scope. This instruction applies to all NAVSEA civilian, military, and contractor personnel using telecommunications equipment, services, and facilities while conducting official Government business.

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Distribution is Unlimited.

3. Discussion. NAVSEA Command Information Office SEA 00I is responsible for providing telecommunications management oversight and support to NAVSEA Headquarters offices, Program Executive Offices (PEOs), and field activities. SEA 00I responsibilities include providing guidance and policy on matters related to issuing and tracking telecommunications equipment, monitoring usage, and reviewing bills for Government-owned telecommunications devices and services.

Telecommunications equipment and services include Blackberrys, cellular phones, air cards, satellite phones, Government Emergency Telecommunications Services (GETS), pagers, calling cards, facsimile machines; access to the Defense Switched Network (DSN) and Defense Red Switch Network (DRSN), Washington Interagency Telecommunications System 3 (WITS 3) (formerly FTS 2001); local and long distance services, and local and long-haul circuits; teleconference (voice and video) equipment; encrypted telephone systems, Secure Telephone Units (STUs) or Secure Terminal Equipment (STE); data communication equipment (such as multiplexers, digital service units, and channel service units); switched and non-switched services, equipment, and commercial systems.

4. Acronyms and Abbreviations are provided in enclosure (1).

5. Policy

a. NAVSEA telecommunications systems shall be used for official use and authorized purposes only.

b. NAVSEA telecommunications equipment shall be used only for transmitting unclassified, official Government information and is subject to security and management monitoring at all times. All NAVSEA telecommunication users are advised of the possibility of monitoring and that use of Department of Defense (DoD) telephone communication systems and equipment constitutes consent to such monitoring in accordance with reference (a). Users may not discuss classified information on any unclassified telecommunications equipment. Classified communication is authorized only through an approved encrypted telephone communication system by use of a STU or STE.

c. Limited personal use of DoD telephones is authorized in accordance with the following guidelines:

(1) Personal local and long distance calls are allowed if the calls do not adversely affect the performance of the employee's official duties or the mission of the Command.

(2) Personal calls cannot result in a charge to the Government, even if the caller intends to reimburse the Government.

(3) Personal long distance calls must be placed to a toll-free number; charged to an employee's home telephone or another non-Government number; or charged to a personal telephone calling card.

(4) Examples of permissible types of personal calls include:

(a) Checking on a family member.

(b) Making or canceling personal appointments.

(c) Checking on the status of home or auto repairs.

(d) Notifying family members of overtime work requirements or other changes in schedules.

(5) Reimbursing the Government for unauthorized calls does not exempt violators from disciplinary action.

d. Whenever possible, personnel should limit personal communication, including Internet use, to authorized break periods or before and/or after-work hours.

e. Any use that would adversely reflect on DoD or that is incompatible with public service (such as, threatening or harassing phone calls or electronic messages; accessing, storing, processing, displaying, or distributing offensive, obscene, sexually explicit or pornographic material or hate literature; unauthorized fundraising, gambling, or similar activities; partisan political activity, political or religious lobbying or advocacy), or any other use that violates statute or is against regulation is not authorized.

f. Installation and use of Government-owned telecommunications equipment and services for telecommuters at

private residences is authorized only in accordance with reference (b).

g. NAVSEA shall conduct an annual Review and Revalidation for all wireless equipment (cellular phones, Blackberrys, pagers, air cards) and calling cards to ensure that equipment and services are still required.

h. Local and long-haul Telecommunications Requests (TRs) shall be submitted in accordance with references (c) and (g) through SEA 00I.

i. DSN is the official DoD switched voice network. Because of its rapid connect capability and potential cost savings over commercial networks, DSN should be used for communications for Command and Control (C2) and non-C2 users. DSN shall not be used when calling within a local dialing area.

j. The following criteria shall be used for determining personnel authorized to receive a Government-owned cellular telephone, Blackberry, air card, calling card, or pager:

(1) Command Staff Personnel: Defined as management personnel involved with the exercise of the Command that is the process through which the activities of military forces are directed, coordinated, and controlled to accomplish a mission.

(2) Essential Emergency Personnel: Defined as personnel involved with support necessary and critical to the safe operation of the activity and its mission 24/7. (This category includes all emergency personnel.)

(3) Key Personnel: Defined as personnel in a billet/position who have responsibilities in the chain-of-command that require immediate notification of critical issues or direct access by higher authorities.

(4) Special Requirement Personnel: Defined as personnel that:

(a) Require frequent travel and/or communication from outside the duty area.

(b) Have unique requirements for a dedicated cellular telephone, Blackberry, air card, calling card, or pager as validated and approved at the Command level.

k. Employees issued telecommunications assets are advised that:

(1) The employee issued a telecommunications asset is responsible for safeguarding its use.

(2) The employee issued a calling card and/or account access code is the only person authorized to use it.

(3) Stolen or missing telecommunications assets must be reported via DD Form 200 to the appropriate official of the issuing activity immediately so that service can be cancelled to preclude unauthorized use or charges.

(4) If a calling card is issued for a special work project or designated time period, that time period must be established at the time that the calling card is issued.

(5) Upon termination, transfer, or request by their supervisor or designated official, persons assigned telecommunications assets must surrender them to the supervisor or designated official.

1. When available, Government office telephones are to be used in lieu of Government-owned cellular phones and calling cards.

## 6. Responsibilities

a. Command Information Office SEA 00I is responsible for oversight of the telecommunication systems and services used to meet mission requirements. SEA 00I develops and implements policy and coordinates services that are managed by organizations external to NAVSEA. Further, SEA 00I develops capabilities to address issues raised by new mission requirements or evaluating entities such as the Inspector General (IG) and Government Accounting Office (GAO), and the need for continuous improvement. SEA 00I shall:

(1) Develop, implement, and support required components of the NAVSEA telecommunications systems and services program.

This process includes formulating and reformulating policy, developing services and programs to perform its telecommunications support role, identifying and resolving problems, and identifying technology to permit the best match between mission needs and resource constraints.

(2) Ensure that designated telecommunications liaisons Points of Contact (POCs) have been appointed for NAVSEA activities, Headquarters directorates, and affiliated PEOs. Designated telecommunications POCs will serve as a conduit between SEA 00I and the organization or activity to resolve issues and problems related to providing telecommunication systems and services support.

(3) Ensure that an Authorized Approving Official (AAO) has been designated to oversee the Defense Information Systems Agency (DISA) Direct Order Entry (DDOE) system telecommunications equipment and services procurement process.

(4) Ensure that policy on the usage of telecommunications devices and services and training information is promulgated to end users.

(5) Ensure that existing contract vehicles are used to procure telecommunications devices and services, when applicable, and that the most economical solution is selected when a contract vehicle does not exist.

(6) Identify appropriate metrics to measure compliance.

(7) Serve as central control and establish policies for NAVSEA Headquarters and affiliated PEOs to accomplish the functions performed by Commanding Officers provided in paragraph b below.

b. NAVSEA Commanding Officers at field activities shall:

(1) Designate primary and alternate POCs to handle all matters related to telecommunications systems and services. They will serve as the focal point regarding telecommunications systems and services for internal and external organizations. Appointment letters for these positions shall be forwarded to SEA 00I. Enclosure (2) is an example of an official appointment letter.

(2) Designate an Authorized Requesting Official (ARO) to handle Telecommunications Requests for circuits.

(3) Establish a monthly Review and Revalidation program for DISA telecommunications equipment and services per reference (c) and ensure that only telecommunications equipment and services with a bona fide Government need are procured and that systems are maintained in a cost-effective configuration.

(4) Conduct an annual Review and Revalidation for all wireless equipment (cellular phones, Blackberrys, pagers, air cards) and calling cards to ensure that equipment and services are still required.

(5) Conduct a monthly Review and Revalidation of wireless telecommunication billing for cellular telephones, Blackberrys, pagers, air cards, and calling cards to verify accuracy, minutes used, and to identify any calls or shared usage that were not for official Government business and resulted in any charge to the Government in accordance to the criteria provided in enclosure (3).

(6) Ensure that existing contract vehicles are used to procure telecommunications devices and services, when applicable, and that the most economical solution is selected when a contract vehicle does not exist.

(7) Establish and maintain a tracking database for telecommunication devices, maintain an accurate, up-to-date inventory of all Government-furnished telecommunications devices. Explicitly identify personnel to whom a device or card has been issued and annotate in the tracking database.

(8) Develop a process for managing telecommunications data calls to ensure that timely responses are received from enterprise.

(9) Implement local policy for Moves, Adds, Changes (MACs), and disconnects for telecommunications equipment and services.

(10) Approve requests for telecommunications equipment and services, including calling cards, and for specific project requirements.

(11) Ensure reimbursement to the Government for negligent physical damage sustained to desktop and cellular telephones while in possession of the user.

(12) Monitor, document, and maintain telecommunications expenditures for 2 years or until billing invoices have been certified and paid.

(13) Ensure that persons using Government-provided telecommunications equipment or services are aware of the limitations on personal use and that what constitutes appropriate limited personal use of Government assets is determined by the supervisor and/or chain of command.

(14) Take appropriate administrative and/or disciplinary action where there is a determination of abuse or violation of telecommunication equipment or services policy.

(15) Ensure that employees assigned telecommunications assets are aware that they are responsible for the safekeeping of those assets.

(16) Ensure that employees assigned telecommunications assets are aware that they must surrender the devices upon termination, transfer, or upon request by their supervisor or designated official.

(17) Ensure that persons assigned a telecommunications asset, including calling cards, sign an acceptance receipt. The receipt shall include, but not be limited to, a notice that the device is Government property, that the assignee must safeguard the device, and that the assignee must not exceed the minutes allocated by the plan covering the device.

(18) Account for cellular telephones, Blackberrys, air cards, pagers, and calling cards as Government property in the same manner as other minor pilferable property.

## 7. Restrictions

a. Government-furnished telecommunications services, equipment, and facilities are not personal property. As such, these can only be acquired by a designated Activity Telecommunications Control Officer (ATCO).



b. Only designated AROs within NAVSEA are allowed to request new orders and/or disconnect circuits. All requests for ordering and/or disconnecting circuits must be processed through the DDOE.

c. Individuals are not permitted to purchase, tamper with or attempt any maintenance and/or repair of, or add extensions to Government-furnished telephone service.

d. Incoming collect calls may be accepted only from authorized personnel for official Government business. The Human Resources Office may accept collect calls from potential employees. Charges incurred for unofficial collect calls must be reimbursed to the Government.

e. Toll calls must be restricted to official business only.

f. Use of 411 directory assistance calls should be a last resort for official Government business. Residential or commercial telephone directories, the Internet, or the base or local telephone operator should be used as the first resource.

g. Although DSN is the official DoD switched voice network and should be used by C2 and non-C2 users, it shall not be used when calling within a local dialing area.

h. Cellular phones with integrated digital cameras are not authorized for use at NAVSEA facilities.

i. The employee issued a calling card and/or account access code is the only person authorized to use it.

j. Employees are prohibited from providing work contact information such as work telephone numbers, work e-mail or facsimile numbers to commercial web sites for promotional services or advertisements. Initial and recurring charges from these contacts can result in unauthorized expense to the Government.



P. E. SULLIVAN

NAVSEAINST 2100.2  
24 JUN 2008

Distribution:  
All SEA Codes  
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**Acronyms**

AAO	Authorized Approving Official
ARO	Authorized Requesting Official
ATCO	Activity Telecommunications Control Officer
C2	Command and Control
DDOE	DISA Direct Order Entry
DISA	Defense Information Systems Agency
DoD	Department of Defense
DSN	Defense Switched Network
DRSN	Defense Red Switch Network
FTS 2001	Federal Telephone System 2001
GAO	Government Accounting Office
GETS	Government Emergency Telecommunications System
IG	Inspector General
MAC	Move, Add, Change
NAVSEA	Naval Sea Systems Command
NCMO	Naval Circuit Management Office
OPNAV	Office of the Chief of Naval Operations
PDA	Personal Data Assistant
PEO	Program Executive Office
POC	Point of Contact
STE	Secure Terminal Equipment
STU	Secure Telephone Unit
WITS 3	Washington Interagency Telecommunications System 3

Sample Letter of Appointment

**Note:** This form may also be used for Authorized Requesting Officials (AROs).

From: Commander,  
To: John Doe, Title

Subj: LETTER OF APPOINTMENT

Ref: (a) NAVSEAINST 2100.2

1. In accordance with reference (a) you are hereby designated as the Activity Telecommunication Control Officer (ATCO). The primary function is to act as liaison to Naval Sea Systems Command Telecommunications Manager, SEA 00I, in providing telecommunications services and facilities to meet operational requirements. You will work with the organization to identify customer requirements in order to determine the best solution that will satisfy the organization's telecommunications needs. Whenever there is a change of primary or alternate liaison, your organization is responsible for sending an updated appointment letter to the NAVSEA Telecommunications Office, attention NAVSEA Telecommunications Manager (SEA 00I).

2. You are hereby appointed as (primary/alternate, whichever is applicable) ATCO for (Department, Directorate, Division/Code, etc.).

/s/ Commanding Officer

I acknowledge receipt of this letter and understand my responsibilities as an ATCO.

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Telephone Number)

\_\_\_\_\_  
(e-mail address)

Copy to:  
NAVSEA 00I

Enclosure (2)

### Telecommunications Assets Usage Review Guide

To establish control and proper use of Government-owned equipment and calling cards, OPNAV Instruction 2100.2 requires Telecommunication Points of Contact to review cellular telephone, PDA and calling card billings monthly to verify accuracy and to identify any calls or usage that are not for official business purposes. The following guidelines may assist in determining unauthorized or improper use of equipment.

1. Check the calendar to see if calls are being made on weekends and holidays.
2. Check the time calls were made. Look for early morning and late night calls. Are there any patterns, such as, calls to same number during same time frame for several days in a row?
3. Review numbers being called, is the same number repeated often? Do numbers being called seem to be to a family plan, for example, same digits except for last number or last two numbers (example: 703-555-1234 and 703-555-1236)?
4. Examine area codes. Are they local? Does the number appear to be a business establishment (such as, ending with zeroes or repeat numbers like 7272)? Is the area code a local area code for cell phone numbers?
5. What time are calls being made during the work day? Is the cell phone user on travel or possibly using the cell phone from the user's desk? OPNAVINST 2100.2, states that, "when available, Government office telephones are to be used in lieu of Government-owned cellular phones and calling cards.
6. Are there costs associated with any of the calls? Is it a call for 411 services? Is it a roaming charge? Is it a charge for text messages? Is it because the individual has exceeded the number of minutes on the pooled plan (although the minutes are pooled) or the call is outside the cellular provider's coverage area (e.g., an overseas call or a call to a vacation/resort area)?

7. Spot check calendars, leave records, etc., to see if the person was on travel or leave during time calls were made?
8. Did calls originate from locations other than the usual travel destinations (such as to vacation spots like Mexico, the Bahamas, etc.)? Was it an official business call to a business number or to a private residence or cellular number?
9. Reverse look-up selected numbers that you question. Use Google, SuperPages, White Pages, etc. to enter the number and get listed information for the land lines of residences and business establishments.
10. Look for lengthy calls (30 minutes or more). Are the calls to the same number several times? Do they repeat on different days? Were they made during the workday, before normal work hours, after hours? Was the person on travel or could they have used a Government desk phone?
11. Total the calls that appear to be to residential phones. For example, does the total number of personal phone calls for the month exceed the official calls (such as, 240 minutes for personal and 38 for business)? Does it appear that the user is making more personal calls or more business calls?
12. A threshold has been set for reviewing monthly telephone usage. If the monthly telephone usage bill for an individual exceeds \$10 for a desk phone, or a \$100 for a wireless cell phone or Blackberry, a review of the calls may be appropriate to see if the types of calls being made are creating charges that exceed the average monthly rate.

**Please note:** This list is intended as a guide for reviewing bills to detect possible misuse and abuse. It is not all inclusive, and reviewers should incorporate any other methods deemed useful that will assist them in verifying and validating the authorized usage of devices.