

\*\*\*\*\* UNCLASSIFIED// \*\*\*\*\*

Subject: NRRW REGION TELEPHONE OFFICE (RTO)

Originator: COMNAVREG NW SEATTLE WA(UC)

DTG: 030636Z Dec 09

Precedence: ROUTINE

DAC: General

To: AL ALL SHOREACTS NAVREG NW AREA(UC)

Cc: NCTAMS PAC DET PUGET SOUND WA(UC), COMNAVREG NW SEATTLE WA(UC)

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UNCLASSIFIED//

FM COMNAVREG NW SEATTLE WA

TO ALL SHOREACTS NAVREG NW AREA

INFO NCTAMS PAC DET PUGET SOUND WA

COMNAVREG NW SEATTLE WA

BT

UNCLAS //N02300//

MSGID/GENADMIN/COMNAVREG NW/N6/-/NOV//

SUBJ/NRRW REGION TELEPHONE OFFICE (RTO)// POC/WADE SCHMIDT/CIV/CNRNW

N6/BREMERTON, WA/DSN: 627-6200/

TEL:(360)627-6200/EMAIL: WADE.SCHMIDT(AT)NAVY.MIL// GENTEXT/REMARKS/ 1.

THE REGION TELEPHONE OFFICE (RTO) SUPPORTS TELEPHONE SERVICES FOR  
SELECTED COMMANDS IN NAVY REGION NORTHWEST AT NAVAL AIR STATION WHIDBEY  
ISLAND, NAVAL STATION EVERETT, NAVAL BASE KITSAP (BANGOR, KEYPORT,  
BREMERTON, AND MANCHESTER) AND NAVAL MAGAZINE INDIAN ISLAND.

2. EACH INSTALLATION HAS AN RTO REPRESENTATIVE, THE INSTALLATION  
TELEPHONE COORDINATOR (ITC). THE ITC PERSONNEL FOR EACH BASE ARE:

A. NASWI

BEA MCCOLLUM, DSN 820-8964 / (360)257-8967

BRIGIDA.MCCOLLUM(AT)NAVY.MIL IN BLDG. 113

B. NSE FOR LAND LINES

RICHARD MORRIS, DSN 727-3324 / (360)304-3324

RICHARD.L.MORRIS(AT)NAVY.MIL IN BLDG. 2000

NSE FOR CELL PHONES

ALAN FREYD, DSN 727-3652 / (360)304-3652

ALAN.FREYD(AT)NAVY.MIL IN BLDG. 2000

C. NBK AND NMII

DORIS ZELLERS, DSN 322-1000 / (360)315-1000

DORIS.ZELLERS(AT)NAVY.MIL AT BANGOR, BLDG. 1100, RM 110

LORRI STANDARD, DSN 322-1000 / (360)315-1000

LORRI.STANDARD.CTR(AT)NAVY.MIL AT BANGOR, BLDG. 1100, RM 110 3.

THE ITC FOR YOUR BASE SHOULD BE THE FIRST POINT OF CONTACT FOR ALL  
TELEPHONE ISSUES. THE ITC PROVIDES:

A. A LOCAL PERSON THAT WILL TAKE RECEIPT OF TELEPHONE WORK REQUESTS  
(TWR'S) AND PROPERLY PROCESS THE TWR'S.

B. LIAISON AND GUIDANCE TO INSTALLATION CUSTOMERS REQUESTING  
TELEPHONE (CELLULAR AND LAND LINE) SERVICES, INCLUDING PROVIDING  
ALTERNATE SOLUTIONS TO MEET CUSTOMER REQUIREMENTS WHEN THE RTO  
ANTICIPATES TECHNICAL PROBLEMS, EXCESSIVE COSTS, OR SIGNIFICANT TIME  
DELAYS RESULTING FROM REQUIREMENTS DELINEATED IN THE ORIGINAL REQUEST.

C. INSTALLATION CUSTOMERS WITH FEEDBACK REGARDING STATUS AND PROGRESS  
OF THEIR TWR'S.

D. LIAISON BETWEEN TELEPHONE TECHNICAL PERSONNEL AND THE INSTALLATION  
CUSTOMERS ON PROBLEMS OR DELAYS, AND ADJUSTING SCHEDULES OR DIVERTING  
PERSONNEL OR EQUIPMENT FROM LOWER PRIORITY WORK TO MEET CRITICAL  
MILESTONES.

E. TRAINING TO INSTALLATION CUSTOMERS IN THE PROPER USE OF ENHANCED FEATURES (I.E., VOICE MAIL, MESSAGE FORWARDING, CONFERENCE CALLING, ETC.).

F. PROCESS MONTHLY BILLING INFORMATION AND PROVIDE IT TO THE INSTALLATION CUSTOMERS FOR VALIDATION AND MONTHLY BILL RECONCILIATION.

G. ADVISE CUSTOMERS OF CURRENT ON-GOING ACTIVITY THAT MAY IMPACT TELECOMMUNICATIONS OPERATIONS ON THE BASE.

H. UPDATE CUSTOMERS ON CHANGES TO POLICY AS IT PERTAINS TO TELEPHONE COMMUNICATIONS.

I. BE FAMILIAR WITH THE INSTALLATION COMMUNICATIONS EQUIPMENT IN ORDER TO EDUCATE NEW EMPLOYEES AND TO CONDUCT BASIC TROUBLESHOOTING.

4. AFTER REVIEWING THE TWR'S FOR TECHNICAL ACCURACY, COST EFFECTIVENESS, AND PROPER PLANNING, THE ITC'S WILL SUBMIT THE TWR'S TO THE RTO FOR APPROVAL BY THE TELEPHONE CERTIFICATION OFFICER (TCO).

THE NRRW TCO'S ARE:

A. PAMELA CARPENTER, DSN 322-1906 / (360)315-1906

PAMELA.A.CARPENTER(AT)NAVY.MIL AT BANGOR, BLDG. 1100, RM 110

B. WADE SCHMIDT, DSN 627-6200 / (360)627-6200

WADE.SCHMIDT(AT)NAVY.MIL AT BREMERTON, BLDG. 864, RM 110 5. ACTION:

A. EACH COMMAND BEING SUPPORTED BY THE NRRW RTO SHOULD APPOINT A COMMAND TELEPHONE COORDINATOR (CTC) AND PROVIDE THEIR CONTACT INFORMATION TO THE APPROPRIATE ITC. UNLESS THE ITC IS OTHERWISE INFORMED, THE COMMAND IT POC WILL ALSO BE CONSIDERED TO BE THE CTC.

B. DURING THE CURRENT CONTINUING RESOLUTION, ALL COMMANDS SHOULD WITHHOLD SUBMITTING TWR'S FOR MOVES, ADDS, OR CHANGES (MAC'S) UNLESS THE TELEPHONE ACTION BEING REQUESTED IS MISSION CRITICAL. REPAIR REQUESTS WILL BE ACCEPTED AND ACTED UPON AS USUAL.// BT

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