



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON BADEN-WUERTEMBERG
UNIT 29237
APO AE 09014-9237

IMEU-BW-ZA

7 July 2011

MEMORANDUM SEE DISTRIBUTION

SUBJECT: United States Army Garrison (USAG) Baden-Wuerttemberg Command Policy Memorandum #40, Government Wireless Voice Communication Systems

1. References:

a. AR 25-1, Army Information Management and Information Technology Management, 04 Dec 08.

b. DoD 5500.7-R, Joint Ethics Regulation, # Second Amendment (Ch 6, 23 Mar 06).

c. DA Pam 710-2-1, Using Unit Supply System (Manual Procedures), 31 Dec 97.

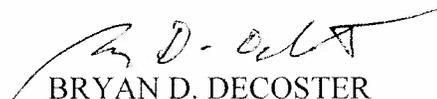
d. AE Supplement 1 to AR 25-1, Army Knowledge Management and Information Technology, 5 Jul 10.

2. This policy provides a Standing Operating Procedure (SOP) (enclosed) and establishes the USAG-BW policy for use of government issued cellular telephone and BlackBerry devices. The SOP primarily mirrors guidance of the Joint Ethics Regulation, reference 1b, above, and prescriptive guidance governing cell phones and their use at reference 1d.

3. The use of cell phone systems is for official use only. Where guidance in this policy/SOP conflicts with AR 25-1 the latter guidance will apply.

4. Point of contact for this policy is the USAG-BW Telephone Control Officer, DSN 373-5377/5158.

Encl
as


BRYAN D. DECOSTER
COL, MI
Commanding

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SUBJECT: United States Army Garrison (USAG) Baden-Wuerttemberg Command Policy
Memorandum #40, Government Wireless Voice Communication Systems

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**Standing Operating Procedure to USAG BW Command Policy Memorandum #40,
Government Wireless Voice Communication Systems**

1. Army Regulation 25-1 requires that all units must manage and conserve telecommunications assets. Cell and BlackBerry phones are an essential capability but expensive. They allow the garrison work force to conduct business while away from their regular place of duty but must be properly used. The garrison goal is to maximize the efficiency of cell phones and find ways to minimize costs.

a. Garrison Commanders are designated as issuing authorities for cell phones for their units.

b. USAG Commanders.

(1) Indirect Reporting Garrison (IRG) or Directors and Special Staff (USAG B-W) will appoint in writing a primary and alternate Telephone Control Officer (TCO) for a specific period time to ensure that unit telecommunications assets are responsibly managed IAW references. The TCO helps manage cell phones issued within a unit.

(2) TCO will attend the TCO course of instruction to enable completion of duties and responsibilities. TCO and Information Management Officer responsibilities will not be assigned to the same individual.

(3) Distribute their allocated cell telephone and BlackBerry's throughout their command to support on-going missions.

(4) Are responsible for ensuring the proper use of cell telephone and BlackBerry's at all times and taking the appropriate action when abuse or improper use is determined.

(5) Provide a copy of the Garrison TCO appointment memorandum to the TCO, USAG Baden-Wuerttemberg, ATTN: IMEU-BW-PL IT. Attach a copy of the completion of the TCO course of instruction when submitting TCO appointment orders.

(6) Include TCO activities in organizational inspections (AR 1-201).

c. Telephone Control Officers.

(1) USAG B-W will ensure a copy of his/her appointment (and TCO course completion certification) is provided to USAREUR G6 and will also maintain a copy of individual orders for staff level appointments and TCO course completion certificates.

(2) IRG TCO will maintain a copy of individual staff or directorate TCO appointments and certificates. TCO manage unit cellular phones and BlackBerry devices.

(3) TCO will manage unit cell phones which includes among other requirements

accountability for standard cell telephone and BlackBerry cellular telephones, by name of the user assigned the cell phone, name of the unit (for B-W the staff element) to which the individual is assigned, DSN number of the user, cell-phone SIM chip serial number and hand set model, cell telephone number, checking for abuse, monitoring detailed cell phone bills and providing periodic reports.

(4) The TCO will additionally send a list of cell-phone activations and deactivations each quarter to the USAREUR G6, validation reports, and other information as directed. When required, the TCO will compile statistics on cell-phone use and provide them to command.

(5) Individual files will be maintained on every user issued a standard cell phone or BlackBerry device. TCO will maintain a continuously updated data base of all cell and BlackBerry phones, with the information shown at (3) above. Reports to USAREUR G6 (copy furnished DPTMS B-W) will be compiled and sent the last Wednesday monthly, by Email.

(6) As announced annually by USAREUR G6 (each November) provide revalidation requirements of quantities and requirements for cell phones by reporting the previous fiscal year data; submit reports in EXCEL format (or other format as directed) to USAREUR G6 (AEAIM-A) copy furnished to DPTMS, USAG B-W.

(7) TCO will conduct monthly turn in of damaged phones or chips and maintain documents reflecting these actions. Require reports of lost or damaged cell phones from subordinate TCO and TCO of Directorates, and Special Staff.

(8) The reissue of another cell or BlackBerry phone based on loss or damage will not occur until documentation has been submitted to show how the loss or damage happened. Reissue is only approved by the Garrison Commander. The documentation may be utilized for a financial liability investigation of property loss (FLIPL) pursuant to AR 735-5, and/or any other action deemed necessary.

(9) Reissue of another cell phone to an individual who has lost or damaged 2 phones, whether in succession or not, will be approved only as an exception. Requests under this circumstance will be fully documented and requests submitted up the chain to Garrison Commanders.

(10) It is a TCO responsibility to validate the authorization and continuing need for cell phones and BlackBerry devices and services. USAG Commanders should not act on cell phone or BlackBerry device requests until TCO validation occurs. For the purposes of validation, TCO must have a request for issue (DA Form 3953) signed at the Directorate level, a statement reflecting employee/Soldier duty position in the organization, circumstances of loss or damage, actions taken by command to avoid recurrence, what mission impact if another cell phone is not issued.

(11) When second loss or damage occurs, Deputies to the Commander (DGC) will not approve 'For' Garrison Commanders for reissue. The unit TCO will ensure that all appropriate individual records are readily available for audit.

(12) The loss or damage of a third cell or BlackBerry device will result in action taken appropriate to the loss or damage. No further cell phone or BlackBerry will be issued.

d. Additional TCO responsibilities for cell phone/BlackBerry management.

(1) Validate the continuing need for cell phones and BlackBerry devices.

(2) Ensure servicing Dial Central Office (DCO) has a list of all cell telephone and BlackBerry instruments.

(3) Providing the supporting DCO with a copy of appointment orders and a signature card.

(4) TCO will require that each individual user will sign for their respective cellular telephone on DA Form 2062 and read and sign Statement of Understanding for Cell Phone Usage, enclosure to this SOP. The TCO will train cell-phone users on the proper use of cell phones. The TCO will emphasize the consequences of roaming charges and the use of "1-800" services.

(5) Reporting misuse, abuse, overuse, or unauthorized use to the commander.

(a) Cell phones/BlackBerry devices will be monitored for abuse.

(b) Individuals abusing telephone services are subject to administrative actions and will be required to reimburse the US government.

(c) Commanders will enforce commercial-call limits, investigate the improper use of official telephones (in this case cell phones/BlackBerry devices), and prosecute abusers.

(d) USAREUR G6 also identifies suspected unofficial calls and notifies USAGs, directing that investigations be made, and reports of investigations forwarded.

(e) Abuse (calls to be investigated) includes but are not limited to calls lasting longer than 1 hour; calls costing more than \$25; calls to destinations outside Europe; repeated calls to the same number; common military business calls to DSN-E numbers made on or through commercial systems. Other suspected misuse or abuse will be addressed on a case by case basis.

(f) Use of cell/BlackBerry services when desk telephones (DSN) are readily available is not permitted.

(g) Call forwarding is allowed to an official cell phone for a period not to exceed 12 hours.

2. Procurement of cell and BlackBerry phones is through 5th Signal Command or through a local service vendor.

a. Funding will be made by MIPR to 5th Signal Command or to the contractor.

b. In choosing option 2, TCO will ensure they receive a monthly, itemized billing statement.

3. Proper use of cell phones is in accordance with references.

a. Cell phones will not be used-

(1) Whenever fixed DSN, desk phones are present.

(2) For international personal use. Limited local personal use as prescribed in paragraph 6-1e, AR 25-1 is allowed. Commanders may choose to limit this to within a user's included monthly national minute plans and this information will be included in the User Agreement.

(3) For clarity, paragraph 6-1e, AR 25-1 is quoted below:

"e. Authorized uses of communication systems. Authorized use includes brief communications made by DOD employees while they are traveling on Government business to notify family members of transportation or schedule changes. They also include personal communications from the DOD employee's usual workplace that are most reasonably made while at the work place (such as checking in with spouse or minor children; scheduling doctor and auto or home repair appointments; brief Internet searches; e-mailing directions to visiting relatives). Such communications may be permitted, provided they—

(1) Do not adversely affect the performance of official duties by the employee or the employee's organization.

(2) Are of reasonable duration and frequency, and, whenever possible, are made during the employee's personal time, such as during lunch, break, and other off-duty periods).

(3) Are not used for activities related to the operation of a personal business enterprise.

(4) In the case of long distance (toll) calls, are—

(a) Charged to the employee's home phone number or other non-Government numbers (third party call).

(b) Made to a toll-free number.

(c) Charged to the called party if a non-Government number (collect call).

(d) Charged to a personal telephone card.

(5) Of a legitimate public interest (such as keeping employees at their desks rather than requiring the use of commercial systems; educating DOD employees on the use of communications systems; improving the morale of employees stationed for extended periods away from home; enhancing the professional skills of DOD employees; job-searching in response to Federal Government downsizing)."

b. When issuing cell or BlackBerry phones commanders or TCO will also remind users of their obligations under DoD 5500.7-R, Joint Ethics Regulation, # Second Amendment (Ch 2, 25 Mar 96), reference paragraph 1b, basic memorandum. They are-

(1) Reminder that Federal Government communication systems and equipment paid for by the Federal government shall be for official use and authorized purposes only.

(2) Deemed necessary in the interest of the Federal Government.

(3) For authorized purposes only when traveling on Government business, do not adversely affect the performance of official duties of the employee or organization, are of reasonable duration and frequency.

(4) Serve a legitimate public interest.

(5) Do not put Federal Government communications systems to uses that would reflect adversely on DoD or the DoD Component (re: such as pornography; chain letters; unofficial advertising, etc).

(6) Do not overburden the communications system, create no significant additional cost to DoD or the DoD Component.

(7) If long distance communications are charged to the DoD employee's home telephone or other non-Federal Government telephone number; made to a toll-free number; reversed to the called party, charged to a personal credit card or (charges) otherwise reimbursed to DoD or the DoD Component.

c. Cell or BlackBerry phones will also not be used-

(1) As the primary means of communications on post, in garrison, and in facilities where other, less-costly means of communications exist (reminder not to use cell phones sitting at office desk when DSN is readily available).

(2) For health, morale, and welfare calls.

(3) For transmitting data when less-costly systems are available.

(4) In medical treatment facilities where they may disrupt medical equipment.

(5) To gain access to the World Wide Web.

(6) In meetings where classified or sensitive information is being discussed unless the battery is removed.

(7) To subscribe to download services such as ring tones, novelty pictures or film clips, and news services.

(8) While operating privately owned vehicles on DOD installations or Government-owned vehicles unless the vehicle is safely parked or the cell phone is a hands-free device. The only exception to this is emergency personnel (Fire, MP, EOD, HAZ responders, etc). Bluetooth technology, including Bluetooth hands-free solutions for cell phones, is not authorized in the Army in Europe.

4. Lost or stolen cell phones will be immediately reported to the Garrison (or Directorate/Special Staff) TCO. The TCO will take action to contact the Telecommunications Ordering Officer or contractor and deactivate the SIM chip to ensure the Government is not charged for unauthorized use.

5. BlackBerry Devices. BlackBerry cellular telephones are authorized only as directed in basic memorandum, this policy/SOP, paragraph 1e above, and guidance by Deputy to the Commander, USAG Baden-Wuerttemberg, for the following:

a. BlackBerry phones will be provided to the Command Group staff, Commander, Deputy Commander, and the Command Sergeant Major at both Direct and Indirect Report Garrisons. The Chaplain at a Direct Report Garrison is authorized a BlackBerry cellular telephone, and Directors, Emergency Services (DES), and Family, Morale, Welfare, Recreation (DFMWR), USAG Baden-Wuerttemberg, for a total of 6 BlackBerry cell phones.

b. Indirect Report Garrisons are authorized a total of 3 BlackBerry cell phones (if staffing warrants).

c. BlackBerry phones over and above those for the Command Group can be distributed at the discretion of the Commander.

d. No BlackBerry cellular telephones will be held in reserve.

e. Each USAG incurs all recurring and non-recurring costs for BlackBerry and associated equipment. For Chaplains, the IMCOM-Region RM will transfer funds to the USAGs (Direct) in the amount of \$3K per year for each BlackBerry issued to the Chaplains (reference basic memorandum, this policy/SOP, paragraph 1e, above).

f. If a BlackBerry is lost or stolen it will be immediately reported to the BlackBerry Enterpriser Server (BES). BES will issue a "kill" command for the device, wiping all data from it.

g. Systems Administrators (SA) will perform a wipe using javaloader on new or reissued BlackBerry handheld devices.

6. Responsibilities.

a. Commanders or Directors/Special Staff heads.

(1) Properly appoint in writing the primary and alternate Telephone Control Officer (TCO); ensure the appointed individual receives TCO training and that a copy of such certification is maintained, provided to DCO in compliance with references; ensure that unit telecommunications assets are responsibly managed.

(2) In conjunction with the properly appointed TCO distribute their allocated cellular telephone and BlackBerry's throughout their command to support on-going missions.

(3) Ensuring the proper use of cellular telephone and BlackBerry's at all times and taking the appropriate action when abuse or improper use is determined.

b. Telephone Control Officers.

(1) Manage unit cellular phones and BlackBerry devices.

(2) Prepare appropriate reports and files, and maintain documents justifying the use of unit cell phones and BlackBerry devices.

(3) Comply with all other provisions and directives of AR 25-1, AER Supplement 1 to AR 25-1, and this policy/SOP.

(4) The unit TCO will ensure that all appropriate records are readily available for audit.

(5) Ensure that before reissuing a cellular telephone, stored numbers, personal greetings, pictures, and any other personal entries are removed.

(6) Attend prescribed TCO training. Course quota can be obtained at <https://itt.eur.army.mil>. This 8-hour course is designed to provide participants with the necessary knowledge base and skill set to understand and work with the USAREUR policies and tools used for the job responsibilities of a Telephone Control Officer and contain the following modules:

- Telephone Control Officer and BlackBerry.
- Module 01: TCO Responsibilities and Duties.
- Module 02: Automation Tools for TCO.
- Module 03: Overview of BlackBerry Devices and Operations.
- Module 04: BlackBerry Army Europe Policies.
- Module 05: IAMP and A&VTR Overview.

c. User responsibilities.

- (1) Read, sign and comply with the Statement of Understanding for Cell Phone Usage.
- (2) Abiding by the guidelines established by this policy and its procedures.
- (3) Immediately report a lost or stolen cell or BlackBerry phone to unit TCO.
- (4) Reimbursing the Government for the repair or replacement cost of a damaged, lost or stolen cellular telephone and BlackBerry and/or SIM card due to negligence.
- (5) Returning the cellular telephone and BlackBerry to the unit TCO when it is no longer required to carry out work assignments, and updating appropriate hand receipts. Do NOT give a cell or BlackBerry phone to your replacement without having first turned the phone in to the TCO. The TCO will examine the phone for misuse, clear/clean it in accordance with instructions in this policy/procedure, and reissue the phone to a designated user.
- (6) Ensure that an unauthorized user is not given access to a government cellular phone or BlackBerry. However, a user may be required by the unit TCO to share a cellular telephone with other authorized users within their unit for efficiency and to reduce costs.
- (7) Ensure that no PIN code label is attached to the backside or inside of the cellular telephone cover. This is to ensure that in the event that the cellular telephone is lost or stolen, the PIN code is not readily available to an unauthorized user. In the event that a user tries to activate a cellular telephone with the wrong PIN code, the telephone cannot be activated after the third try. To restore service, a user must provide the unit TCO with the SIM card number, telephone number, cellular telephone make/model, and the PIN code. **IMPORTANT:** the assigned PIN code numbers will not be changed or altered nor will the user add a personal PIN code to the instrument itself.

Tab 1 – Statement of Understanding for Cell Phone Usage

ARMY IN EUROPE CELL PHONE/BLACKBERRY/UNIVERSAL MOBILE TELECOMMUNICATIONS SYSTEM (UMTS) CARD USER AGREEMENT (AE Suppl 1 to AR 25-1)		
NOTE: This information may be used to contact a cell phone or BlackBerry user in the event of a security incident or emergency.		
References		
Defense Information Systems Agency (DISA) Wireless Security Technical Implementation Guide (STIG) AR 25-1, Army Knowledge Management and Information Technology USAREUR Supplement 1 to AR 380-6, Department of the Army Information Security Program AE Pamphlet 25-1, Information Technology Support and Services		
Part I - Personal Information		
1. Last name	2. First name	3. Grade
4. Organization	5. Building	6. Room number
7. Business telephone number	8. E-mail address	
Part II - Cell Phone/BlackBerry/UMTS Card Information		
The following preventive measures are requirements to ensure that use of a cell phone, BlackBerry, or UMTS card does not result in the release of DOD information to unauthorized persons.		
1. Due to the cost of using mobile telephones (herein referred to as cell phones), management control over active Subscriber Identity Module (SIM) chips is required. For clarity, a cell phone is defined as the combination of an active SIM chip with either a cell phone, personal digital assistant (PDA), or BlackBerry handset. This agreement also covers UMTS cards.		
2. BlackBerry users will complete all required training before receiving their device. If short message service (SMS) is authorized, users will complete the additional required information assurance training as specified in the DISA STIG.		
3. By signing this document, you acknowledge and consent to the following conditions:		
a. The U.S. Government routinely intercepts and monitors communications on this information system for purposes including but not limited to penetration testing, communications security monitoring, network operations and defense, personnel misconduct, law enforcement, and counterintelligence investigations.		
b. At any time, the U.S. Government may inspect and seize data stored on this information system.		
c. Communications using or data stored on this information system are not private and are subject to routine monitoring, interception, and search. Communication may be disclosed or used for any U.S. Government-authorized purpose.		
d. This information system includes security measures (for example, authentication and access controls) to protect U.S. Government interests — not for your personal benefit or privacy.		
4. Use of cell phones, BlackBerries, and UMTS cards while deployed, on temporary duty (TDY), or on vacation.		
a. Cell phones, BlackBerries, and UMTS cards incur high roaming fees when used outside of the geographic area where the service was registered. Because of the high costs these devices will not—		
(1) Be taken on deployment. These devices will be returned to the unit telephone control officer (TCO) before deployment. Exceptions must be approved by the USAREUR G3 as a requirement.		
(2) Be taken on TDY outside of the registered service area exceeding a period greater than 2 weeks or be taken on vacation unless approved by the unit commander or directorate:		
(a) Only official calls may be made or received while in a roaming status.		
(b) On arrival at a TDY location, one check-in phone call may be made to Family members. This phone call is not to exceed 5 minutes.		
(c) BlackBerry users will check security personnel before traveling to certain countries.		
b. Cell phones, BlackBerries, or UMTS cards will NOT be used—		
(1) For other than official Government business. Private use is prohibited.		
(2) As the primary means of communication on post, in garrison, or in a facility where other, less costly means of communication exists (for example, DSN, official, commercial telephones). Personnel should always use the least expensive means of communication.		

1. Last name	2. First name	3. Grade	
Part II - Cell Phone/BlackBerry/UMTS Card Information (Continued)			
<p>(3) For health, morale, and welfare calls, or personal browsing.</p> <p>(4) For out-of-country (international) calls, unless the time, location, or other circumstances do not permit the use of other telephone services.</p> <p>(5) For transmitting data when less costly systems are available.</p> <p>(6) In areas where prohibited by local law or regulation (for example, some healthcare facilities).</p> <p>c. Authorization for cell phone service applies only to the designated user or unit. Authorized users or units will not issue cell phones to users or units that are not authorized the service.</p> <p>d. Lost or stolen cell phones will be reported immediately to the TCO. Lost or stolen BlackBerrys will be treated the same as a lost laptop and must be reported to your chain of command and the Enterprise Service Desk.</p> <p>e. Except for use with a BlackBerry common access card reader, Bluetooth is not authorized for use.</p> <p>f. Personnel are prohibited from using Government-issued cell phones while driving unless a hands-free feature has been installed in the vehicle. Additionally, any form of SMS texting is prohibited.</p> <p>g. Users will be held liable for receipt of personal calls and roaming charges for calls initiated or received outside of their geographic area of service coverage.</p> <p>h. Users will be held liable for any unauthorized calls made on his or her assigned wireless device; even if the call was made by another individual.</p> <p>5. Excessive data use may incur additional costs. The TCO will explain the additional costs, such as roaming fees or downloading attachments.</p> <p>6. When a user departs the unit or position, the cell phone or BlackBerry will be returned to the TCO. The user will NOT pass the device to another individual.</p> <p>7. This document is created and maintained by USAREUR Operational Communications Information System; a local signed copy will be kept on record by your unit or organization TCO. In accordance with USAREUR Supplement 1 to AR 380-5, the user acknowledges that cell phones, PDAs, smart phones, and other such devices are not authorized in secure compartmentalized information facilities or in open-storage classified work areas.</p> <p>8. The POC for this action is your unit or organization TCO. All incidents will be handled through your TCO and the Army in Europe TCO Program Manager.</p>			
Special Instructions			
<p>For reporting problems or to ask questions, contact any of the following:</p> <p>1. Unit TCO.</p> <p>2. Enterprise Service Desk: DSN 119.</p> <p>3. Army in Europe TCO Program Manager: DSN 370-7395.</p>			
By signing this user agreement, I am acknowledging that I accept and will abide by all the terms and conditions described above.			
Signature of User		Date signed (YYYYMMDD)	
Device Information			
Chip number	Telephone number	PIN#	PUK#
Handset type	Handset serial number	Date issued (YYYYMMDD)	Date returned (YYYYMMDD)
Name and grade of TCO		Signature of TCO	Date signed (YYYYMMDD)