NATIONAL GUARD REGULATION
No. 105-23

HEADQUARTERS
DEPARTMENT OF THE ARMY
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Communications-Electronics

TELEPHONE COMMUNICATION SERVICES

This regulation establishes policy for Army National Guard telephone communications service. Interim changes are not official unless authenticated by the Executive, NGB. Interim changes will be destroyed on their expiration dates unless sooner superseded or rescinded.

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*This regulation supersedes NGR 105-23, 15 June 1971, including all changes.

CHAPTER 1

GENERAL

1-1. Purpose. This regulation establishes policies, assigns responsibilities, and prescribes procedures for telephone communication services for all Army National Guard (ARNG) activities.

1-2. References: a. AR 11-28, Economic Analysis and Program Evaluation for Resource Management.

b. AR 18-1, Systems Policies, Objectives, Procedures, and Responsibilities.

c. AR 37-61, Budgeting, Funding, and Reimbursement for Telecommunications Support of Army Activities.

d. AR 105-10, Communications Economy and Discipline.

e. AR 105-22, Telecommunications Requirements Planning, Developing and Processing.

f. AR 105-23, Administrative Policies and Procedures for Base Telecommunications Services.

g. DCA Circular 310-V175-2. Standards: Network Dial Service Criteria, DCS General Purpose AUTOVON.

h. DCA Circular 310-V175-6. System Interface Criteria.

i. FM 11-490-6. Preparing and Processing Requests for Long Haul Telecommunications Services.

j. MJCS 151. AUTOVON and AUTOSEVOCOM Service.

1-3. Applicability. This regulation applies to all ARNG activities supported by OMARNG funds.

1-4. Definitions: a. Automatic Voice Network (AUTOVON): The principal long-haul, nonsecure, common user, switched voice communications network of the Department of Defense and non-DOD agencies concerned with matters of national defense. It provides worldwide, direct-distance dialing, station-to-station service through a system of Government-owned and leased automatic switching and transmission facilities.

b. AUTOVON subscriber: An individual, installation, or activity having direct connection to an AUTOVON switch. (In the case of an installation, that installation's private branch exchange (PBX) is considered to be the AUTOVON subscriber.)

c. Class of service: The designation that determines those services (i.e., AUTOVON, WATS, commercial long-distance, etc.) to which a telephone main station has access. For this regulation, the following classes of service apply: (See AR 105-23 for additional class of service designations).

(1) Class A: A telephone main station line that has direct out-dial access to AUTOVON circuits.

(2) Class C: A telephone main station line that does not have direct out-dial access to AUTOVON circuits.

c. Electronic private automatic branch exchange (EPABX): A private branch exchange using solid state technology with common control of switching and features.

d. Extension: A second telephone connected to a main station line that has the same telephone number and features as the main station; also termed "bridged extension."

e. Foreign exchange (FX): A service obtained from a commercial dial exchange that is located in a telephone company rate unit area other than that which serves the user.

f. Federal Telephone System (FTS): A General Services Administration (GSA) furnished communications service used primarily by certain Army telephone subscribers engaged in noncritical administrative type functions and located outside the confines of an Army installation or in GSA buildings.

g. Main station: Any location on a network or system capable of sending messages or calls, normally a primary telephone assigned an individual telephone or PBX station number.

h. Off-premise extension: PBX or CENTREX service provided by a post, camp, or station to a customer located on a different premise, often at some distance from the PBX/CENTREX equipment.

i. Private automatic branch exchange (PABX): A private branch exchange using electro-mechanical connection (switching) of stations as opposed to operator connection of internal or external calls.

j. Private branch exchange (PBX): A switching system providing internal telephone communications between stations served by the PBX, as well as between those stations and exterior networks. A PBX may hav automatic or manual switching, attended or

nonattended service.

k. Wide Area Telephone Service (WATS): A form of "bulk rate" long-distance service designed for customers who place or receive a large number of long-distance calls.

1-5. Policy. a. Only the minimum telephone equipment and services will be provided to satisfy mission-essential Federal requirements.

b. OMARNG funds (BP 3737) will be used to support only those communications equipment and services authorized here for full-time Federal employees and/or as contained in applicable Federal/State communications agreements.

c. The Chief, National Guard Bureau, may authorize communications services in addition to those listed here for ARNG activities and/or organizations with peculiar communications requirements. Requests should be submitted to NGB-ARL-T for consideration, and should include complete justification, cost estimates, and a statement on the availability of funds within the State to support services requested.

d. Communications services are:

(1) Provided for the transmission of Government information only. The use of official telephone service will be limited to the conduct of official Government business necessary to carry out assigned mission.

(2) Subject to communications management monitoring at all times in accordance with DOD Directive 4640.1, Telephone Monitoring.

1-6. Responsibilities: a. The Chief, National Guard Bureau, under policy guidance from the Joint Chiefs of Staff and Department of the Army, is responsible for prescribing policies and procedures for establishing communication services for the Army National Guard. This includes—

(1) Reviewing, validating, and approving all requests for leased communication requirements and facilities.

(2) Providing staff assistance in the planning and coordination of leased communication equipment and services.

(3) Monitoring the operation and use of voice communication facilities and circuits assigned to ARNG activities and/or organizations.

(4) Providing policy guidance and establishing standards of performance for all telephone systems used by ARNG activities.

(5) Approving system reconfiguration proposals resulting from traffic studies.

(6) Assuring maximum economy when determining the requirements for and the use of leased communication facilities.

(7) Enforcing the communication-economy and discipline program within the ARNG.

b. The State adjutants general are responsible for establishing communication services within respective States in accordance with this regulation. This includes—

(1) Planning and programing for new requirements, modernizations, expansion, rehabilitation, and reconfiguration of telephone systems and circuits.

(2) Preparing and submitting to the Chief, National Guard Bureau, requests for leased communication requirements and facilities.

(3) Insuring that only authorized users are providing access to the AUTOVON, and establishing procedures for internal control of AUTOVON by restricting its use to:

(a) Only those calls that are necessary and require a timeliness that cannot be obtained by other means, and that will stand the scrutiny afforded a commercial toll call.

(b) The minimum time required to accomplish the official business.

(4) Reviewing on a continuing basis all class A telephone subscribers to determine if that class of service is required.

(5) Developing and maintaining a list of AUTOVON numbers that are frequently used and including them in local telephone directories.

(6) Developing programs that require users of telecommunication facilities to take a personal interest in practicing communications economy and discipline.

c. Individuals are responsible for the most economic and efficient use of communication facilities. This includes—

(1) Organizing and planning conversations prior to initiating calls.

(2) Limiting calls to those that are official and authorized.

(3) Completing conversations as quickly as possible (normally less than 5 minutes).

1-7. Communications economy and discipline: a. Communications economy and discipline are the responsibilities of commanders and agency/activity heads. Maximum economy will be effected in determing the requirement for and use of leased communication facilities.

b. Access to the AUTOVON system

will be limited to authorzed users as indicated in appendix A.

c. Class A telephone service will be maintained at a minimal level. The objectives for telephone class of service are 40 percent class A and 60 percent class C.

d. Upon imposition of a MINIMIZE condition, users of communication facilities will minimize traffic pursuant to AR 105-34.

e. Programs will be developed to motivate employees to take a personal interest in practicing communications economy and discipline.

1-8. Reports: a. ARNG Communications Facilities (COMFACS) Report, (RCS # ARNGB (A)-154). This report will be submitted annually to NGB-ARL-T to arrive NLT the last working day of January with a cutoff date of 31 Dec of the preceding year. The report will be completed for each ARNG-operated PBX or State CENTREX providing telephone service to the AG, USPFO, each ARNG mobilization site, and federally supported training site served by a telephone switching system. The COMFACS report will be prepared using the format at appendix C.

b. Other communications reports as requested by the United States Army Communications Command (USACC), the Defense Communications Agency (DCA), and the Department of the Army staff will be forwarded to the AG/USPFO for completion as required.

c. Federal/State communications agreements will be forwarded annually to NGB-JA for review.

CHAPTER 2

PRIVATE BRANCH EXCHANGES (PBX) AND TELEPHONES

2-1. Private branch exchanges. a. Installation of small private branch telephone systems may be authorized by the NGB when a requirement exists for 60 or more collocated personnel, and PBX service proves to be cost effective over individual business lines, key telephone equipment, or CENTREX service.

b. The method of providing service will be determined on a case-by-case basis in conjunction with the NGB after careful consideration of available alternatives, operational requirements, and cost.

c. All new systems and major changes to current systems must be approved by the NGB to insure compliance with AUTOVON criteria, current telecommunications policy, and availability of funding.

d. The vehicle to be used for new/reconfiguring telephone systems is the ARNG Telephone System Upgrade Program (ATSUP). In conjunction with the States, the ATSUP provides for the approval, programing, and funding of telephone system projects which will:

(1) Replace existing systems to comply with Joint Chiefs of Staff AUTOVON policy.

(2) Satisfy minimum nonsecure voice communications requirements at ARNG State military headquarters and designated training sites.

(3) Support ARNG Federal contingency missions.

(4) Increase telephone system user efficiency.

(5) Reduce average telephone station costs.

e. Upgrade projects including telephone system replacement, major changes to existing systems to satisfy revised mission requirements, and installation of telephone systems where required. Supported telephone systems will be leased IAW procedures in Defense Acquisition Regulation (DAR) 22-1005 who can provide responsive maintenance service.

f. General considerations for new telephone systems:

(1) AUTOVON service. Telephone systems terminating AUTOVON access lines must be in compliance with references 1-1g and 1-1h, which implement Joint Chiefs of Staff AUTOVON policy. AUTOVON is a Defense Communication System (DCS) network primarily for command and control communications using a multilevel precedence preemtion system that also provides for official administrative communications. As such, PBX-terminated AUTOVON access lines will be provided only to satisfy DOD mission requirements at State headquarters and/or major (classes A and B) training sites.

(2) To preclude costly rearrangements and additional major systems changes, new telephone systems should include sufficient expansion capability to provide for future requirements through the contract payment period, normally 5 years or longer. The "single line concept" will be followed whenever possible to make maximum use of common equipment and system features. Under this concept, touch-tone or touch-call single line telephones may be used in lieu of key telephone equipment for most telephone stations. Multiline equipment and special telephone must be specifically justified.

(3) To obtain the most favorable pricing benefits when the Federal share does not exceed 75 percent of the total nonrecurring and recurring costs, new systems should be obtained by the State with Federal share reimbursement in accordance with an NGB-approved State/Federal agreement. In those cases where the Federal share exceeds 75 percent, the provisions of references 1-1e and 1-1f will be followed for obtaining the system. In either case, the NGB will fund all AUTOVON equipment and access line costs.

2-2. Telephone allocation standards: a. Except as listed in appendix A, the maximum telephone allocation is one main line and one (bridged) extension for each three full-time Federal employees served by a private automatic branch exchange (PABX), central office exchange (CENTREX), or business line service.

b. When service is provided by an electronic private automatic branch exchange and no mileage charges are incurred, each telephone may be a main station having an individual telephone (station) number.

2-3. Telephone instruments: a. The most economical telephone instruments will be installed. Colored telephone instruments or custom telephone instruments may be installed for special official purposes when there is no increase in cost.

b. Touchtone or pushbutton telephones are only authorized when touchtone service will be at no increase in cost over rotary dial service or when specifically authorized as part of an electronic private automatic branch exchange (EPABX) to access special system or station features.

c. Automatic dialing equipment and "electronic telephones" will not be provided, unless the average number of calls placed each day exceeds 50 and the same telephone numbers are called on a regular basis or when specifically authorized to support command/control functions in command operations centers. Procedures for validation, procurement, and funding are the same as for special telephone equipment.

d. Key telephone equipment will not normally be connected to an EPABX. Key equipment may be installed only when such equipment is cost effective in reducing the number of main station lines required.

e. Speaker phones will not be provided, unless there is a frequent need for group participation in telephone conversations or where hands-free answering is essential. Speaker phones are only authorized for use by personnel with an office of sufficient size to conduct meetings or conferences. (All participants of telephone conversations must be informed before transmission that speaker phones are being used.)

2-4. Telephone system station calling capability: a. Calling capability of individual stations and station features will be limited to that required to perform official business. PBX, CENTREX, and EPABX stations will normally be limited to provide for intrasystem (on post or class C) calling only.

b. Off-post service, including long-distance (toll) service, AUTOVON, FTS, and State network access, will be limited to those personnel requiring such services on a frequent basis for mission accomplishment. Access to the long-distance (toll) network will normally be provided through the switchboard operator or attendant.

2-5. Special telephone equipment: a. Telephone answering devices, recording devices, call diverters, and minor central appointment systems that are acoustically or directly connected to the telephone system are considered office equipment that must be:

(1) Justified by the user.

(2) Determined to be mission essential by the user's commander, director, or program manager.

(3) Provided by the serving telephone company or meet Federal Communications Commission registration requirements and be technically compatible with the local telephone system.

(4) Validated by NGB when unit equipment/system purchase price exceeds $300.00 or monthly recurring cost exceeds $25.00.

(5) Supportable within available funds.

b. Nontelephone company equipment/devices will be obtained, operated, and maintained with funds available to the user. Requirements will normally be satisfied with BP 3733 funds. Requirements to support recruiting and retention may be satisfied with BP 3747 (upon approval of NGB-ARP-R) when necessary for mission accomplishment. Equipment obtained from the telephone company and any telephone company-provided protective devices will normally be billed against a telephone number supported with BP 3737 funds.

c. Before procurement, an economic analysis will be performed considering lease, lease with option to purchase, purchase, and purchase with supporting maintenance contract. Nontelephone company equipment approved for lease will be accounted for on the TDA property book. This regulation is the authority for requirements to be satisfied by lease not requiring NGB approval. Equipment approved for purchase will be documented in the supporting TDA and accounted for in the TDA property book. A TDA change will be required before purchase. Supporting documentation required by paragraph 2-5a will be forwarded with the request for lease approval or TDA change.

d. The telephone company must be informed before connecting any nontelephone company-provided equipment to its lines. Coordination should be made with the telephone company to insure technical compatibility before submitting request to NGB.

e. The USPFO will maintain records of the number, type, and cost of such equipment. Special telephone equipment will be rejustified on an annual basis. Equipment not determined to be mission essential will be disconnected.

2-6. Data transmission terminals. a. Requirements for data communication terminals will be submitted in accordance with AR 18-1 to NGB-ARD.

b. The serving telephone company must be informed when any nontelephone

company-provided equipment is connected to its lines.

c. If alternate voice/data or direct connection to the AUTOVON via the telephone system is used, a continuous transmission time of 18 minutes (and a total transmission time of 1-hour) during the normal business day will not be exceeded. Any data equipment directly connected to the telephone system will be equipped with an automatic disconnect device.

2-7. Telephone support for annual training and inactive duty training: a. Telephone services will be provided in garrison locations within the capability of the ARNG training site. Commercial telephone services will not be installed in field or tactical locations. Arrangements for required telephone support should be made during pre-camp planning conferences.

b. Access to AUTOVON to conduct essential official business will be provided to authorized personnel if AUTOVON service is otherwise available at the training site.

c. An allowance of $500.00 per State and $0.15 per member (assigned strength) per year is established for those telephone long-distance charges incurred during annual training by authorized unit personnel for official purposes.

d. An allowance of $500.00 per State and $0.15 per member (assigned strength) per year is established for those telephone long-distance charges incurred during inactive duty training by authorized personnel for official purposes.

CHAPTER 3

AUTOVON SERVICE

3-1. General: a. The AUTOVON is for the transaction of official business by authorized DOD users only. Its use is restricted to "only those calls that are essential, requiring a timeliness that cannot be obtained by other means, and would stand the scrutiny afforded a commercial toll call." Use of AUTOVON for personal calls is prohibited regardless of time of day.

b. The normal method for providing AUTOVON service will be by terminating AUTOVON access lines as trunks on AUTOVON-compatible telephone systems and switchboards. Dial access to AUTOVON is limited to no more than 40 percent of the total number of main stations connected to the telephone system. Connectivity to the AUTOVON is authorized for the State headquarters, major training sites with a mobilization station mission, aviation classification repair activity depots, Army aviation support facilities, Army aviation flying activities, division headquarters, and headquarters of separate brigades. Other units are authorized the use of AUTOVON when it is otherwise available from the serving telephone system, through on-net/off-net service, or by off-premise extensions (OPX).

3-2. On-net/off-net service. On-net/off-net AUTOVON extensions will only be provided through switchboards or PBX consoles where call supervision can be maintained. Switchboards/PBX console AUTOVON operations instruction booklets or the local telephone company should be consulted on the correct procedures for placing off-net/on-net calls.

a. Off-net extension. Switchboards that have the capability to extend AUTOVON calls into the local commercial system may do so at the discretion of the authority controlling the switchboards, providing toll charges are not incurred. This service, when authorized, must be closely controlled.

b. On-net extension. Activities with switchboards authorizing the connection of local commercial callers to AUTOVON circuits must maintain a list of authorized users and their commercial telephone number. Again, provision of this service to authorized activities is at the discretion of the authority controlling the switchboard. Those users should be approved on a case-by-case basis along with conditions for usage. (A memorandum of agreement is recommended where applicable.)

c. The following minimum control measures, performed by switchboard operators/attendants, should be used to screen requests for off-net and on-net extension of AUTOVON calls:

(1) Inquire if call is for official business, and;

(2) Log name and telephone number of calling party, then;

(3) Log name (or organization as applicable) and number of called party.

(4) Remind calling party to limit call to 5 minutes.

(5) Maintain operator supervision of call by holding the call on the switchboard/console as outlined in equipment operating instructions.

d. Provision of on-net/off-net AUTOVON extension to bona fide activities is encouraged in nonpeak hours when such service does not degrade AUTOVON access to users for whom the circuits are provided. Provision of such service reduces overall long-distance costs and is supportive of communications economy policy outlined in reference 1-1d.

3-3. Off-premise extension (OPX): a. ARNG activities authorized access to AUTOVON IAW appendix A, but are not within the free calling area of a telephone system where access is available, may be provided AUTOVON access via an off-premise extension.

b. Request for OPX service to access AUTOVON must be submitted to NGB-ARL-T, with complete justification and management evaluation in the format prescribed in appendix B. The management evaluation must include long-distance toll charges for the most recent 3-month period incurred by the activity requesting AUTOVON access. OPXs will normally be extended from the AG/USPFO telephone system, unless service can be obtained from another telephone system that significantly reduces the OPX mileage costs.

3-4. Request for Service. All requests for installation, disconnection, and/or changes to AUTOVON access circuits must be submitted to NGB-ARL-T for validation and processing in the format prescribed in appendix B.

CHAPTER 4

OTHER TELEPHONE SERVICES

4-1. Wide Area Telephone Service (WATS):

a. WATS is a form of "bulk rate" long-distance service designed for customers who place or receive a large number of long-distance telephone calls. WATS is offered in a variety of forms, depending on local tariffs: interstate or intrastate service, outward or inward access ("800" service), measured or full period usage.

b. Use of WATS is encouraged in those cases where long-distance telephone toll charges can be reduced or where required long-distance telephone service can be provided at the lowest cost. The following considerations apply to WATS:

(1) WATS charges are based on a minimum fee for a fixed number of hours' usage plus overtime usage charges.

(2) WATS is normally cost effective only for a large number of very short calls. WATS reduces the cost for the first minute or first 3 minutes during the prime rate period. WATS may not be cost effective during evening or night rate periods.

(3) Detailed billing is not provided by the telephone company for WATS calls. Listings of calling or called party telephone numbers are not provided; only the total amount of usage during the billing period is shown.

(4) A detailed analysis of calling patterns and call duration is required to determine whether WATS will be cost effective and the type(s) of service required. Once WATS is initiated, detailed billing is no longer available, requiring use of manual methods to survey calling patterns (e.g., to determine calling and called party telephone numbers, city of called party, and call duration).

(5) User education and adequate controls are required to prevent misuse of WATS. Lack of understanding on how WATS is charged may result in increased long-distance calling and unforeseen overtime charges.

(6) Person-to-person calling, third party billing, and reversed charge billing are not available with WATS.

(7) WATS access lines will not be interconnected automatically or through the switchboard to AUTOVON, FTS, or to other private line networks.

c. Outward WATS:

(1) Outward WATS provides for the origination of calls from a station or switchboard associated with an outward WATS access line to any telephone station within a designated service area. All usage is charged to the WATS access line.

(2) Outward WATS may be connected to installation/activity telephone systems when cost justified. Access lines will not normally be station terminated, nor will they replace or duplicate State CENTREX-provided WATS or other State networks.

(3) Outward WATS will only be provided to authorized users for official calls. A WATS call must be able to withstand the scrutiny afforded "full rate" toll calls.

(4) For jointly supported systems, a means must be provided to identify incremental WATS usage costs; i.e., costs chargeable to Federal, State, or other appropriations.

(5) Access to WATS normally will be provided through the switchboard attendant. Direct outdial calling may be provided if station message detail recording (SMDR), call detail recording (CDR), or equivalent equipment is available to monitor usage.

d. Inward WATS:

(1) Often called "800 service," inward WATS provides for the receipt of calls from telephone stations in a designated service area by a station associated with an inward WATS access line. The WATS station is given a number within the 800 area code. All calls to the number are charged to the WATS access line.

(2) Inward WATS usage cannot be controlled by equipment at the terminating end and can result in unauthorized or excessive charges.

(3) Requests for inward WATS will only be approved on a case-by-case basis by NGB-ARL-T.

(4) Inward intrastate WATS for recruiting and retention purposes may be authorized by NGB to provide an advertisable "toll-free" number. This service, if approved, will be instrument terminated and separate from the installation telephone system.

e. Procedures for obtaining WATS:

(1) Requests for WATS will be submitted through or initiated by the USPFO. Requests will detail the type and cost of service desired and the method to be used to control access and usage. The USPFO will perform an economic analysis in accordance

with paragraph 4-6, AR 105-23, using DA Form 4387-R, Local Service Request (LSR) Management Evaluation for WATS and FX. The economic analysis will include:

(a) Name, address, and telephone number of the requesting activity.

(b) Present telephone service in use, to include the name of the serving telephone company, number of main lines, and number and type of dedicated and common user trunks.

(c) Current traffic data and cost data. Toll data will be provided for the most recent 3-month period.

(d) Existing WATS and FX lines and their cost per month.

(e) Proposed service and cost data.

(f) Type of service to be discontinued or reduced, to include cost savings if requested service is authorized.

(2) Requests, along with the management evaluation and related toll bills, will be forwarded to NGB-ARL-T for approval.

(3) NGB-ARL-T will return all requests to the USPFO. The USPFO will transmit approved requests to the State telephone coordinator (for jointly supported telephone systems contracted by the State) or to the U.S. Army Communications Command area C-E office in accordance with AR 105-23 for Communications Service Authorization (CSA) preparation.

f. Review and revalidation of WATS:

(1) WATS will be reviewed on a continual basis in conjunction with certification of telephone bills and revalidated annually; this review is to:

(a) Eliminate nonessential services.

(b) Review the cost effectiveness of WATS.

(c) Identify and eliminate abuses of the service.

(2) In addition, instrument terminated, dedicated WATS will be revalidated at least annually by the user for the same purposes.

4-2. Federal Telephone System services: a. General Services Administration (GSA)-furnished communications will be used when the NGB has determined that providing such service is consistent with Army/NGB requirements and provides the most cost-effective means of providing services. FTS is appropriate for certain ARNG telephone subscribers engaged in administrative type functions with no need for AUTOVON access and located in GSA buildings.

b. Army policy for GSA service is detailed in AR 105-23.

c. Requests for FTS services will be prepared in accordance with chapter 15, FM 11-490-6, and submitted to NGB for validation. Validated requests will be forwarded to the Director, U.S. Army Commercial Communications Office, for technical approval and implementation.

4-3. Foreign exchange lines (FX): a. Foreign exchange lines, either instrument or PBX terminated, will be authorized by the Chief, National Guard Bureau when the service is cost effective.

b. Requests for FX lines must contain complete justification and have attached a management evaluation (DA Form 4387-R) containing usage experience for the most recent 3-month period. Requests must be prepared in accordance with AR 105-23.

APPENDIX A

TABLE OF MAXIMUM TELEPHONE ALLOCATION (SEE NOTE 1)

ACTIVITIES	MAIN LINE	EXT (NOTE 2)	COMMENT
AG command headquarters, office of the United States Property and Fiscal Officer, and other Federal activities and agencies collocated with the State headquarters	1	1	Per 3 full-time Federal/Active Guard/Reserve personnel. Additional extensions authorized to satisfy mission-essential requirements. See notes 3 and 4.
Advisor detachment HQ—not collocated with State HQ	1	1	Per 3 GS/AA personnel. See note 5.
Combined support maintenance shop (CSMS)	1	2	Per 5 WS/GS technicians/AGR personnel (max—4 main lines and 8 ext)
Organizational maintenance shop (OMS)—not collocated with activity having Federal supported telephone	1	1	
Mobilization and training equipment sites (MATES)	1	2	Per 4 WS/GS technicians/AGR personnel (min—1 main line—max 4 main lines and 8 ext)
Unit training equipment site (UTES)	1	2	Per 4 WS/GS technicians/AGR personnel (min—1 main line—max 4 main lines and 8 ext)
Training sites post/site HQ (federally funded site support activities to include OCS if not collocated with AG command HQ)	1	1	Determined on a case-by-case basis. Normally based on 1 main line and 1 ext per 3 full-time Federal employees or State employees under Federal contract.
Training site post support			Determined on a case-by-case basis to support operations, safety, and emergency requirements during period of annual training.
Annual training units support Unit headquarters staff section (Bn or larger)	1 1	1 1	Determine on a case-by-case basis. Normally based on 1 main line and 1 ext per 5 AT staff personnel in the activity for period of training. See note 6.
DLOGS (division/brigade)			
Data center	1	1	Extension may be installed in OPNS van.
Property book office	1		
Property book-account mgrs	1	(1)	One main line per 2 account managers. Extension authorized if account managers not collocated.
Class IX activity	1	(1)	Extension is authorized in warehouse if required.

Division and brigade HQ's	1	1	Per 3 full-time Federal/AGR personnel. See note 3.
Recruiting and retention (Not collocated with State headquarters)	2		Maximum for 3 or more collocated full-time recruiters. Other locations 1 main line. Extensions authorized to maximum of 3 per main line.

NOTES:

1. Key systems will be used only as necessary for conducting business and will not duplicate similar functions available from PBX/CENTREX serving the facility.

2. If activity is supported by EPABX without key equipment, as differentiated from CENTREX or individual business lines, each instrument authorized may be a separate main station.

3. AUTOVON access is authorized for State headquarters, major training sites with a mobilization site mission, AVCRAD, AASF, AAFA, division HQ, and separate brigade HQ's. Type of access will be determined on a case-by-case basis by NGB. Other units are authorized the use of AUTOVON when it is available.

4. State headquarters includes USPFO, State maintenance officer, State aviation officer, full-time recruiters, AGR personnel, collocated advisory staff, and other collocated GS technicians, Active Army personnel, or federally funded full-time personnel. Not included are training sites (including OCS not collocated with State headquarters), combined support maintenance shops (CSMS), aviation classification repair activity depots (ACRAD), Army aviation support facilities (AASF), Army aviation flight activites (AAFA), mobilization and training equipment sites (MATES), unit training equipment sites (UTES), organization maintenance shops (OMS), or troop organizations and units.

5. Unit advisors not located with detachment HQ are authorized service on same basis. Minimum one line if not collocated with another advisor.

6. Installation in field locations is not authorized.

APPENDIX B

FORMAT FOR COMMERCIAL LONG HAUL COMMUNICATIONS SERVICE REQUESTS

1. Type service requested. (AUTOVON, dedicated voice, data, speech-plus, OPX, etc)

2. Type of action requested. (Start, discontinue, move or change, as appropriate)

3. Service date. (Start-date and end-date for desired service)

4. POC. (Include name, rank, AUTOVON and CML number of person(s) at terminal locations familiar with details of service requested)

5. Service points. (Include city, post or camp, building, and room numbers for local and long-distance terminals)

6. Commercial circuit number. (Applies to existing service requiring a move or change)

7. Completion report. (List individual/agency who will responsible for submission of completion reports once service is completed)

8. Type PBX/PABX and attendant switchboard. (Indicate the manufacturer's name and model number of the PBX equipment, along with the attendent console nomenclature)

*9. Operator assist number. (Provide the AUTOVON number to be called for operator assistance)

*10. AUTOVON access code.

*11. Number of main stations installed.

*12 Number of class A main stations installed.

*13. PABX size. (Identify the number of precedence and routine AUTOVON circuits the PBX is capable of terminating; also include the number currently installed)

14. Description of services required. (Provide a brief general discription of services required)

15. Justification. (List purpose of service, exercises supported, etc.)

*Applies to AUTOVON circuits only.

APPENDIX C

FORMAT FOR COMMUNICATIONS FACILITIES REPORT (RCS# ARNGB (A)-154)

1. Activity:
2. Location:
3. Mail Addr:
4. ZIP:
5. PBX MFGR:
6. PBX Model:
7. Type Attendent Console Position:
8. PBX Building Number:
9. PBX Room Number:
10. PBX Installation Date:
11. Monthly Recurring Cost: (Cost for PBX common equip & telephone main lines only)
12. Total Main Station Capacity:
13. Main Stations Installed:
14. POC for Telephone Communications:
15. POC Telephone No:
16. Listed Directory Number: (AUTOVON and Commercial)
17 AUTOVON Commercial Circuit Number:
18 AUTOVON Operator Assist Number:
19 AUTOVON Switch: (If known)
20. No. of Precedence CKTS PBX Can Terminate:
21. Precedence CKTS Installed:
22. No. of Non-Precedence CKTS PBX Can Terminate:
23. Non-Precedence 2-way CKTS installed: (Do not include temporary circuits)
24. Non-Precedence 1-way-in CKTS Installed:
25. Commercial Office Trunks: (Identify 2-way and 1-way trunks)
26. Foreign Exchange Lines Installed: (List Locations)
27. WATS Lines Installed: (Dedicated and PBX terminated; Zone)

28. TIE Lines Installed: (List both Terminal Locations)

29. OPXs installed: (List only those outside of the PBX free calling area).

30. Federally Funded Full-Time Business Lines/Telephones: (List activity supported & No. of lines)

Users are invited to send comments and/or suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to NGB-ARL-T, Washington, DC 20310.

By Order of the Secretary of the Army:

LA VERN E. WEBER
Lieutenant General, USA
Chief, National Guard Bureau

Official:

WILLIAM R. KOSTAN
Lieutenant Colonel, USAF
Executive, National Guard Bureau

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