DEPARTMENT OF THE ARMY
U.S. ARMY MANEUVER SUPPORT CENTER AND FORT LEONARD WOOD
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FORT LEONARD WOOD, MISSOURI 65473-8929

REPLY TO
ATTENTION OF

ATZT-IM (25)

21 SEP 2001

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy #16-01, Cellular Telephone Usage Policy

1. PURPOSE. To establish policy for cellular telephone usage.

2. APPLICABILITY AND SCOPE. This policy applies to all Fort Leonard Wood activities, across all operational areas, from emergency management missions to the daily conduct of business in all other mission areas. This policy is in effect until revoked.

3. REFERENCES.

a. AR 25-1 and related references pertaining to telephone policy.

b. AR 25-55 and related references pertaining to the Privacy Act and the Freedom of Information Act.

c. AR 380-5 and related references pertaining to the security of classified information.

d. AR 380-19 and related references pertaining to the protection of sensitive, unclassified information.

4. BACKGROUND. Cellular telephone use is rapidly expanding. Initial use of cellular technology was primarily in the emergency management arena. This policy is required to ensure that Fort Leonard Wood establishes both operationally responsive and cost effective applications of this technology to support the accomplishment of our operations.

5. POLICY.

a. Cellular telephone use is strictly limited to those requirements that cannot be satisfied by other means of available communications, due to mission requirements, technical limitations, impracticality, or cost considerations. For example, an appropriate use of a cellular telephone is where other forms of communications are not available. Use of cellular telephones by Fort Leonard Wood personnel must satisfy a valid requirement, and not be used for either convenience or for duty enrichment. Other applications for cellular telephones may include, but are not strictly limited to:

(1) Emergency management and emergency restoration situations which may be required as fixed station back-up to an external or internal telephone system experiencing difficulties.

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(2) Specifically designated projects and/or mission unique requirements, e.g., work being performed in geographically remote areas, or work where continuous communications are required, etc.

(3) When safety of personnel, unit or organization security considerations are of paramount concern.

b. Cell phones are not provided as a standard phone service, which requires all tenant activities to reimburse FLW for their phones.

c. Cellular phones will be used for the conduct of official government business only.

d. Limitations and Penalities. Government provided cellular telephones are not authorized for personal use, except in an extreme emergency, such as that of safety or security situations. Using government provided cellular telephones for the purpose of placing or receiving unauthorized calls, with the intent to later reimburse the government, is also strictly prohibited. Misuse of cellular telephones may result in criminal, civil or administrative action including suspension or dismissal. Penalities apply to both military and civilian employee misuse of these devices.

e. To the maximum extent practicable, personnel shall place necessary telephone calls on government-provided local or long distance telephone systems or Government provided phone cards. Voice mail, available at FLW through the government owned telephone system, will serve to support most out of office requirements as the primary service.

f. Although cellular telephones have proven useful during emergencies, they should not be considered a total solution to emergency communications requirements due to cellular technology's vulnerabilities. The following conditions may render cellular systems inoperable during a disaster:

(1) Damage to, or physical displacement of cells (i.e., the actual broadcast/rebroadcast towers and systems supporting this radio based technology).

(2) Cellular system overload.

(3) Overloading the Public Switched Network.

6. ACQUISITION CONSIDERATIONS.

a. Cellular telephone systems and services are defined as Federal Information Processing (FIP) resources under Public Law. These assets may only be acquired through the Director of Information Management (DOIM).

b. Specific valid requirements are the primary factor in the acquisition process.

7. SECURITY CONSIDERATIONS.

a. Operations Security (OPSEC). All levels of command will stress and adhere to OPSEC policies. Secure voice communication systems and encryption devices will be used to preclude unwarranted disclosure of sensitive defense information to unauthorized sources.

b. Cellular phones are not equipped with STU III capabilities or encryption. Therefore, the use of cellular telephones wherever classified/sensitive information is being openly discussed, electronically handled, or available for possible theft through transmitting over cellular telephone systems is expressly prohibited.

8. RESPONSIBILITIES.

a. DOIM will:

(1) Provide oversight management of this cellular telephone policy.

(2) Process cellular telephone requests IAW AR 25-1 and local installation procedures.

(3) Match validating service requirements with the most cost effective service plan.

(4) Periodically survey the use of cellular telephone and electronic call pager assets within the command to ensure appropriate management control is being provided for these resources.

(5) Ensure that an appropriate control process is in place for all cellular telephone and electronic call pager assets and service acquisition requirements/usage.

(6) Ensure that decisions to obtain cellular telephone services are based on valid requirements.

(7) Ensure that internal control procedures via local policy or SOP are established that will address such issues as physical security, accountability, misuse/abuse, issuance, and procedures for acquiring adequate support.

(8) Maintain records as required by AR 25-1. Ensure turned-in cellular telephones are immediately deactivated by timely notification to the provisioning service or activity.

(9) Review and certify for payment monthly bills for cellular telephone services. Investigate and resolve all questionable calls and billing anomalies in a timely manner.

(10) Obtain the most favorable rates by establishing negotiated ordering agreements with cellular telephone vendors.

(11) Establish annual review of service rate plans with vendors to assure that current rates are the most efficient available.

(12) Where appropriate, cancel those service contracts, within economic reason, in favor of better rates from other providers. Notify the user population of the changes in rates to ensure they understand the dynamics of the billing and validation of billing processes.

b. Requesting Agency (User) will:

(1) Prepare justification statement based on valid and specific applications that cannot be supported by other available government telephone, radio, or other services.

(2) Consider use of lower costs incurred with electronic call pager services, radios, or Government furnished calling cards in lieu of cellular telephones.

(3) In the event of questionable use, provide certification of calls on the monthly bills and identify those items which may be in question.

9. POINT OF CONTACT. Assistance can be obtained from the Directorate Of Information Management (ATTN: ATZT-IM-TC), Mrs. Janet York via Email or Telephone: (573) 596-0680.

ANDERS B. AADLAND
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