DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON HEIDELBERG
UNIT 29237
APO AE 09102-9237

IMEU-HEI-RMB 04 November 2005

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: United States Army Garrison Heidelberg (USAG Heidelberg) DRM Staff Memorandum # 32A, Base Communications (BASECOM) Management and Reimbursement Standing Operating Procedure (SOP)

This memorandum expires one year from date of publication

1. References.

a. AR 25-1, 31 May 02, Army Information Management.

b. USAREUR Supplement to AR 25-1, 29 Jan 03, Information Management.

2. This memorandum provides guidance to Garrison Commanders, Garrison staff and tenant units on the administration and management of BASECOM services and costs. Telecommunications services can be easily wasted and abused. Diligent management of these resources improves service for all official users and reduces communication costs. This guidance will assist all personnel in managing BASECOM in the current environment of declining resources and increasing demand for telecommunications services.

3. BASECOM funds are provided to the Garrison in AMSCODE 131095.00 (Base Communications), MDEP-MXCB.

4. Communications Services Chargeable to the BASECOM Program include:

a. Commercial Telephones- commercial telephone service is provided only where DSN (Defense Switched Network) is not available, or where communications capability is mission essential (e.g. military police stations, medical facilities, emergency services). Commercial telephone management will conform to existing regulatory guidance.

b. Facsimile and Pager lease and Usage Charges.

c. Mobile Radio Telephone (MRT) Lease and Usage Charges.

(1) Non-USAREUR units must submit a Capability Request (CAPR), paragraph 6g, below.

(2) USAREUR units must submit an Information Management Acquisition Request (IMAR), paragraph 6f, below.

d. Preferred Subscriber Services (DSN phones in quarters) must meet reference b, appendix D Guidelines and be submitted to the Regional Service Center with a USAG Heidelberg funded PR&C. Submit exception to policy requests to USAREUR ODCSIM, ATTN: AEAIM-SMD-ISB.

e. In accordance with (IAW) reference 1a and U.S. Public Law, commercial telecommunication services (example: ordinary commercial telephone service or ISDN lines) are **not authorized** in quarters at government expense. Department of the Army (DA) has granted limited exception to policy for division level commanders to have ISDN capability but only for command and control purposes. Requests for these exceptions must be reviewed by the USAREUR Office of the Judge Advocate and approved by the Chief of Staff USAREUR.

f. Dedicated local commercial circuits are provided exclusively for individual commands, units or activities when US government paths are not available (example: use of a 128 KB data circuit from Darmstadt to Langen).

g. Defense switched Network (DSN) "99" access is provided under the following Categories:

(1) DSN "99" access within Local Area (i.e., Heidelberg to Heidelberg).

(2) DSN "99" access Germany wide (approval by USAG Heidelberg Commander).

(3) DSN "99" access Europe wide (approval by USAG Heidelberg Commander).

(4) DSN "99" access Worldwide (approval by USAG Heidelberg Commander).

NOTE: Based on HQ IMA guidance and required cost reduction measures to meet funding levels the USAG Heidelberg has restricted personnel from using DSN phones to calls to D2 cell phones in an unofficial Capacity. All phone calls made for unofficial purposes are fully reimbursable to the USAG Heidelberg.

h. Current DSN Classifications and Qualifying Recipient(s):

(1) DSN access- All activities and Tenants in the USAG Heidelberg Footprint. DSN access above the local area requires approval by the USAG Heidelberg Commander.

(2) DSN Local "99" commercial Access- All activities & Tenants in the USAG Heidelberg Footprint.

(3) DSN "99" access higher than local (Example: Germany-wide-Europe Worldwide) for USAREUR and Army non-USAREUR units and above the level of support provided in FY 99 is

charged to the customer. All DSN "99" costs for non-Army non-USAREUR and Capital Working Fund Organizations is to be paid for by the requesting activity (customer).

i. Collect Calls into the DSN system are prohibited. USAREUR established in FY 2000 an emergency collect call number to be used only for life threatening situations, not for morale and welfare purposes. The USAREUR Crisis Action team will receive emergency calls and pass messages to the appropriate organization, 24 hours a day, seven days a week. The number is (49) 6221-33 66 60 and can receive collect calls worldwide.

5. Communications services not chargeable to the BASECOM program.

a. Long Haul Communications Circuits.

b. Exercise Communication Requirements. (CONOPS)

6. BASECOM ordering procedures.

a. All new starts, whether DSN "99" local, German, Europe or Worldwide are charged to the requesting activity.

(1) Internally funded USAG Heidelberg activities are charged via cost transfer. A justification memorandum (which lists the unit, building, room, required calling area, the servicing switch, a brief justification, a POC), a DA 3938 (Local Service Request) and a DA 3953 (Purchase Request and Commitment) covering the projected usage and any additional fees involved (i.e. equipment rental). This paperwork will be submitted to the USAG Heidelberg DRM office for processing. When completed, the paperwork will be returned to the customer so they can forward the required documents to their Regional Service Center. Costs will be automatically transferred from the base accounts to BASECOM based on 5th Signal Command financial billing documents.

(2) External Activities will submit to the USAG Heidelberg DRM a Justification Memorandum (which lists the unit, building, room and required calling area, the servicing switch, a brief justification and a POC), a DA 3938 (Local Service Request) and a Military Interdepartmental Purchase (MIPR) for additional services. MIPRs will be based on the following: Basic estimated amounts x months left in the fiscal year.

(a) DSN "99" Local	$25.00 x # months
(b) DSN "99" German	$50.00 x # months
(c) DSN "99" Europe	$75.00 x # months
(d) DSN "99" Worldwide	$100.00 x # months

An installation fee will be charged for all new lines. The amount of the fee is based on the type of line installed. The USAG Heidelberg DRM will provide to the external organization a Military Interdepartmental Purchase Acceptance (DA 448-2). The USAG Heidelberg DRM will process and return paperwork to the customer so they can forward the request on to their Regional Service Center.

b. All upgrades, whether Internal or External Activity will be charged to the requesting activity as follows:

(1) Internal Activities will submit a DA 3938 (LSR), a Justification Memorandum, to include the telephone number(s) to be upgraded, and a Purchase Request and Commitment (DA 3953), as described in paragraph 6 a (1), to the USAG Heidelberg DRM. The USAG Heidelberg DRM will either concur or non-concur to the request and return the processed paperwork to the customer to forward to their Regional Service Center (RSC).

(2) External Activities will submit a DA 3938 (LSR), a Justification Memorandum, to include the telephone(s) to be upgraded, and a MIPR (DA448) as described in paragraph 6a (2) to the USAG Heidelberg DRM. The USAG Heidelberg DRM will provide a MIPR Acceptance (DA 448-2) and return the paperwork to the Customer so they can then forward their paperwork to their Regional Service Center (RSC). MIPRs will be based on the following: basic amount x months left in the fiscal year:

(a) DSN "99" Local	$25.00 x # months
(b) DSN "99" German	$50.00 x # months
(c) DSN "99" Europe	$75.00 x # months
(d) DSN "99" Worldwide	$100.00 x # months

c. Disconnection service requests require a memorandum submitted to the USAG Heidelberg and does not require reimbursement. See Appendix A.

d. Transfer of Service from Customer to Customer requires a Justification Memorandum submitted to the Garrison with a DA 3953 and may require reimbursement. See Appendix B.

e. PR&C's requiring an Information Management Acquisition Request (IMAR) number must first be forwarded to USAREUR ODCSIM, ATTN: AEAIM-SM. For procedures governing MRT's see reference b, Appendix H and K. For procedures governing other services see reference b, Appendix R.

f. All Funded BASECOM requests are submitted directly to the responsible Regional Service Center (RSC) for coordination:

(1) Heidelberg and Mannheim RSC: Commercial Service: DSN: 370-6500; fax 370-9777. DSN Service: 370-6772; fax 370-9797

(2) Kaiserslautern RSC: Commercial and DSN Service: 483-8032; fax 483-8171.

(3) Darmstadt RSC: Commercial Service: 322-5507; fax 322-5521; DSN Service: 322-5523; fax 322-5521.

7. Billing and Payment Procedures

a. 5th Signal Command bills the USAG Heidelberg for BASECOM services as defined in paragraph 4, Communications Services chargeable to the BASECOM Program.

b. 5th Signal Command will provide the USAG Heidelberg with an automated billing database. In addition to the 5th Signal Database, DUBOS (automated tracking system of DSN phones) provides the USAG Heidelberg and responsible telephone control officers (TCOS) with detailed cost data on individual phone usage. TCO'S should be reviewing DUBOS monthly to detect, identify and if necessary discipline telephone abusers.

c. USAG Heidelberg DRM will provide Reimbursable Customers with a "billings statement" quarterly, indicating year-to-date expenditures.

8. Management Guidance. Diligent management of BASECOM resources improves service and reduces costs for all official users. Garrison Commanders have the authority to decide what services are affordable. Garrison and Tenant Unit commanders are responsible for ensuring that only those services necessary to complete a mission are utilized. Commanders should review their overall BASECOM requirements on a regular basis and request services be disconnected wherever a mission can be performed without the service.

9. Responsibilities of Commanders. Garrison and Tenant Unit Commanders must conduct a thorough review of their BASECOM services and revalidate all requirements each year. Garrison and Tenant Unit Commanders will appoint a telephone control officer (TCO) and an alternate TCO. Other responsibilities are outlined in reference b, Appendix J.

NOTE: While Commanders are ultimately responsible for the phones under their purview, individuals responsible for making "unofficial calls" must be held accountable and be required to pay for those portions of DSN "99" bill for which they are responsible.

a. If telephone abuse is identified, the commander of the unit involved in the abuse must be notified. The commander will initiate action to collect reimbursement from abusers. The USAG Heidelberg DOIM, the unit TCO and USAG Heidelberg DRM BASECOM management personnel will help commanders identify and collect reimbursements.

b. Cash collection vouchers will be used to annotate collections for phone abuse. Payment will be forwarded to DFAS for deposit and credit applied against the USAG Heidelberg BASECOM bill.

10. Responsibilities of Garrison DOIM Offices. The responsibilities are outlined in reference 1a & 1b above, paragraph 3-6e, Para 6-3d, Appendix H-2, Appendix N.

11. Responsibilities of Telephone Control Officers (TCO'S). The TCO maintains and manages the unit's phone numbers. Other responsibilities are outlined in reference 1b, Appendix J.

12. Point of contact for this SOP is the USAG Heidelberg DRM, DSN 373-1410.

/s/
WILLIE E. GADDIS
Colonel, AV
Commanding

2 Encl
1. Appendix A, Transfer Billings
2. Appendix B, Discontinue D2 or Telephone Service

Distribution
A

DEPARTMENT OF THE ARMY
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APO AE 09102-9237

OFFICE SYMBOL DATE

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Transfer of Billings from Unit to Unit

1. Request that the following accounts be closed ASAP:

PHONE Number	**Card Number**	**PVN Number**

2. POC on this action is I AM A SAMPLE (telephone number and facsimile number (FAX)).

SIGNED

DISTRIBUTION:
RSC, 5th Signal Command, USAG Heidelberg DRM

Encl 1: IMEU-HEI-RMB USAG Heidelberg DRM Staff Memorandum # 32A, Base Communications (BASECOM) Management and Reimbursement Standing Operating Procedure (SOP)

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OFFICE SYMBOL DATE

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Discontinue D2 Service or Telephone Service to the Account Listed Below

1. Request that the following accounts be closed ASAP:

Phone Number	**Card Number**	**PVN Number**

2. POC on this action is I AM A SAMPLE (telephone number and facsimile number (FAX)).

SIGNED

DISTRIBUTION:
RSC, 5th Signal Command, USAG Heidelberg DRM

Encl 2: IMEU-HEI-RMB USAG Heidelberg DRM Staff Memorandum # 32A, Base Communications (BASECOM) Management and Reimbursement Standing Operating Procedure (SOP)