

17 APRIL 2002



Communications and Information

LONG-HAUL TELECOMMUNICATIONS
MANAGEMENT

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: This publication is available digitally on the AFDPO WWW site at:
<http://afpubs.hq.af.mil>.

OPR: HQ AFCA/XPLP (Chester J. Stogner)

Certified by: HQ USAF/SCXX
(Lt Col Yolanda Cruz)

Supersedes AFI 33-116, 1 May 1998.

Pages: 22
Distribution: F

This instruction implements Air Force Policy Directive (AFPD) 33-1, *Command, Control, Communications, and Computer (C4) Systems*. It describes the procedures for acquiring, processing, and managing Air Force long-haul telecommunications assets in accordance with the Defense Information Systems Agency (DISA) circulars and documents referenced in **Attachment 1**. Send questions or comments on the content of this instruction through appropriate command channels to Headquarters Air Force Communications Agency (HQ AFCA/XPL), 203 W. Losey Street, Room 3401, Scott AFB IL 62225-5234. Refer recommended changes and conflicts between this and other publications to HQ AFCA/ITPP, 203 W. Losey Street, Room 1100, Scott AFB IL 62225-5222, using Air Force Form 847, **Recommendation for Change of Publication**. See paragraph **7.1** concerning report requirements exceptions. The *Paperwork Reduction Act of 1994* as amended in 1996 and Air Force Instruction (AFI) 33-360, Volume 2, *Forms Management Program*, affect this publication. Maintain and dispose of records created as a result of prescribed processes according to Air Force Manual (AFMAN) 37-139, *Records Disposition Schedule* (will become AFMAN 33-322, Volume 4). See **Attachment 1** for a glossary of references and supporting information.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

This revision updates the following paragraphs: Responsibilities, paragraph **2**; Procedures, paragraph **3**; System Specific Procedures, paragraph **4**; Obtaining Telecommunications Service Priority (TSP) for National Security Emergency Preparedness (NS/EP), paragraph **5**; and Accepting Long-Haul Telecommunications Service, paragraph **6**. Added new paragraph **7** to summarize Information Collections, Records, and Forms pertinent to this publication.

Report Documentation Page

Report Date 17 Apr 2002	Report Type N/A	Dates Covered (from... to) -
Title and Subtitle Air Force Instruction 33-116, Communications and Information Long-Haul Telecommunications Management		Contract Number
		Grant Number
		Program Element Number
Author(s)		Project Number
		Task Number
		Work Unit Number
Performing Organization Name(s) and Address(es) Secretary of the Air Force Pentagon Washington, DC 20330-1250		Performing Organization Report Number AFI33-116
Sponsoring/Monitoring Agency Name(s) and Address(es)		Sponsor/Monitor's Acronym(s)
		Sponsor/Monitor's Report Number(s)
Distribution/Availability Statement Approved for public release, distribution unlimited		
Supplementary Notes		
Abstract		
Subject Terms		
Report Classification unclassified		Classification of this page unclassified
Classification of Abstract unclassified		Limitation of Abstract UU
Number of Pages 22		

1.	Long-Haul Telecommunications	2
2.	Responsibilities	2
3.	Procedures	4
4.	System Specific Procedures	7
5.	Obtaining Telecommunications Service Priority (TSP) for National Security Emergency Preparedness (NS/EP).	13
6.	Accepting Long-Haul Telecommunications Service	14
7.	Information Collections, Records, and Forms	15
Attachment 1—Glossary of References AND SUPPORTING INFORMATION		16
Attachment 2—REQUEST FOR SERVICE AND WEB ORDER ITEMS REQUIRING SPECIAL ATTENTION		20
Attachment 3—TELECOMMUNICATIONS SERVICE PRIORITY AND NATIONAL SECURITY/EMERGENCY PREPAREDNESS		22

1. Long-Haul Telecommunications . In accordance with Department of Defense (DoD) policy, DISA is responsible for obtaining and managing long-haul telecommunications services, facilities, and equipment for DoD. The major commands (MAJCOM), field operating agencies (FOA), and direct reporting units (DRU) obtain commercial long-haul telecommunications through DISA according to DISA circulars, and Defense Information Systems Network (DISN) and DISN Service Center (DSC) notices.

2. Responsibilities .

2.1. Headquarters United States Air Force (HQ USAF/SC). Provides policy and direction that ensures effective and efficient management of Air Force long-haul communications.

2.1.1. HQ USAF/SCMNT is the Air Staff focal point for all long-haul communications policy, strategies, and resources. This office provides overall long-haul communications guidance for the Air Force.

2.2. HQ AFCA/XPL.

2.2.1. Provides policy and procedural guidance to MAJCOMs, FOAs, and DRUs to manage and acquire long-haul telecommunications as lead command for long-haul communications.

2.2.2. Programs and budgets for Air Force common-user requirements. This includes Defense Switch Network (DSN), Non-Secure Internet Protocol Router Network (NIPRNET), SECRET Internet Protocol Router Network (SIPRNET) access, Air Force Community of Interest Network Services (COINS), DoD RED Switch, and Automatic Digital Network/Defense Message System (DMS).

2.2.3. Executes MAJCOM-fenced programs under MAJCOM direction.

- 2.2.4. Manages and documents financial, command, and program relationships through program designator codes (PDC) for purchases from the Defense Working Capital Fund-Communications Information Services Activity (DWCF-CISA).
- 2.2.5. Serves as primary interface to manage Air Force purchases made by the DWCF-CISA.
- 2.2.6. Serves as an Air Force focal point for DISA and General Services Administration (GSA) concerning managing and acquiring long-haul systems, equipment, and services.
- 2.2.7. Serves as primary Air Force focal point for submitting new Air Force requirements or changes to existing acquisitions to DISA or GSA.
- 2.2.8. Meets and coordinates with DISA, GSA, commercial vendors and/or Air Force users to resolve management, acquisition, or technical issues relating to long-haul telecommunications systems, equipment, and services. Identifies problem areas, facilitates solutions, and requests changes or improvements to the Air Force, DISA, DoD, or federal long-haul processes.
- 2.2.9. Takes action to ensure MAJCOMs conform with governing Air Force, DISA, DoD, and other regulations, instructions, and procedures concerning managing and acquiring commercial long-haul telecommunications (includes NIPRNET Connection Approval [CA] Process).
- 2.2.10. Represents Air Force in civilian, government-wide, DoD, Joint Chiefs of Staff (JCS), MAJCOM, FOA, DRU, and joint agency meetings, conferences, workshops, and surveys regarding long-haul telecommunications.
- 2.2.11. Represents the Air Force in joint government-wide and DoD procurements that include Air Force long-haul requirements. Establishes and provides the Air Force requirement in a joint procurement. Participates in contract evaluation panels.
- 2.2.12. Performs as lead and primary Air Force Representative for the transition of expiring or existing joint commercial long-haul telecommunications systems, circuits, equipment, and services to new joint-contracted systems, circuits, equipment, or services and coordinates transition related activities with DISA, and Air Force MAJCOMs, FOAs, and DRUs.
- 2.3. HQ AFCA/GCWM. Serves as Air Force lead command for commercial mobile satellite services. Manages and tracks commercial satellite communications (SATCOM) to ensure they are properly commissioned with the Federal Communications Commission (FCC) prior to ordering through the DISA Defense Information Technology Contracting Office (DISA/DITCO).
- 2.4. MAJCOM/SC. Serves as the focal point for the overall management, validation, and approval of long-haul communications and services under their command. Sets up circuit management offices (CMO) for managing long-haul communications requests and services.
- 2.5. MAJCOM/CMO. Serves as office of primary responsibility for validating and managing long-haul communications requirements and services for their MAJCOM and supporting organizations/squadrons.
- 2.6. Headquarters Standard Systems Group/Air Force Systems Networking (HQ SSG/AFSN) Program Management Office (PMO). Serves as focal point for validating all direct connections to NIPRNET, SIPRNET, and COINS for funding, Internet Protocol addressing, and on-site assistance and systems configuration.

2.7. Circuit Control Office (CCO). Submits feeder requests for service (FRFS) and Web orders (WO). Accepts services on behalf of the US Government, monitors service performance, and submits applicable completion reports.

2.8. Air Force Network Operations Center. Monitors and maintains the Air Force Network Enterprise (in-garrison and deployed). Provides 24 hours-a-day, 7 days-a-week (24/7) operations and maintenance coordination at Air Force service delivery points (SDP) throughout the world on NIRPNET, SIPRNET, and community of interest (COI). Provides technical support and guidance to the network operations and security centers and network control centers (<https://www.afnoc.af.mil>) and on-site assistance to restore wide area network services.

3. Procedures .

3.1. MAJCOM/CMOs. The CMOs must ensure all assigned communications units circuit action offices register with DISA at <https://www.ditco.disa.mil>. Customers should establish user identification (userid) and password for provisioning of long-haul communications circuits and services via the DISA Direct Web Order Entry. The CMOs must ensure proper roles are assigned to each base circuit action office according to DISA Circular (DISAC) 310-130-1, *Submission of Telecommunications Service* (will become DISAC 310-130-5) in order to submit provisioning Web orders. In conjunction with DISA Direct <http://www.dsc.disa.mil>, MAJCOMs are responsible for ensuring assigned units and communications squadrons establish userids and passwords for accessing the DISA review and revalidation (R&R), and expired communications service authorization (CSA) databases managed by DISA/DITCO. The CMOs ensure R&R and expired CSA actions are aggressively accomplished for all PDCs under their purview to include assisting aligned units/squadrons with their locally funded PDCs.

3.1.1. Assists subordinate organizations in preparing WOs and FRFSs according to DISAC 310-130-1 (will become DISAC 310-130-5), and DISA DSC notices. Reviews and validates all WOs and FRFSs for long-haul made by subordinate organizations and ensures the requests include:

3.1.1.1. The directive stating the need for long-haul services and authorizing acquisition.

3.1.1.2. Host nation approval (HNA) and CA, when applicable.

3.1.1.3. Chairman of the Joint Chiefs of Staff instruction (CJCSI) or memorandum of policy approval, as applicable.

3.1.2. Reviews requests for leasing services and approves requests where overall cost is more advantageous.

3.1.3. Validates special considerations identified by subordinate units (i.e., diversity, avoidance, redundancy, and survivability).

3.1.4. Prepares and submits WOs/requests for service (RFS) using telecommunications service request editor (TSRE) to expedite processing. This ensures correct formats as specified in DISAC 310-130-1 (will become DISAC 310-130-5) and DISA DSC notices for all approved long-haul requirements.

3.1.5. Ensure MAJCOM customers requiring direct NIRPNET and SIPRNET access, submit requirement to HQ SSG/DIH (AFSN PMO), 501 E. Moore Dr., Maxwell AFB-Gunter Annex AL 36114-3001, for provisioning action. Geographically separated units must connect behind the

main operating base router. These connections do not require HQ SSG/DIH approval and are funded directly by the MAJCOMs.

3.1.6. Prior to submitting the RFS or WO to DISA, MAJCOM/CMOs must ensure the satellite access request number is obtained from DISA CONUS RN111, Exercise and Contingency Office, Scott AFB IL 62225-5421, at <mailto:conusexercise@scott.disa.mil> and inserted to the WO/RFS prior to approval.

3.1.7. Makes sure all requests for dedicated precedence DSN services are approved according to CJCSI 6215.01, *Policy for the Defense Switched Network*.

3.1.8. Provides TSP justification to support National Communications System (NCS) approval for requested TSP as specified in DISACs 310-130-1 (will become DISAC 310-130-5) and 310-130-4, *Defense User's Guide to the Telecommunications Service Priority (TSP) System*.

3.1.9. Maintains updated list of authorized national security/emergency preparedness (NS/EP) individuals for the command and sends a copy to: Manager, National Communications System, ATTN: Office of Priority Telecommunications, 701 South Court House Road, Arlington VA 22204-2198; and the servicing DISA provisioning agency.

3.1.10. Establishes internal controls to include file management (according to AFMAN 37-123, *Management of Records* [will convert to AFMAN 33-322, Volume 2]; and AFMAN 37-139 [will convert to AFMAN 322, Volume 4]) and status tracking (open circuit actions, contract expiration dates, TSP renewal, etc.), and ensures continual review and validation of long-haul assets. Ensures services identified by DSC are re-awarded or discontinued before they expire. Ensures squadrons/units use the DISA Web site (<http://www.dsc.disa.mil>) for accomplishing re-award actions on expired/expiring CSAs.

3.1.11. Ensures CCOs submit completion reports (delayed service, exception, ready for use, or in-effect report) within 72 hours of the service date as contained on the telecommunications service request (TSR), telecommunications service order (TSO), or status of acquisition message (SAM) (required by DISAC 310-130-1 [will become DISAC 310-130-5]). Reporting requirements in this instruction are exempt from licensing in accordance with AFI 33-324, *The Information Collections and Reports Management Program; Controlling Internal, Public, and Interagency Air Force Information Collections*.

3.2. Telecommunications Managers (Base, MAJCOM, HQ USAF).

3.2.1. Ensure existing and new long-haul telecommunications are necessary to support mission requirements. Ensure AF Form 3215, **Information Technology /National Security System (IT/NSS) Requirements Document**, is prepared, validated, and approved according to AFI 33-103, *Requirements Development and Processing*, for funding prior to submission of the FRFS.

3.2.2. Discontinue any unnecessary service immediately when missions change, bases close, service is no longer required, etc.

3.2.3. Use DISA's Web site (<http://www.dsc.disa.mil>) to review and revalidate long-haul services that are due R&R at least monthly, ensuring circuits, service, and equipment are still required to support mission needs. The DISA DSC maintains the DISA Web site (<http://www.dsc.disa.mil>) that provides an on-line database of telecommunications circuits, services, and equipment with instructions for completing the R&R (userid and password are required for access). Validate all services and equipment against one of the following criteria:

3.2.3.1. Essential to support user's mission.

3.2.3.2. Necessary to meet mission needs, but data listed is not accurate. Telecommunications managers must contact MAJCOM and DISA DSC to correct list.

3.2.3.3. No longer need service to support a valid mission. Telecommunications managers must submit a FRFS/WO to discontinue the service.

3.2.3.4. Determine if circuit can migrate to DISN common-user infrastructure and submit FRFS or WO to funding MAJCOM.

3.2.3.5. Ensure maximum use of common-user systems (i.e., NIPRNET, SIPRNET, or COINS) to prevent duplication and conserve funding.

3.3. Maintaining Circuit History Folders.

3.3.1. The WO/RFS initiating agency, CCO or CMO, validating MAJCOM office, and DISA DSC must maintain paper or automated circuit history folders for all active circuits, trunks, and equipment. Circuit history folders/files should contain the following documents:

3.3.1.1. Approval document or cross-reference to source document (AF Form 3215) for the requirement.

3.3.1.2. The RFS, WO, TSR, TSO, circuit demand, SAM, and appropriate completion report (e.g., in-effect report, delayed service report, exception report, or ready-for-use report).

3.3.1.3. DD Form 1367, **Commercial Communication Work Order** (if applicable).

3.3.1.4. DD Form 1368, **Modified Use of Leased Communication Facilities** (if applicable).

3.3.1.5. Switch revision notices (if applicable).

3.3.1.6. Circuit demands (if applicable).

3.3.1.7. R&R documentation, or cross-reference to the documentation.

3.3.1.8. DD Form 1697, **Circuit Parameter Test Data - Analog**.

3.4. Procedures for Ordering Telecommunications Service. See paragraph 3.1.1. for FRFS or DISA WO.

3.4.1. Initiating agency (usually a field unit) prepares FRFS/WO in the format specified in DISAC 310-130-1 (will become DISAC 310-130-5) and DISA DSC notices and submits to responsible MAJCOM, FOA, or DRU. Responsible MAJCOM, FOA, or DRU determines the PDC. Agencies begin tracking and managing the requirement from initial submission. Give special attention to RFS items in [Attachment 2](#).

3.4.2. The MAJCOM, FOA, or DRU sends validated RFS/WO via *DISA Direct*/DMS/electronic mail (E-mail) to the responsible DISA DSC for further action. Geographical location of the service determines which DISA office should process. Exception to this process is for DISN Data Services (see paragraph 4.2.). For DISN Data Services (NIPRNET/SIPRNET/COI Network), send validated centrally funded FRFS/WO to AFSN, HQ SSG/DIH. HQ SSG/DIH provides and validates, HQ AFCA Common User PDC creates RFS/WO and sends it to the appropriate responsible DISA provisioning agency.

3.4.3. Appropriate DISA office creates a TSR/TSO from the RFS/WO and sends it forward for further action.

3.4.4. The DISA/DSC creates a TSO from the TSR/WO and sends it to DISA/DITCO or other agency (depending on the service requested) for further action. The TSO assigns the lifetime circuit identifier known as the command communications service designator.

3.4.5. DISA/DITCO creates a SAM or circuit demand from the TSO or TSR and sends it to all addressees listed in the TSO or TSR. The SAMs and circuit demands advise the customer of the present stage of acquisition for the RFS/TSR/WO and assign the CSA. No SAMs are issued on DISN summary-provided circuits or Defense Information Infrastructure circuits. The CSA can be derived from the TSO.

3.4.6. The organization assigned to accept the service submits appropriate completion reports in the format specified in DISAC 310-130-1 (will become DISAC 310-130-5). The TSO lists the responsible organization. See paragraph 6. for further instructions for accepting service and completion reports.

3.4.7. In addition to service requests using the RFS/WO/TSR process, using organizations can place equipment orders on the DISA/DITCO indefinite delivery or indefinite quantity contracts. See DISA-DITCO Circular 350-135-1, *Commercial Communications, Defense Commercial Communications Acquisition Procedures*, and DISA provisioning activity notices for ordering procedures. With the DISA provisioning activity not directly involved in this ordering process, the MAJCOM, FOA, or DRU must establish internal controls to manage these orders and acquisitions.

3.4.8. Some local moves and rearrangements of government-owned equipment do not require an RFS (do not change existing type or grade of service, end equipment or interfaces, or TSP). Use DD Form 1367 for local moves and minor rearrangements of leased equipment within contractual, financial, and administrative limitations not exceeding maximum CSA limits. Submit RFSs for rearrangements or moves needing engineering assistance or causing circuit file updates.

4. System Specific Procedures .

4.1. DSN.

4.1.1. The MAJCOMs submit RFSs/WOs for DSN requirements through the servicing DISA DSC office. The DISA DSC (via common-user funds) reimburses DWCF-CISA through DISA/DITCO-managed summary telecommunications service authorizations. DISA/DITCO assigns summary CSAs for calling precedence capability and outward traffic minutes of capability.

4.1.2. The MAJCOMs prepare requests for precedence dial capability for either continental United States (CONUS) or outside the continental United States (OCONUS) according to CJCSI 6215.01 and AFI 33-111, *Telephone Systems Management*. The MAJCOMs send information copies of CJCSI 6215.01 requests they approve to HQ USAF/SCMNT, 1250 Air Force Pentagon, Washington DC 20330-1250, and for OCONUS, to the commander-in-chief (CINC) of the overseas area, as applicable (USCINCPAC/J62, 10 Hickam Court, Hickam AFB HI 96853-5252, for Pacific requirements; and USCINCEUR/ECJ6-DD, Unit 3220, Box 385, APO AE 09094-0385, for Europe requirements).

4.1.3. The MAJCOMs send CJCSI 6215.01 requests for connection to a Pacific or European DSN switch to the appropriate CINC for approval, with information copies to HQ USAF/SCMNT and servicing DISA DSC.

4.1.4. Following CJCSI 6215.01 approval, MAJCOMs submit the RFSs/WOs to the servicing DISA provisioning activity. Do not provide information copies to other CJCSI addressees. Refer to date/time group of the CJCSI 6215.01 approval message in RFS Item 417.

4.2. DISN Data Services.

4.2.1. Air Force Systems Networking (AFSN). The AFSN PMO manages Air Force SDPs that give Air Force systems access to the DISN. These SDPs are directly connected to NIPRNET or SIPRNET router networks. AFSN acting under Program Management Directive (PMD) 4117(8), *Air Force Systems Networking*, acts as the AFSN office authorized to provision Air Force requirements for NIPRNET/SIPRNET access.

4.2.2. Unclassified and SECRET-Level Requirements. It is Air Force policy to connect all authorized users to base local area networks (LAN). Base LANs are directly connected to a base-level SDP, then connected to the wide area SDP controlled by AFSN. Requirements not supported by the base LANs may connect directly to a wide area SDP. The AFSN also manages dial-up requirements.

4.2.3. Base LAN Requirements Processing. Customers located on Air Force installations first contact the base communications squadron requirements personnel for a connection to the base LAN. If the requirement is not satisfied at the local level, customers should send it to their MAJCOM/FOA headquarters. After MAJCOM validation, send the requirement, under formal correspondence to the AFSN PMO at: HQ SSG/DIH (AFSN PMO), 501 E. Moore Dr., Maxwell AFB-Gunter Annex AL 36114-3001; or E-mail: <mailto:dih@ssg.gunter.af.mil>.

4.2.4. The AFSN PMO Requirements Processing. Air Force customers complete a DISN data service request for NIPRNET and SIPRNET SDP connections. Submit this form to the MAJCOM (with appropriate justification) for requirements validation purposes. After MAJCOM approval, send request to HQ SSG/DIH (AFSN PMO).

4.2.5. The AFSN PMO registers the requirement and informs the customer of receipt and disposition. The AFSN PMOs technically validate the requirement. Routine requirements are satisfied as soon as possible within existing resources. Special requirements or those with potential network-wide impact meet a requirements review board and a configuration control board to determine technical feasibility and solution options.

4.2.6. The AFSN PMO validated requirements are allocated appropriate network resources and recorded in an AFSN PMO Integrated Database Management System. The AFSN PMO then notifies the customer, customer's MAJCOM, base MAJCOM, functional PMOs, and base-level SDP coordinators of resources allocated and implementation/installation actions required. Customer actions include:

4.2.6.1. Complete and submit AF Form 3215 for all circuit actions according to AFI 33-103.

4.2.6.2. Complete and submit a DISN data services requirements form to HQ SSG/DIH (AFSN PMO).

4.2.6.3. Complete and submit FRFS (if required) to AFSN PMO for DISN circuit action.

4.2.6.4. Complete NIPRNET connection approval process registration for any new or upgraded NIPRNET/SIPRNET connection to HQ SSG/DIH.

4.2.6.5. Acquire modems, cabling, connectors, and encryption devices (as necessary) for user system connection.

4.2.6.6. Acquire appropriate user system/facility accreditation (SIPRNET) through HQ SSG/DIH.

4.2.6.7. Coordinate with the AFSN PMO, base-level SDP coordinator, and Air Force Network Operations Center throughout the installation/implementation process.

4.2.7. DISN Requirements Processing. The AFSN submits DISN data services requirements according to DISA procedures and DISN Services TSR Item Submission Matrix outlined in DISAC 310-130-1, Supplement 12, (will become DISAC 310-130-5).

4.3. DMS.

4.3.1. Customers requiring access to DMS must refer to ordering procedures addressed in AFI 33-113, *Managing Messaging and Data Processing Centers*, and CJCSI 5721.01A, *The Defense Message System and Associated Message Processing Systems*.

4.4. Defense RED Switch Network (DRSN).

4.4.1. All MAJCOM requests for DRSN service are approved through the CJCSI 6215.01 process.

4.4.2. MAJCOMs submit CINC endorsed CJCSI 6215.01 approval requests to HQ AFCA/GCLV (info DISA DSC-PAC, 107 Wright Ave., Wheeler Army Air Field HI 96854-5120, and HQ USAF/SCMN).

4.4.3. HQ AFCA/GCLV Assesses viability of technical solutions and availability of funding (DWCF, depot, operations and maintenance, acquisition/installation) and sends the assessment and recommendation to HQ USAF/SCMN for validation.

4.4.4. HQ USAF/SCMN sends the validated Red Switch requirements via message to JOINT STAFF WASHINGTON DC//J6T/, for final approval.

4.4.5. Validated and approved Red Switch requirements are sent to JCS/J6T for final approval.

4.4.6. MAJCOMs submit CJCSI 6215.01 approval requests for DRSN requirements to the Air Force RED Switch Manager at HQ AFCA/GCLV.

4.5. Federal Telecommunications Service (FTS) 2001.

4.5.1. The Air Force uses FTS2001 in the 50 states and US territories for direct-dial, long-distance telephone service, wide area telephone, 700-video teleconferencing service, and 800-dial service. Air Force use of FTS2001 includes services the FTS2000 contract did not cover, such as international service. The Air Force also uses FTS2001 to support other requirements according to DoD policy when a DISN solution is not available.

4.5.2. Process FTS2001 requirements as specified in DISAC 310-130-1 (will become DISAC 310-130-5) and DISA DSC notices.

4.6. International Direct Distance Dialing (ID3).

4.6.1. The ID3 is a non-mandatory contract and is a replacement for the International Switched Voice Service contract. Since FTS2001 offers international capabilities (calling cards, 800, and outbound switched voice services), replacing ID3 with FTS2001 should be a consideration to take full advantage of optimization benefits of a “one vendor” solution for CONUS and OCONUS administrative traffic.

4.6.2. To order ID3 services, follow the RFS/TSR process outlined in DISAC 310-130-1 (will become DISAC 310-130-5).

4.7. SATCOM Service.

4.7.1. MAJCOMs must get all requests for Defense Satellite Communications System and commercial SATCOM service approved through the CJCSI 6250.01, *Satellite Communications*, process before submitting a RFS to DISA DSC.

4.7.2. MAJCOMs submit CJCSI 6250.01 approval request (DISA Form 772, **TMS-C SATCOM Requirement Request**) for satellite requirements through theater CINCs.

4.7.3. The military satellite office, JCS/J6S, enters all CINC-approved requirements into the Satellite Database (SDB).

4.7.4. Show the SDB number in RFS Item 151. For urgent requirements with no assigned control number, enter “NONE” in this item, and cite the approval correspondence in RFS Item 503, “Approval Document.”

4.8. DISA Control Numbers (DCN) for joint/military exercise requirements.

4.8.1. DISA uses DCNs as unclassified project control numbers to manage joint/military exercise requirements. Obtain DCNs early for use and release to other exercise participants who submit exercise requirements.

4.8.2. MAJCOMs, FOAs, or DRUs submit requests for DCNs to the appropriate DISA provisioning activity. The DCN requests must include the joint/military exercise name, the inclusive dates of the joint/military exercise, and identify the request as JCS- or USAF-directed. Send a separate classified message to the DISA provisioning activity if using any classified information.

4.8.3. Submit DCN requests to:

4.8.3.1. DISN Service Center (DSC), 604 Tyler St, Scott AFB IL 62225-5421, if a CONUS-based activity sponsors the exercise. All CONUS-based CINCs will go through DISA CONUS for DCN control numbers.

4.8.3.2. DISA DISN Service Center-Europe (DISA DSC-EUR), APO AE 09131-4103, if a European-based activity sponsors the exercise.

4.8.3.3. DISA DISN Service Center-Pacific (DISA DSC-PAC), , if a Pacific-based activity sponsors the exercise.

4.9. International Maritime Satellite (INMARSAT).

4.9.1. The INMARSAT is a commercial communications system subject to international law and treaty. An INMARSAT terminal is a radio communications device using a satellite link to interface with terrestrial telephone systems or other INMARSAT terminals. To find additional required information about Air Force INMARSAT use and policy, go to

<https://www.afca.scott.af.mil/mss/inmarsat.htm>.

4.9.1.1. The INMARSAT service is user or MAJCOM funded, for both terminals and airtime usage, while approval authority is at the user's MAJCOM. HQ AFCA/GCWM provides DISA with the number of Air Force activated terminals and which CINCs and MAJCOMs may use the for SDB submission.

4.10. Guidance and Usage for INMARSAT Customers.

4.10.1. INMARSAT users must comply with all terms and conditions of use as described in the application and letter of intent when activating the terminal.

4.10.2. INMARSAT terminals are expensive to operate. Use them only when no other system meets mission requirements. The user must ensure INMARSAT service provides the communications required considering legal constraints and availability of service. No priority precedence calling scheme is available and users of INMARSAT compete equally for satellite airtime.

4.10.3. Users must follow instructions provided by DISA/DITCO contracted service provider to ensure they use the correct earth station for service. Using incorrect foreign earth stations incurs higher cost, and prompts the FCC to submit bills directly to the customer. The customer is the name appearing on the INMARSAT activation form and may not be the name of the actual individual making the call.

4.10.4. Encrypt INMARSAT voice and data transmissions when required through a secure device. See AFI 33-209, *Operational Instruction for the Secure Telephone Unit (STU-III) Type 1*, for guidance.

4.10.5. When using INMARSAT space segment, user complies with regulations governing use of radio communications of the country in which the terminal is operating. If supporting a military deployment, contact supported command for usage and secure policy.

4.11. Procedures for requesting INMARSAT land mobile earth station equipment activation and airtime service.

4.11.1. MAJCOMs and FOAs establish procedures to ensure requested service meets mission requirements and is cost effective. At a minimum, the customer must submit an approved AF Form 3215 from respective communications-information systems officer with the activation application as described in paragraph 4.10.3. Ensure procedures are established to verify INMARSAT bills as required by AFI 33-111.

4.11.2. DISA/DITCO has a contract for the procurement of INMARSAT airtime at reduced rates for DoD. Air Force users will purchase INMARSAT airtime service from the DISA/DITCO contract. If using DISA/DITCO contract causes a conflict with an existing contract, contact HQ AFCA/GCWM, 203 W. Losey St., Room 3100, Scott AFB IL 62225-5222, for resolution.

4.11.3. Process requirements to add, change, or delete INMARSAT service according to AFI 33-103 and MAJCOM supplemental procedures.

4.11.4. When INMARSAT terminals are delivered, the customer has 30 calendar days after receipt of terminal to complete the activation application process. The activation process:

4.11.4.1. Customer completes and sends activation application and letter of intended use to HQ AFCA/GCWM. (For INMARSAT applications and information, contact HQ AFCA/GCWM.) HQ AFCA/GCWM sends the completed application to the US INMARSAT service provider. The US INMARSAT provider, upon receipt of the application, sends the it to

INMARSAT, who provides the INMARSAT Mobile Number to HQ AFCA/GCWM, who, in-turn, provides it to the terminal customer. See HQ AFCA Web page for activation documents at <https://www.afca.scott.af.mil/mss/inmarsat.htm>.

4.11.4.2. Customer submits WO/FRFS through their MAJCOM/CMO. All newly activated equipment will be barred from INMARSAT service until service is secured through the DISA/DITCO contract. The MAJCOM/CMO submits a WO/RFS to the appropriate DISA provisioning office to obtain requested service. See paragraph 3.1.1. for general procedures on FRFS submission. Customers requiring high frequency service should refer to AFI 33-106, *Managing High Frequency Radios, Land Mobile Radios, Cellular Telephones, and the Military Affiliate Radio System*. Customer requiring Military Satellite Communications should refer to CJCSI 6250.01.

4.12. Iridium/Enhanced Mobile Satellite Service (I/EMSS).

4.12.1. The I/EMSS is a satellite-based, global wireless personnel communications network designed to permit any type of narrow-band wireless transmission, (i.e., voice, data, fax, or paging) to reach its destination with a minimum reliance on land-based infrastructures. Cross-linking between satellites and up/down-linking through the DoD terrestrial satellite gateway in Wahiawa in Hawaii, allows DoD users FTS2001 and DSN secure global access and coverage through specially designed portable and mobile telephones known as Iridium Subscriber Units. The I/EMSS systems support DoD missions and operations as well as other federal and NS/EP communications. The DoD-I/EMSS systems complement military terrestrial and SATCOM and improve warfighter beyond line-of-sight connectivity by offering near-worldwide to global access to all echelons of the DoD. Link to <https://afca.scott.af.mil/mss/narrowband.htm> for more required information about I/EMSS, DoD, and Air Force policy.

4.12.2. Office of the Assistant Secretary of Defense (C3I) Memorandum signed 26 May 1999, states “DoD users with requirements for military satellite service are directed to procure only securable communications equipment consistent with existing national and DoD policy.” Send questions regarding waivers to this policy to HQ AFCA/GCWM. DoD policy regarding procurement of iridium states “All hardware and services (handsets, iridium secure module) must be obtained through DISA/DITCO. DoD users will be registered to the DoD gateway. Non-secure handsets registered to the DoD gateway can no longer be procured for non-sensitive communications without an approved exception to this policy. DISA will establish a streamlined iridium hardware procurement process, maintain competitive prices relative to the commercial market, and immediately establish contractual arrangements. Bill all costs associated with iridium use back to the user. Exceptions to this policy for iridium will be handled as described above.”

4.12.3. MAJCOMs and FOAs establish procedures to ensure requested service meets mission requirements and is cost effective. As a minimum, the customer must submit an approved AF Form 3215 from their local communications and information systems officer with the activation application as described in paragraph 4.11.4.1. Ensure procedures are established to verify I/EMSS billing as required by AFI 33-111.

4.12.4. Air Force users requiring I/EMSS should follow the provisioning process already in place for ordering long-haul communications as directed in DISAC 310-130-1 (will become DISAC 310-130-5), and this instruction.

5. Obtaining Telecommunications Service Priority (TSP) for National Security Emergency Preparedness (NS/EP).

5.1. Processing TSP and NS/EP Communications Requirements. See [Attachment 3](#) for additional information on NS/EP and TSP.

5.1.1. Identify invoking officials (in writing and by name) to the TSP PMO and appropriate DISA provisioning activity as identified on the authorized MAJCOM NS/EP invocation letter. For complete instructions, see NCS Directive 3-1, *Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP)*; NCS Manual 3-1-1, *TSP Service User Manual*; DISAC 310-130-1 (will become DISAC 310-130-5); and DISAC 310-130-4.

5.1.2. If MAJCOMs anticipate invoking NS/EP, contact the DISA DSC Requirements Division Chief or the DISA Global Network Operations and Security Center Command Center. For intra-theater requirements, contact DISA DSC-EUR or DISA DSC-PAC, as applicable.

5.1.3. Prepare RFSs/WOs as specified in DISAC 310-130-1 (will become DISAC 310-130-5) and applicable DISA DSC notices.

5.1.4. DISA DSC will accept an advance copy of the RFS/WO via facsimile to allow DISA DSC account manager to begin processing the requirement. The MAJCOMs must immediately follow up with an RFS/WO. To ensure quick service (when the WO is approved and flows through the approving process), each approving person must verbally contact the next person in the chain that an NS/EP requirement is awaiting their approval.

5.1.5. After the DISA DSC account managers get the request, they contact the MAJCOM customer to confirm receipt.

5.1.6. DISA DSC account managers process emergency NS/EP requirements immediately. Process essential NS/EP requirements after emergency NS/EP requirements and ahead of all other requirements.

5.2. Procedures for TSP System.

5.2.1. Prepare requests for TSP assignment in the RFS/WO format defined in DISAC 310-130-1 (will become DISAC 310-130-5) and send the request through the validating MAJCOM.

5.2.2. The MAJCOM sends the request to DISA DSC for further processing.

5.2.3. The DISA DSC processes requests to the TSP PMO and appropriate DISA agencies for TSP assignment.

5.2.4. The TSP PMO confirms emergency or essential NS/EP provisioning under the TSP program within 24 hours. It confirms other TSP assignments within two weeks.

5.2.5. If the TSP PMO downgrades customer's requirement to a lower restoration or provisioning priority, or denies the request, the TSP PMO sends an explanation.

5.2.6. To appeal a denial of service to the TSP PMO and FCC, follow procedures in NCS Manual 3-1-1.

5.2.7. Agencies, other than DoD, not using the DISA/DITCO RFS/WO process to obtain TSP authorizations for telecommunications service (US carriers only) use the Standard Form (SF) 315, **Telecommunications Service Priority (TSP) System TSP Request for Service Users**, as specified in NCS Manual 3-1-1.

- 5.2.7.1. To find correct entries for SF 315 parts 5, 6, 7a, b, and c, see DISAC 310-130-4.
- 5.2.7.2. To restore service, first complete parts 6a and 6b, then part 5, and part 6c. In part 7 find "essential" provisioning using Chart 4 in NCS Manual 3-1-1.
- 5.2.7.3. Emergency provisioning must meet any criteria listed in DISAC 310-130-4.
- 5.2.7.4. The user or contracting office submits SF 315 to the manager of NCS for TSP assignment. Include reproducible SF 315 as according to DISAC 310-130-4.
- 5.2.7.5. On receiving TSP authorization code from the manager of NCS, the user or contracting office provides this information on a service order to the vendor.

6. Accepting Long-Haul Telecommunications Service .

- 6.1. Accept service by submitting a completion report. Completion reports consist of four types: (1) delayed service report, (2) exception report, (3) ready-for-use report, and (4) in-effect report. The CCO or CMO designated in the WO/TSO/TSR is responsible for submitting the report within 72 hours of the service date as contained on the TSR, TSO, SAM (required by DISAC 310-130-1 [will become DISAC 310-130-5]).
- 6.2. Submit completion reports via E-mail/*DISA Direct!* for every WO/TSO, unless otherwise specified in the TSO. Submit copies of the completion reports to the originator of the WO/TSO/TSR and info all other addressees of the WO/TSO/TSR. In the case of a WO/TSR for leased equipment only, a TSO is not issued, submit a completion report as specified in the WO/TSR.
- 6.3. Submit completion reports by following the format in DISAC 310-130-1 (will become DISAC 310-130-5). DISAC 310-70-1, *DII Technical Control*, may require additional reports.
- 6.4. The CCO or CMO coordinates with the commercial vendor at least five working days before the scheduled service date to confirm.
- 6.5. If the commercial vendor can't or doesn't meet the scheduled service date, the designated agency:
 - 6.5.1. Issues a delayed service report as soon as it knows about the delay, but not to exceed 10 duty days after the scheduled service date.
 - 6.5.2. Tells the appropriate agency to submit a WO or amended RFS as soon as possible if governmental causes force the delay.
 - 6.5.3. Submits an amended RFS/WO, adjusting service date to coincide with government's readiness to accept the service.
 - 6.5.4. Verbally notifies appropriate DISA provisioning activity of the delay if there is not enough time to submit an amended RFS/WO.
 - 6.5.5. Confirms verbal notification with amended RFS/WO within 10 duty days.
 - 6.5.6. Contacts appropriate DISA provisioning activity for instructions if governmental causes require delaying the service 30 days beyond initial scheduled service date.
- 6.6. If the vendor installs service that deviates from specifications of the WO/TSR and TSO, or the technical parameters of the applicable schedules, the CCO or CMO that accepts the service submits an exception report.

6.7. Submit the in-effect report within 10 duty days of the service's installation. This final report indicates the installed service meets all details of the WO/TSR and TSO and technical parameters of the specified technical schedule. Clear all delayed service reports and exception reports with an in-effect report after resolving any delays or exceptions.

6.8. Use DD Form 1368 to inform DISA/DITCO about overtime use of leased circuits and equipment, to activate and deactivate standby circuits, and to report interruptions to services leased through DISA/DITCO. Reporting interruptions to leased services has two purposes:

6.8.1. To allow monetary reimbursement for the unusable time of service.

6.8.2. To provide documentation to support substandard performance.

6.9. The agency designated in the WO/TSO (TSR if there's no TSO) submits DD Form 1368 as specified in DISA-DITCO Circular 350-135-1. Send a copy of the DD Form 1368 and any other required report to DISA DSC and DISA/DITCO as specified in applicable directives.

7. Information Collections, Records, and Forms .

7.1. Information Collections. No information collections are created by this publication. The reporting requirements in this instruction are exempt from licensing in accordance with AFI 33-324.

7.2. Records. Retain and dispose of these records (paragraph 2.4.) according to AFMAN 37-139 (will become AFMAN 33-322, Volume 4), Table 33-27, Rules 1-8.

7.3. Forms (Adopted and Prescribed).

7.3.1. Adopted Forms: DD Form 1367, **Commercial Communication Work Order**; DD Form 1368, **Modified Use of Leased Communication Facilities**; DD Form 1697, **Circuit Parameter Test Data - Analog**; AF Form 847, **Recommendation for Change of Publication**, AF Form 3215, **IT/NSS Requirements Document**; DISA Form 772, **TMS-C SATCOM Requirement Request** and SF 315, **Telecommunications Service Priority (TSP) System TSP Request for Service Users**.

7.3.2. Prescribed Forms: No forms are prescribed by this publication.

JOHN L. WOODWARD JR., Lt Gen, USAF
DCS/Communications and Information

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

Paperwork Reduction Act of 1994 as amended in 1996

CJCSI 5721.01A, The Defense Message System and Associated Message Processing Systems

CJCSI 6215.01, Policy for the Defense Switched Network

CJCSI 6250.01, Satellite Communications

NCS Directive 3-1, Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP)

NCS Manual 3-1-1, TSP Service User Manual

DISAC 310-70-1, DII Technical Control

DISAC 310-130-1, Submission of Telecommunications Service Requests (will become DISAC 310-130-5)

DISAC 310-130-4, Defense User's Guide to the Telecommunications Service Priority (TSP) System

DISA-DITCO Circular 350-135-1, Commercial Communications, Defense Commercial Communications Acquisition Procedures (http://www.dsc.disa.mil/dsc_public/dsc_publications.html)

AFPD 33-1, Command, Control, Communications, and Computer (C4) Systems

AFI 33-103, Requirements Development and Processing

AFI 33-106, Managing High Frequency Radios, Land Mobile Radios, Cellular Telephones, and the Military Affiliate Radio System

AFI 33-111, Telephone Systems Management

AFI 33-113, Managing Messaging and Data Processing Centers

AFI 33-209, Operational Instruction for the Secure Telephone Unit (STU-III) Type 1

AFI 33-324, The Information Collections and Reports Management Program; Controlling Internal, Public, and Interagency Air Force Information Collections

AFI 33-360, Volume 2, Forms Management Program

AFMAN 37-123, Management of Records (will convert to AFMAN 33-322, Volume 2)

AFMAN 37-139, Records Disposition Schedule (will convert to AFMAN 33-322, Volume 4)

Abbreviations and Acronyms

AFI—Air Force Instruction

AFMAN—Air Force Manual

AFPD—Air Force Policy Directive

AFSN—Air Force Systems Networking

CA—Connection Approval
CCO—Circuit Control Office
CINC—Commander-in-Chief
CISA—Communications Information Services Activity
CJCSI—Chairman of the Joint Chiefs of Staff Instruction
CMO—Circuit Management Office
COI—Community of Interest
COINS—Community of Interest Network Services
CONUS—Continental United States
CPIWI—Customer Premise Inside Wire Installation
CSA—Communications Service Authorization
DCN—DISA Control Number
DISA—Defense Information Systems Agency
DISAC—Defense Information Systems Agency Circular
DISA DSC-EUR—Defense Information Systems Agency DISN Service Center-Europe
DISA DSC-PAC—Defense Information Systems Agency DISN Service Center-Pacific
DITCO—Defense Information Technology Contracting Office
DISN—Defense Information Systems Network
DMS—Defense Message Service
DoD—Department of Defense
DRSN—Defense RED Switch Network
DRU—Direct Reporting Unit
DSC—DISN Service Center
DSN—Defense Switched Network
DWCF-CISA—Defense Working Capital Fund Communications Information Services Activity
E-mail—Electronic Mail
FCC—Federal Communications Commission
FOA—Field Operating Agency
FRFS—Feeder Request for Service
FTS—Federal Telecommunications Service
GSA—General Services Administration
HNA—Host Nation Approval

HQ AFCA—Headquarters Air Force Communications Agency

HQ SSG—Headquarters Standard System Group

HQ USAF—Headquarters United States Air Force

I/EMSS—Iridium/Enhanced Mobile Satellite Service

ID3—International Direct Distance Dialing

INMARSAT—International Maritime Satellite

JCS—Joint Chiefs of Staff

LAN—Local Area Network

MAJCOM—Major Command

MRC—Monthly Recurring Charges

NCS—National Communications System

NIPRNET—Non-Secure Internet Protocol Router Network

NRC—Nonrecurring Charges

NS/EP—National Security/Emergency Preparedness

OCONUS—Outside the Continental United States

PDC—Program Designator Code

PMD—Program Management Directive

PMO—Program Management Office

RFS—Request For Service

R&R—Review and Revalidation

SAM—Status of Acquisition Message

SATCOM—Satellite Communications

SDB—Satellite Database

SDP—Service Delivery Point

SF—Standard Form

SIPRNET—SECRET Internet Protocol Router Network

STU—Secure Telephone Unit

TSO—Telecommunications Service Order

TSP—Telecommunications Service Priority

TSR—Telecommunications Service Request

TSRE—Telecommunications Service Request Editor

userid—User Identification

USOC—Uniform Service Ordering Code

WO—Web Order

WOE—Web Order Entry

Attachment 2

REQUEST FOR SERVICE AND WEB ORDER ITEMS REQUIRING SPECIAL ATTENTION

A2.1. Defense Information Systems Agency Defense Information Systems Network Service Center Requirements . DISA DSC emphasizes the need for accuracy of the data contained in these RFS/WO areas:

A2.1.1. Items 106A and B--Operational Service Date and Requested Commercial/Government Furnished Equipment Service Date. See DISAC 310-130-1 (will become DISAC 310-130-5) to determine lead times required. Lead-time begins upon receipt of a technically sufficient request by the responsible DISA office, not to DISA DSC or responsible MAJCOM. Allow one week for DISA DSC to process a technically sufficient RFS (and more time if the RFS is incomplete or incorrect) in addition to whatever time the responsible MAJCOM requires. Without sufficient lead-time, DISA DSC adjusts lead-time before sending the TSR to DISA. **EXCEPTION:** Those RFSs/WOEs requesting NS/EP provisioning or authorizing overtime and expediting charges in Item 118.

A2.1.1.1. DISA responds to requests for DISN bandwidth allocation or other non-complex network services that do not require special provisioning (e.g., leased tail segments and additional equipment) as close to the service request date as possible after it receives a funded TSR/WO. The DISA DSC works closely with the MAJCOM, DISA, and the customer to provision service.

A2.1.1.2. To process non-DISN service requests and requests for DISN services that also require special provisioning, such as leased tail segments, follow procedures in DISAC 310-130-1 (will become DISAC 310-130-5), as supplemented.

A2.1.2. Item 409--This item designates the organization (CMO or CCO) to accept service on behalf of the government. The CCOs are usually assigned and are offices that have local or remote testing capability, such as a technical control facility. The CMOs are assigned when testing facilities are not within the circuit path. Coordinate with the respective organization, especially CMO. The office selected should have knowledge of the requirement, of the RFS/TSR process and its paperwork, of the responsibilities involved with accepting service, and of the procedures for submitting completion reports.

A2.1.3. Item 410--Demarcation Point for Interface of Government-Owned Segments with Leased Segments. The commercial vendor terminates its portion of a circuit or service at the demarcation point. For all locations where the government provides Item 437, Customer Premise Inside Wire Installation (CPIWI) (e.g., CPIWI-NO), you must specify a demarcation point in Item 410. Provide building number, room number, and point of contact, by name and phone number, who can assist the vendor with termination information such as block, pin, and jack numbers. Include demarcation points on all requests for FTS2001 and DSN service.

A2.1.4. Item 414--CA is required for all equipment capable of being connected to the Public Switched Network or Public Switched Telephone Network, regardless of whether equipment is connected or not. However, in completing a RFS/WOE, list only the equipment being connected directly to the circuit. All circuits terminating outside the CONUS require Item 414 completion. The CA for equipment at both ends of the circuit is listed in Item 414.

A2.1.5. Item 416--Cost Threshold. You must calculate a cost threshold on all RFSs/WOEs that involve billed costs, including nonrecurring charges (NRC) for installation and equipment, and

monthly recurring charges (MRC) for lease and maintenance. On RFSs/WOEs for discontinuance of a circuit or service, enclose cost figures in parentheses to denote cost savings. When submitting RFS/WO in one fiscal year with a requested service date in the next fiscal year, include both NRC and MRC, as applicable, and the statement in Item 417, "These costs were included in our command's FYXX Financial Plan." Circuits installed under NS/EP procedures are exempt from this requirement. Make every effort to estimate cost data to ensure availability of sufficient funds. However, cost is not a consideration when invoking emergency or essential NS/EP procedures.

A2.1.6. Item 417--Remarks. For this item you must identify the document that authorizes expenditure of funds and validates the operational necessity. You may cite any approval document, such as an approved project support agreement, PMD, or message reference for downward-directed programs.

A2.1.7. Item 433--Removing Leased Equipment. Complete this item on all change or re-award RFSs/WOEs that call for the removal of leased equipment. List all leased equipment being returned to the vendor. List as much information as possible to identify the equipment, including uniform service ordering codes (USOC) and separate maintenance options.

A2.1.8. Item 434--Relocating Leased Equipment. Complete this item on all change RFSs/WOEs that relocate leased equipment. List the nomenclature, model, or USOC for the leased equipment being relocated.

A2.1.9. Item 503--If equipment terminating circuit is installed outside the CONUS, it requires an HNA before installation. Enter organization granting HNA and date approved. If another type of approval is required before installing the circuit (i.e., CJCSI 6215.01, approval for DSN service), enter the document that granted approval and date approved.

A2.1.10. Contact DISA Direct Order Entry through the DISA Home Page (<http://www.disa.mil>). The *DISA Direct!* allows customers to search for products and services offered by DISA, submit requests electronically, receive status regarding requirements, and other capabilities essential for managing information systems services. *DISA Direct!* order entry replaces the TSRE. For detailed usage instructions, refer to <http://www.disa.mil> under DISA Direct, and then heading titled 'Getting Started'.

Attachment 3

TELECOMMUNICATIONS SERVICE PRIORITY AND NATIONAL SECURITY/EMERGENCY PREPAREDNESS

A3.1. National Security/Emergency Preparedness . The Air Force uses NS/EP communications services to maintain a state of readiness or to respond to and manage any local, national, or international crisis that causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the NS/EP posture of the United States. NS/EP provisioning applies to any common carrier within the 50 states, Puerto Rico, Guam, or the Virgin Islands, and for DISN systems overseas. It does not apply to foreign telecommunications carriers. The sovereignty of foreign nations prohibits the use of NS/EP on the foreign portion of the circuit. Obtain expedited service dates in the European Theater by identifying and justifying “emergency” or “urgent” operational requirements to Headquarters United States Air Forces, Europe (HQ USAFE/SCC), Unit 3050, Box 125, APO AE 09094-0125, for validation before submitting the RFS/WOE. NS/EP requirements fall into two categories:

A3.1.1. Emergency. Emergency NS/EP requirements are for critical service needed at the earliest possible time, without regard to cost. DISAC 310-130-1 (will become DISAC 310-130-5) contains a detailed description of emergency service.

A3.1.2. Essential. Essential NS/EP requirements are for critical service requested by a specified date, without regard to cost, and the date is not achievable without invocation of NS/EP. DISAC 310-130-1 (will become DISAC 310-130-5) contains a detailed description of essential service.

A3.2. Invoking National Security/Emergency Preparedness . “Invoking NS/EP” refers to notification from invocation official to a service vendor that a service is so vital it is needed expeditiously. The MAJ-COM and DISA DSC convey this invocation to the vendor through DISA/DITCO by means of a service order that contains a provisioning priority in the TSP authorization code issued by the TSP PMO.

A3.3. Telecommunications Service Priority System .

A3.3.1. The TSP system provides users priority treatment of their NS/EP services. This priority treatment consists of priority provisioning (starting new service) and restoration of services with TSP assignments. There are two major benefits to using the TSP system:

A3.3.1.1. A user with critical need for a new NS/EP service can get it installed as soon as possible.

A3.3.1.2. A user's existing services with TSP restoration priorities are “pre-positioned” with service vendors. In the event of an outage, the vendor already knows which services to restore first. The TSP PMO provides TSP assignments via the RFS process.

A3.3.2. See NCS Directive 3-1, NCS Manual 3-1-1, and DISAC 310-130-4 for additional information about TSP.