



DEPARTMENT OF DEFENSE
DEPENDENTS SCHOOLS
OFFICE OF THE DIRECTOR, EUROPE
UNIT 29649, Box 7000
APO AE 09002-7000



August 9, 2010

MEMORANDUM FOR ALL DoDDS-EUROPE EMPLOYEES

SUBJECT: DoDDS-E Telephone Usage Standard Operating Procedures (SOP)

A. PURPOSE: This is to establish the DoDDS-E procedures for the use and administration of DoDDS-E telephones (DSN, "99" access, commercial, and cellular phones). DoDDS-E is responsible for providing each employee with access to the use of a telephone in order to conduct Official Government Business and "other business" in cases of emergencies.

B. APPLICABILITY: This policy applies to all employees of DoDDS-E.

C. RESPONSIBILITIES: The Chief, IT Division, DoDDS-E, is responsible for ensuring that every DoDDS-E employee is provided with a copy of the DoDDS-E Telephone Usage SOP. The DoDDS-E area Telephone Control Officers (TCOs) and the TCOs for each district will ensure that every DoDDS-E employee executes the attached Employee Telephone Usage Agreement. The signed Agreement will be retained in the IT Division or the local district/school administrative office with a copy provided to the employee. Supervisors will ensure that employees are using telephones (to include cellular telephones), mobile devices (i.e. Blackberries), and office telecommunications equipment properly.

D. PROCEDURES: To ensure that DoDDS-E telephones are used in the most efficient and cost effective manner, the following procedures and guidelines are to be followed:

1. DSN phone lines are to be used for voice and facsimile calls whenever possible. The use of commercial lines is allowed when it is impractical or impossible to reach the required party through DSN. Each division, district, and school that utilizes local host nation commercial lines, should keep a record of all voice and facsimile calls at the activity level as a means of internal control.
2. DoDDS-E, Government Telephones are for "OFFICIAL USE ONLY". According to the DoDEA *Employees' Guide to Standards of Conduct*, dated September 2003, "Use of Federal Government equipment and property, including communications

systems, is only for official purposes or authorized purposes as approved by your supervisor.”

3. Each activity (school, district, division) must be able to provide an updated list of all commercial phone lines and the purposes for which each line is used: voice, fax, modem, computer, phone system, fire alarm, VTC, restricted/security STU, server, etc.
4. Routine business should not be conducted over DoDDS-E cellular phones. Cellular-telephone-use charges for calls made in Europe are generally much higher than those for normal, commercial telephone service. International calls on cellular telephones are even more expensive.
5. Should a phone card/chip be lost, stolen or damaged, report this to the area or district Telephone Control Officer, within 24 hours.

E. EFFECTIVE DATE: This policy is effective August 9, 2010.



Nancy C. Bresell
Director, DoDDS-Europe

Attachment:
As stated

**DEPARTMENT OF DEFENSE DEPENDENT SCHOOLS – EUROPE
CELL PHONE USAGE AGREEMENT**

I have been provided with a copy of DoDDS-E Telephone Usage SOP and I hereby agree to the following terms and conditions:

- I understand that it may be illegal and violate government regulations to use a government cellular phone to conduct personal business, personal advertising or personal gain.
- I will use the government mobile device to conduct only official government/DoDDS-E/DoDEA related work.
- If I am issued any DoDDS-E owned mobile device, I will be responsible for any activity that may take place on this account and I also will be responsible for the safeguarding of the PIN number to access the device.
- I understand that individuals using DoDDS-E telecommunications equipment and services are subject to having their activities on the system monitored and recorded. I understand that if such monitoring reveals possible evidence of criminal activity or activity in violation of the above conditions, evidence may be forwarded to law enforcement officials or DoDDS-E officials for use in possible adverse personnel actions or criminal proceedings.

Having read the above statement and the DoDDS-E Telephone Usage SOP, I agree that if I am issued a DoDDS-E mobile device, I will safeguard the equipment and services when I am on and off duty. I agree to all the terms and conditions as stated.

Employee Name (**Please Print**)

Signature

Date