

## **STANDARD OPERATING PROCEDURE CELLULAR TELEPHONE MANAGEMENT**

**PURPOSE:** To establish procedures and controls for the management of cellular telephones.

**REFERENCE:** DoDDS-E Telephone Usage Policy Letter, Dated 3 June 2004.

**RESPONSIBILITIES:** All DoDDS Isles District personnel issued a cellular telephone must ensure compliance with this instruction. Each designated Cellular Telephone Manager will brief cellular telephone users upon initial issue of a cellular telephone.

### **PROCEDURES:**

1. Each Isles District School, as well as the District Superintendent's Office, will appoint a Cellular Telephone Manager in writing.
2. Each Cellular Telephone Manager will:
  - a) Be fully cognizant of the status of each cellular telephone possessed.
  - b) Maintain hand receipts for each cellular telephone issued.
  - c) Ensure each employee issued a cell telephone receives the DoDDS-E Telephone Usage Policy Letter and signs the Cell Phone Usage Policy Agreement (attached).
    - i) Retain the signed Cell Phone Usage Policy Agreement with the hand receipt for the applicable cellular telephone.
    - ii) Provide a copy of the signed Agreement to the employee.
  - d) Conduct and document a monthly review of the billing invoice checking for any possible Fraud, Waste or Abuse. NOTE: Lakenheath Complex users will review the invoice received by the Account 109 Telephone Control Officer.
  - e) Obtain any required Cellular Telephone accessories (replacement battery, carrying case, etc.) via the Government Purchase Card.
  - f) Immediately notify the District Telephone Control Officer of any cellular telephone or card/chip being lost, stolen or damaged. Additionally, provide a copy of the documented circumstances surrounding the loss, theft or damage to the District Telephone Control Officer. This information will be provided to the District Superintendent.
3. Should a cellular telephone or card/chip be lost, stolen or damaged, each cellular telephone user will:

- a) Within 24 hours, report the circumstances to their local Cellular Telephone Manager.
- b) Within 48 hours, provide a written summary of the circumstances (including actions taken) surrounding the loss, theft or damage to their local Cellular Telephone Manager.
- c) NON-Compliance with either a. or b. above may result in payment of any termination/replacement costs.

  
LINDA L. CURTIS  
Superintendent

2 Attachments:

DoDDS-E Telephone Usage Policy Letter, 3 June 2004

Cell Phone Usage Policy Agreement Letter



**DEPARTMENT OF DEFENSE  
DEPENDENTS SCHOOLS  
OFFICE OF THE DIRECTOR, EUROPE  
UNIT 29649 BOX 7000  
APO AE 09096**

June 3, 2004

MEMORANDUM FOR ALL DoDDS-EUROPE EMPLOYEES

SUBJECT: DoDDS-E Telephone Usage Policy

- A. **PURPOSE:** This is to establish the DoDDS-E policy and procedures for the use and administration of DoDDS-E telephones, (DSN, "99" Access, Commercial, and Cellular Phones).
- B. **APPLICABILITY:** This policy applies to all employees of DoDDS-E.
- C. **POLICY:** It is the policy of DoDDS-E to provide each employee with access to the use of a telephone in order to conduct Official Government Business and "other business" in cases of emergencies.
- D. **RESPONSIBILITIES:** The Chief, Logistics Division, DoDDS-E, is responsible for ensuring that every DoDDS-E employee is provided with a copy of the DoDDS-E Telephone Usage Policy. DoDDS-E area and district Telephone Control Officers (TCOs) will ensure that every DoDDS-E employee executes the attached Employee Telephone Usage Policy Agreement. The signed Agreement will be retained in the Logistics 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) and office telecommunications equipment properly.
- E. **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.

F. EFFECTIVE DATE: This policy is effective June 4, 2004.



Diana J. Ohman  
Director, DoDDS-Europe

Attachment:  
As stated

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

I have been provided with a copy of DoDDS-E Telephone Usage Policy 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 cellular phone to conduct official government/DoDDS-E/DoDEA related work.
- If I am issued a DoDDS-E owned cellular phone, 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 cellular phone.
- 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 Policy, I agree that if I am issued a DoDDS-E cellular phone, 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

**Sent:** Monday, June 14, 2004 2:16 PM  
**To:**  
**Cc:**  
**Subject:** Telephone Usage Policy UPDATE

Please note.

**1. INFORMATION – Telephone Usage Policy**

**POC: Jonathan Harris, 334-2607**

**SUPERINTENDENTS/DIVISION CHIEFS/PRINCIPALS**

To clarify the Telephone Usage Policy for all DoDDS-E employees, which was in the Friday Directives of June 4, 2004—the policy is to be distributed to all employees, but the Cell Phone Usage Policy Agreement only needs to be signed the first time an employee is issued a cell phone. Employees who are not issued cell phones are not required to sign this agreement.