Information Management: Telecommunications

Use of U.S. Government Telecommunications Systems for Health, Morale, and Welfare Purposes

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Summary. This regulation prescribes policy on using U.S. Government telecommunications systems for health, morale, and welfare (HMW) purposes in the Army in Europe.

Summary of Change. This revision incorporates administrative changes throughout.

Applicability. This regulation applies to everyone who uses Army in Europe telecommunications capabilities for HMW purposes.

Supplementation. Organizations will not supplement this regulation without USAREUR G6 (AEAIM-A) approval.

Suggested Improvements. The proponent of this regulation is the USAREUR G6 (AEAIM-A, DSN 370-7960). Users may send suggested improvements to this regulation to the USAREUR G6 (AEAIM-A) at e-mail: usareur.policy.g6@us.army.mil.

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SECTION I
GENERAL

1. PURPOSE

    a. This regulation prescribes policy on the use of U.S. Government telecommunications resources by deployed personnel and their Family members for health, morale, and welfare (HMW) purposes. For the purpose of this regulation, deployed personnel include U.S. Army military and civilian members of NATO or U.S. units, and contractors working for these units, who are deployed in remote training areas outside the continental United States (OCONUS) or are deployed in support of USEUCOM contingency or peacekeeping operations.

    b. Telecommunications resources include the DSN, Government-owned telecommunications systems, military telephones, and official and civilian Internet connectivity (including e-mail, instant messaging, and webcam audio-video capabilities).

2. REFERENCES

a. Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6215.01C, Policy for Department of Defense (DOD) Voice Networks With Real Time Services (RTS).

b. DOD 5500.7-R, The Joint Ethics Regulation.

c. AR 25-1 and AE Supplement to AR 25-1, Army Knowledge Management and Information Technology.

d. AR 25-2, Information Assurance.

e. USEUCOM Directive 100-1, USEUCOM Authorized Service Interruption Procedures.

f. AE Regulation 25-71, Website Administration.

g. AE Regulation 608-2, Family Readiness.

h. AE Pamphlet 25-1, Information Technology Support and Services.

3. EXPLANATION OF ABBREVIATIONS
The glossary defines abbreviations.

4. RESPONSIBILITIES

a. Commanders of deployed personnel will establish specific guidelines for using available telecommunications resources for HMW purposes according to this regulation.

b. Commanders of Army hospitals in the European theater may coordinate with their telephone control officer (TCO) to arrange for HMW telephone-call support for personnel transferred from deployed areas to their facilities for treatment. In their internal standing operating procedures, hospitals will include specific HMW guidance for inpatients.

5. POLICY
Communication between deployed personnel and their Families contributes to Soldier readiness and is encouraged. The limited telecommunications resources in deployed areas, however, must first be used to meet the operational and logistical needs of deployed units.

a. The use of telecommunication resources for HMW purposes must—

(1) Not adversely affect the performance of official business, overburden communications systems, or portray the U.S. Government in a negative manner (DOD 5500.7-R, para 2-301).

(2) Be of reasonable duration and frequency in accordance with CJCSI 6215.01C, AR 25-1 and AE Supplement 1, and sections II and III of this regulation.

(3) Not incur unauthorized cost to DOD or the Army as the result of using telecommunications resources for other than HMW purposes.

b. Commanders will control the use of official telephones and Government computers for the purpose of morale support in their areas of operation. Operational requirements must always have priority over morale support.

c. Unit computers and the NIPRNET will not be used to support morale webcam audio-video services.

d. HMW telephone calls will not be made during "peak-use" hours except for emergencies. Local commanders will determine what constitutes peak-use hours in their areas of operation.

e. In deployed areas, support available for HMW telecommunications services will be arranged by supporting signal units and Family and morale, welfare, and recreation (FMWR) facilities according to the local theater commander's requirements.

f. Civilian and DSN telephone calls are subject to monitoring by foreign countries. For this reason, callers should be reminded of operations security and warned to avoid topics that could be of interest to foreign intelligence.

g. Commanders, as advised by their TCOs, signal-support personnel, and legal personnel, should take appropriate disciplinary action in the event of abuse or misuse of official communications systems. USAREUR and 5th Signal Command resources are used to monitor logs and destination telephone-number reports for abuse.

h. Commanders will ensure proper operations security awareness training is provided to adequately inform Soldiers, DA civilians, and Family members of the threats and methods adversaries use to gain access to critical information.

SECTION II
HEALTH, MORALE, AND WELFARE SERVICES FOR FAMILY MEMBERS

6. GENERAL
Rear detachment commanders (RDCs), Family assistance centers (FACs), Army Community Service (ACS) centers, Family readiness groups (FRGs), Family liaison offices (FLOs), and Family readiness support assistants (FRSAs) should inform Family members about HMW telecommunications resources available in their area. Morale calls, e-mail access, webcam audio-video service, and fax machines should be made available to Family members, when possible, within the restrictions of this regulation. Table 1 describes the types of HMW communications options that are available.

a. Family members should contact their supporting FRSA, ACS center, local garrison FAC, or rear detachment as a first step in asking for help to contact deployed Family members. If an FAC has not been established in the local garrison, Family members should contact their servicing chaplain, FLO, FRG, or an FAC in a different garrison for help with using official HMW or commercial telecommunications services.

b. Family members who have access to AKO may look for deployment links and their local Army FLO on AKO and similar websites (for example, the Army homepage at *http://www.army.mil*, the Army Well-Being Liaison Office website at *http://www.armywell-being.org/*, the USAREUR homepage at *http://www.eur.army.mil*, the AKO Army in Europe FRG portal at *https://www.us.army.mil/suite/page/ 138177*).

Table 1
HMW Communications Options

Option	Service Provided	Limitations	Whom to Contact for Support
Army Knowledge Online (AKO) (*https://www.us.army.mil*)	E-mail, personal webpages, instant messaging, and group chat. Alternate source for FRG and FRSA web portals and AKO Files	Each Family member must be authorized an AKO account. (Accounts should be created by the sponsor before deployment, but may also be created by the unit FRSA or rear detachment personnel.)	FRSA or RDC
Telephone-call support	Voice communication	Family members will be allowed to make telephone calls to deployed personnel to the extent official business is not affected.	ACS center or RDC
Virtual Family readiness group (vFRG) website (*http://www.armyfrg.org*)	Multiple HMW communications capabilities	Unit commander approval of website content is required according to AE Regulation 25-71.	Unit FRSA at battalion or higher level
Yellow ribbon room	Live audio and video communications and recorded audio-video messages	Family members must go to the local installation's yellow ribbon room.	Local ACS center

7. CONTACTING DEPLOYED PERSONNEL

Several Family service-support offices are available in each military community to help Family members with deployment issues, including how to contact deployed personnel. Some options for contacting deployed personnel are as follows:

   a. vFRG Website. The United States Army Family and Morale, Welfare, and Recreation Command (FMWRC) operates the vFRG website. This website (at *http://www.armyfrg.org*) will provide commanders their primary means of FRG website support.

      (1) Unit commanders and FRG leaders can request a vFRG website through their unit FRSA. Unit FRSAs will forward requests to the USAREUR FRSA Program Coordinator.

      (2) The USAREUR FRSA Program Coordinator will approve requests as appropriate and forward them to the FMWRC for implementation.

      (3) vFRG websites must comply with AE Regulation 25-71.

   b. AKO. Family members should obtain AKO accounts as an additional means of communicating with deployed personnel. Family members may request accounts at *https://www.us.army.mil* or seek assistance from the unit rear detachment, the FRSA, or ACS personnel. An AKO account provides a protected means of communication that is unavailable through commercial services. AKO helps protect sensitive Family information from possible exploitation by enemy forces or unfriendly personnel.

(1) AKO capabilities include the following:

      (a) E-Mail. AKO e-mail service provides a protected e-mail capability for communicating with deployed personnel through channel encryption, authentication of users, and a Government-owned and -operated server. Family members should send e-mail messages to the deployed person's AKO e-mail account. (All Army employees are required to have an AKO account.) FRSAs, FRGs, and rear detachments can help Family members determine unit or individual e-mail addresses if unknown.

      (b) AKO Personal Webpages. When a Family member is approved for an AKO account, the account will include e-mail capability, 50 megabytes of storage space, access to encrypted person-to-person instant messaging, and group chat services. AKO can be reached using either privately owned or Government-owned computers.

      (c) AKO FRG Web Portals. FRG leaders can request that an AKO FRG portal page be established to support Family members and deployed Soldiers. FRG leaders must coordinate this requirement with their supporting FRSA.

      1. The FRSA will check to ensure a portal page has not already been created for the FRG. If a portal page has not been established, the FRSA will submit a memorandum to the unit commander or designated RDC requesting approval to establish a portal page. The request must include the full unit name, the names and AKO accounts of the FRG leader, and the FRSA who will administer the portal.

      2. Once the request is approved by the commander, the FRSA will forward it to the USAREUR FRSA Program Coordinator in the Office of the Deputy Chief of Staff, G1, HQ USAREUR, for verification. The USAREUR FRSA Program Coordinator will forward the request to the Project Branch; Programs, Policy, and Projects Division; Office of the Deputy Chief of Staff, G6, HQ USAREUR, for portal and AKO Files creation.

      3. The portal page will be established with capabilities including discussion boards, direct access to AKO Files folders, e-mail distribution lists, announcements, and upcoming events channels. The FRG will be able to customize the portal page to meet its requirements.

      4. FRG portal pages created on AKO and the information posted on them requires the approval of the unit commander or the commander's designated representative in accordance with AE Regulation 25-71.

      5. FRG leaders will not use commercial (for example, America Online, Yahoo) or personal webservers to support FRG portal pages.

(2) If a Family member does not have access to a personal computer, the deployed unit's rear detachment, ACS, or library computer assets may be used (when available) to access AKO.

      (a) Family members will not be given unrestricted and unescorted access to Government computers while the computer is connected to the NIPRNET. A unit member or another Government representative will logon to the computer, provide help as needed, and remain with the Family member continuously for the duration of use. After the Family member is finished, the unit member or Government representative will regain control of the computer.

(b) If the rear detachment is unable to provide computer access to Family members, it will advise them to seek HMW services of the FAC, ACS, library, FRG, or to use other locally available communications services.

(c) E-mail messages sent to organizational accounts for deployed personnel will be addressed as shown in paragraph 10.

c. Webcam Audio-Video Services.

(1) Many ACS centers and yellow ribbon rooms offer webcam audio-video services. ACS centers can advise Family members on the availability of webcam services in the community. The use of these services is subject to availability and must not conflict with mission requirements.

(2) ACS and FRSA personnel can also advise Family members of FMWR Internet café locations available in Iraq and Afghanistan that support HMW webcam audio-video services, instant messaging, and e-mail.

d. Fax Machines. Most units and ACS centers have fax machines available to help Family members and deployed personnel send and receive documents needed for administrative and legal purposes. Documents can be scanned and included as e-mail message attachments if they do not create a bandwidth, information-assurance, or connectivity issue.

e. DSN Telephone. Family members may place direct-dial calls to deployed personnel from rear detachment DSN telephones as authorized by the RDC. (Family members should contact their FRSA for assistance.) Family members will not place HMW calls through directory service attendant (DSA) telephone operators.

f. Commercial Telecommunications. Depending on the country and local area telecommunications infrastructure, Family members may use commercial telecommunication services to remain in contact with deployed personnel. Due to limited services in deployed areas, Family members should first ensure they have correct telephone numbers and e-mail addresses before making contact. Use of commercial services is at the Family member's risk and expense; no costs will be reimbursed by the Army. Options for remaining in contact with deployed personnel are as follows:

(1) Commercial telephone services available through host-nation telephone networks, including cell-phone services. The use of cell phones is discouraged since "roaming" charges make this option very costly.

(2) FMWR hotspots. Hotspots are locations with wireless Internet for customers. FMWR provides free Internet access in some category A and category B facilities. The Army and Air Force Exchange Service (AAFES) has fee-based Internet facilities.

(3) Off-post Internet cafés.

(4) Prepaid calling cards.

NOTE: Information transmitted by e-mail through commercial service providers may be read by unauthorized persons.

SECTION III
HEALTH, MORALE, AND WELFARE SERVICES FOR DEPLOYED PERSONNEL

8. GUIDANCE FOR DEPLOYED COMMANDERS
Maintaining contact with rear detachments and garrison Family-support organizations is essential to facilitating HMW communications. Telecommunication capabilities, however, may be limited at some deployed locations, and emphasis must be on operational needs. When determining what HMW telecommunications support should be provided, deployed commanders must—

a. Follow policy prescribed by the local theater commander at the deployed location.

b. Consider what the local peak-use hours for official business are in the deployed area and at the home station to be called.

c. Take into account available HMW facilities as well as FMWR facilities, which are normally free for HMW purposes at deployed locations.

9. CONTACTING FAMILY MEMBERS
Deployed personnel have access to many of the same capabilities as identified for Family members in section II.

a. All Army personnel are required to have AKO accounts. Deployed personnel should make maximum use of AKO capabilities because of the protection AKO provides to personal sensitive communications with their Family members. AKO servers can be accessed by computers connected to the NIPRNET and any computer connected to the Internet (as long as the user has an AKO account).

b. It is critical that deployed personnel and their Family members do not exchange sensitive information over commercial or personal systems that are not properly secured or are not operated by organizations that are not part of DOD. Protecting information is a mission requirement that not only protects unit missions and deployed personnel, but protects Family members from possible exposure to unfriendly personnel and organizations attempting to operate in the Army in Europe sustaining base.

10. ORGANIZATIONAL E-MAIL
Commanders who want to provide temporary morale organizational e-mail addresses during deployments may do so according to the following guidance:

a. Although all Army users are required to have AKO e-mail accounts, their spouses and other Family members may not have accounts or access to e-mail. In this case, the unit commander may establish an organizational account in the sustaining base e-mail system to support timely communications between Family members and deployed personnel. Access to the organizational account will be limited to key rear detachment personnel who are designated in writing by the unit commander to access the account.

b. The organizational e-mail address must include the unit name and the suffix *RDCFRG*, and will be created as follows: *unitnameRDCFRG@server.name* (for example, 1-1InfantryRDCFRG@1ad.army.mil would be the organizational e-mail address of the rear detachment FRG for 1st Battalion, 1st Infantry Regiment, on the 1st Armor Division's e-mail server).

c. Deployed personnel may send messages to the organizational account for delivery to Family members by identifying the message as shown below. The rear detachment will contact Family members to relay messages from deployed personnel.

> **Subject:** ATTN: *First and last name of Family member.*
> **Message Body:** Pass to *first and last name of Family member, civilian or DSN telephone number, unit number, APO AE number, and message to be relayed.*

d. Family members who have e-mail capability but who have difficulty contacting deployed personnel may send an e-mail message to the unit's designated organizational e-mail address using the format in subparagraph c above. The rear detachment will forward messages to deployed personnel.

11. DSN AUTOMATED ATTENDANT CALL PROCESSING
A DSN automated attendant (AA) system has been activated in the European theater to provide timely HMW telephone service to deployed personnel. Deployed personnel must have a Unit Morale Call PIN Issuing Resource Europe (UMPIRE) personal identification number (PIN) to use the AA system in Europe to dial a civilian telephone number.

a. Duty-appointed TCOs must request UMPIRE access credentials through *https://umpire.hqusareur.army.mil*.

b. Before any deployment, the unit TCO must access the UMPIRE system and generate enough PINs for the unit (basically one PIN for each Soldier scheduled to deploy). The PIN will be—

(1) Used to positively identify authorized users, ensure fair and equitable access to all deployed personnel, and enforce the limit of two 15-minute calls per deployed person per week.

(2) Activated as early as 1 month before the start date of the deployment and expire no later than 2 months after the expected redeployment to home station.

(3) Unique to a specific AA to enable 5th Signal Command to balance the overall use of the AA system.

c. If a unit needs more than 200 PINs, the TCO should contact the UMPIRE Manager, Enterprise Services Office, Office of the Deputy Chief of Staff, G3, 5th Signal Command, for a batch generation. The following data must be submitted in an Excel spreadsheet:

(1) Column 1: First name.

(2) Column 2: Last name.

(3) Column 3: Last four digits of the social security number.

(4) Column 4: Start date (date of PIN activation).

(5) Column 5: Expiration date (date of PIN expiration).

(6) Column 6: Unit identification code.

d. Soldiers deployed from the United States with Family members in Europe may request individual PINs to call them. To do so, Soldiers will send their request to the UMPIRE Manager through *https://umpire.hqusareur.army.mil*. The request will include the following data:

(1) Last four digits of the requester's social security number.

(2) Expiration date (date of PIN expiration).

(3) Name of Soldier's organization in CONUS.

(4) DSN telephone number where the Soldier may be contacted if clarification of the request is necessary.

e. Individuals who want to use official Government assets to place morale calls or to gain connectivity from a deployed area first must ensure that they have the approval of their chain of command. Individuals making calls will not discuss classified information or unclassified sensitive information (AR 25-2). Calls are not generally encrypted and could be monitored by unfriendly personnel who could use this information against friendly forces or their Family members.

f. To use the AA system, deployed personnel must dial either (314) 370-1880 (Heidelberg AA) or (314) 430-1880 (Vaihingen AA), depending on which AA they have been directed to use, and follow the voice prompts. (All 10 numbers, including the 314, must be dialed.)

(1) Once a connection is made, the caller will hear a recording stating the location of the AA server and the instruction, "Enter your six-digit PIN code now."

(2) When a valid PIN has been entered, the following message will be heard: "For commercial access, press 5; for DSN access, press 4. If at any time you wish to return to this menu, press the star (*) key."

(3) The 5 key will activate the message: "Do not dial 99; please dial your full city code prefix and destination number followed by the pound (#) key now."

(4) The 4 key will activate the message: "Dial your DSN 6- or 10-digit number followed by the pound (#) key now."

(5) Two minutes before the automatic termination of a call, the caller will hear the AA programmed time-out announcement: "You will be disconnected in 2 minutes."

g. Deployed callers will be able to make two 15-minute calls per week. The 15-minute clock begins 1 minute into the connection. This allows the caller 1 full minute to hang up and discard the call because of a wrong number, answering machine, or error in dialing. A week is defined as beginning on Monday, 0000 central European time (CET), and ending on Sunday, 2359 CET.

h. If all attendant trunks are in use and a connection to an AA server cannot be made, the call will be automatically forwarded to the DSA operator "1110 queue."

i. Morale calls to special civilian numbers (such as "call-by-call" and "premium service") will not be processed by switchboard operators or AAs in the Army in Europe. Call-by-call numbers are used to call different providers in search of a cheaper call rate. Premium service numbers are some 0180 numbers and some 0800 numbers incurring a higher cost when dialed. Those numbers are blocked at the switches.

j. In special situations when a deployed Soldier's or civilian's primary Family members (spouse and children or parents) are located in a European country other than Belgium, Germany, Italy, Luxembourg, or the Netherlands, or are located in the United States, the requesting TCO will verify the location of the Family members and include this in the PIN request. The AA administrator will configure the AA to support these Family members only for the duration of the deployment as specified in b(2) above.

k. CONUS-deployed personnel desiring to call the United States for morale purposes must call CONUS DSN operators or CONUS-based AAs directly.

12. OTHER OFFICIAL TELEPHONE SERVICES
The use of Government cell phones, International Maritime Satellite (INMARSAT), Iridium, and other official satellites or long-distance carrier telephone services for morale calls is generally prohibited because of the cost. These services may be used only for emergencies when the commander determines this use is in the best interest of the military or when the theater commander has determined that DSN and commercial fixed-line capabilities are insufficient for HMW communication.

a. Personal calls outside the purview of HMW are to be made on commercial telephone systems at the caller's expense or on Military Affiliated Radio Service (MARS) high-frequency radio equipment provided for this purpose, if available.

b. If HMW telephone service is unavailable to deployed personnel, FMWR facilities may offer e-mail or webcam audio-video services in deployed areas for HMW purposes. These services are usually free of charge to deployed personnel.

c. Cell phones, BlackBerrys, and personal digital assistants will not be issued to FRG members.

13. DSN OPERATOR-ASSISTED CALLS
All personnel are directed to use the AA system (para 11) to place HMW telephone calls. DSN operators will not connect HMW calls unless an AA is nonoperational. If an AA is nonoperational, deployed personnel may call the DSN operator. Once connected to the DSN operator, callers must—

a. State "This is a morale call" and that the attempt to use the AA was not successful.

b. Identify their location and provide their unique AA PIN.

c. State the destination and civilian telephone number to be called.

14. AAFES AND COMMERCIAL SERVICES
In some deployed areas, deployed members may be able to purchase calling cards or use special telephone booths or computers at deployed AAFES outlets. Commercial telephone facilities or Internet cafés may be available in the local area. Deployed personnel must consider force-protection concerns, the dangers associated with discussing sensitive information, and high costs when using these facilities.

GLOSSARY

AA	automated attendant
AAFES	Army and Air Force Exchange Service
ACS	Army Community Service
AE	Army in Europe
AKO	Army Knowledge Online
CET	central European time
CJCSI	Chairman of the Joint Chiefs of Staff instruction
CONUS	continental United States
DA	Department of the Army
DOD	Department of Defense
DSA	directory service attendant
DSN	Defense Switched Network
FAC	Family assistance center
FLO	Family liaison office
FMWR	Family and morale, welfare, and recreation
FMWRC	United States Army Family and Morale, Welfare, and Recreation Command
FRG	Family readiness group
FRSA	Family readiness support assistant
HMW	health, morale, and welfare
HQ USAREUR	Headquarters, United States Army Europe
INMARSAT	International Maritime Satellite
MARS	Military Affiliated Radio Service
MWR	morale, welfare, and recreation
NATO	North Atlantic Treaty Organization
NIPRNET	Unclassified but Sensitive Internet Protocol Router Network
OCONUS	outside the continental United States
PIN	personal identification number
RDC	rear detachment commander
TCO	telephone control officer
U.S.	United States
UMPIRE	Unit Morale Call PIN Issuing Resource Europe
USAREUR	United States Army Europe
USEUCOM	United States European Command
vFRG	virtual Family readiness group