DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, RED CLOUD
UNIT # 15707
APO AP 96258-5707

REPLY TO
ATTENTION OF

Policy Letter #1-12

IMKO-AA-IM

24 SEP 2010

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: US Army Garrison-Red Cloud and Casey Enclaves Government Cell Phone Usage Policy

1. This policy is effective immediately and remains in effect until rescinded or superseded.

2. References:

a. AR 25-1, Army Knowledge Management and Information Technology, 15 July 2005

b. AK Suppl 1, 12 March 2007, to AR 25-1, Army Knowledge Management and Information Technology, 15 July 2005

3. This policy applies to all personnel assigned to Area 1, US Army Garrison - Red Cloud and Casey enclaves who have been or may be issued cell phones for conducting government official business.

4. The government issued cell phone is for official use only and warrants strict adherence to policies as outlined in AR 25-1, paragraph 6-4. Unofficial or other unauthorized use of the service is subject to legal action to include UCMJ, monetary recovery procedures, and termination of telephone service.

5. Discussion.

a. USAG-Red Cloud/Casey cell phones will be assigned to selected personnel who, based on their job functions and responsibilities, must be accessible by telephone throughout the duty day and during non-duty hours. These personnel are determined by the Garrison Commander (GC) and Deputy Garrison Commander (DGC), USAG-Red Cloud.

b. Request for cell phones must be submitted in writing with justification to the DGC.

c. The government issued cell phone user is responsible for the accountability, maintenance, and use of cell phone equipment.

d. Cell phones are accountable items and will be added to the installation's property book and transferred to the appropriate directorate's/unit's hand receipt. Hand receipt holders may issue the cell phones to the individual by using a DA Form 3161, Request for Issue or Turn-In.

e. Cell phone users are required to read and sign the USAG-Red Cloud's Government Cell Phone Acceptable Use Policy (Encl 1) upon receipt of the cell phone.

6. Refer to Enclosure 2 for additional responsibilities and procedures.

7. Documentation can also be found on the USAG-RC IMO SharePoint site at https://8army.korea.army.mil/sites/imcom/area1/usag-rc%20imo/default.aspx.

8. Exceptions to Policy: None.

9. Point of contact for this policy is Mr. Robert Cabbagestalk, USAG-RC, Director, IMO, DSN: 732-8630 or email robert.cabbagestalk@us.army.mil.

W. H. DODGE
Colonel, SF
Commanding

2 Encls
1. USAG-Red Cloud's Government Cell Phone Acceptable Use Policy
2. Cell Phone Users Information and Procedures

Enclosure 1

IMKO-AA-IM

October 2008

US Army Garrison, Area 1
Government Cell Phone Acceptable Use Policy

1. **References.**

a. AR 25-1, Army Knowledge Management and Information Technology, 15 July 2005
b. AK Suppl 1, 12 March 2007 to AR 25-1, Army Knowledge Management and Information Technology, 15 July 2005
c. UCMJ, Manual for Courts-Martial United States, 2008 Edition
d. AR 25-2, Army Information Assurance, 24 Oct 2007

2. **General.** Army policy on issuance and use of government cell phones may be found in AR 25-1, paragraphs 6-1 and 6-4w. Cell phones are authorized when warranted by mission requirements, technical limitation, feasibility, or cost considerations.

3. **Instructions.** User must read this agreement and when completed, sign and date acknowledging acceptance of these policies in paragraph 5.

4. **User Policy.** As a government cell phone user, the following minimum security rules and requirements apply.

a. Personnel must acknowledge receipt and review of this document prior to cell phone issue.

b. Only authorized personnel is permitted to use the government issued cell phone.

c. Government issued cell phone is for official use only—limited to requirements that cannot be satisfied by other available telecommunications methods.

d. Official calls are defined as those telephone communications directly related to the conduct of DOD business or having an indirect impact on DOD's ability to conduct its mission.

e. Personal use of a government cell phone is authorized to a limited degree, provided that the personal communications are reasonably short (normally five minutes or less) and infrequent.

f. Authorized use of a government cell phone does not include morale calls. NOTE: Morale calls, when authorized, must be made from a Defense Switched Network (DSN) telephone.

g. Government issued cell phone will **NOT** be used

1) In lieu of established "land-line" telephone service (Official calls should be made from official government land line when available);

2) While driving a vehicle unless a hands-free device is used;

3) Outside the Republic of Korea without authorization from the GC or DGC;

4) To "surf the net" for gaming, illegal downloads, or to access unauthorized websites.

5) For commercial, financial gain or illegal activities;

6) In any manner that interferes with official duties, undermines readiness, reflects adversely on the Army, or violates standards of ethical conduct;

7) To intentionally send or propagate sexually explicit, threatening, harassing, political, or spam communications; or

8) To participate in on-line gambling or other activities inconsistent with public service.

h. Phone calls can not be forwarded to or from the government issued cell phone.

i. Government issued cell phone users **MUST**

1) Notify the Hand Receipt Holder (HRH) and the IMO, TCO prior to transferring the cell phone to another user;

2) Participate in all training programs as required before receiving cell phone access and when refresher training is required;

3) Immediately report any suspicious conversation, text message, or problem to the IMO, TCO;

4) Report all known or suspected security incidents, spam, chain messages, or violations of this acceptable use policy and/or AR 25-1 or 25-2 to the IMO, TCO;

5) Immediately report theft or loss and damage of the government issued cell phone to the IMO, TCO;

6) Address all questions regarding policy, responsibilities, and duties to the IMO, TCO.

j. Access to a government cell phone is a revocable privilege and is subject to auditing and security testing.

k. Government issued cell phone conversations and text messages are vulnerable to interception and spoofing. Measures should always be taken to safeguard sensitive and classified information.

l. Government issued cell phone can only be used to communicate unclassified information only.

m. Only authorized cell phone software programs are to be used

n. Personal owned hardware attachments; software, shareware, or public domain software or code will not be installed or used on the government issued cell phone.

o. Government issued cell phone users will not disable, alter, reconfigure, strain, test, circumvent, bypass, or remove security or protective chips or software programs and/or their associated logs.

p. Auditing of the government issued cell phone may be conducted for various purposes, and information captured may be used for administrative or disciplinary actions or for criminal prosecution.

q. A monthly usage limit of $50 or 300 minutes has been imposed for each individual/cell phone. If the individual phone usage is in excess of this limit, the infraction will be reported to the GC and/or DGC and may result in denial of service, administrative action, and reimbursement of charges.

r. Violations of this agreement may be punitive in nature and punishable under Article 92 of the UCMJ or other administrative/criminal statutes. These violations are covered under AR 25-2, para. 1-1j

5. **Acknowledgement.** I have read the above requirements regarding use of the assigned government cell phone and I fully understand my responsibilities regarding accountability and acceptable use.

Last Name, First, MI	Rank/Grade	Date
Signature	Unit/Division/Branch	Phone Number

Enclosure 2

USAG-Red Cloud/Casey
Government Cell Phone Users Information and Procedures

1. PURPOSE. To establish internal controls for the procurement, use, and accountability of Government-owned or controlled hand-held cell telephones by personnel assigned to US Army Garrison (USAG) – Red Cloud and Casey.

2. REFERENCES.

a. AR 25-1, Army Knowledge Management and Information Technology, 15 July 2005

b. AK Suppl 1, 12 March 2007, to AR 25-1, Army Knowledge Management and Information Technology, 15 July 2005

3. RESPONSIBILITIES.

a. Information Management Office (IMO), Telephone Control Officer (TCO)

1) Act as the garrison's organizational liaison with the cell phone provider.

2) Administer the issuance, usage, monthly bill payment, and termination and/or denial of services as directed.

3) Establish procedures to receive, review, and make payment of the monthly phone bill.

4) Identify, purchase, and replace damaged, non-operative, or end of life cycle cell phone equipment.

5) Monitor cell phone use, through monthly bill, and report excessive charges and misuse.

b. Directors and Hand Receipt Holders (HRH):

1) Ensure that cell phones are assigned to authorized personnel.

2) Brief personnel on cell phone usage, control, and accountability.

3) Submit request for additional requirements to Deputy Garrison Commander (DGC).

c. Government Cell Phone Users:

1) Secure cell phone at all times and guard against improper use.

2) Follow outlined procedures for the use, turn-in, or transfer of the cell phone.

3) Report lost, damage, or stolen cell phone immediately to HRH and IMO, TCO

4. USE OF CELLULAR TELPHONE SERVICE.

a. Use of cellular telephone service is limited to the conduct of official business.

(1) Unofficial or other unauthorized use of the service is subject to legal action to include UCMJ, monetary recovery procedures, and termination of telephone service.

(2) Cell phones will be used only when the mission clearly demonstrates a critical need for immediate communication and military telephone service is not reasonably available.

(3) Infrequent personal calls between 3-5 minutes are authorized.

(4) The cell phone will not be used to "surf" the internet or engage in illegal activities.

b. The calling plan or established features for the cell phone can not be modified without written permission from the DGC, USAG-RC

(1) The IMO, TCO is the only authorized USAG-RC representative allowed to contact the vendor to modify call plan and phone features. Users at no time are permitted to contact the vendor to modify the call plan.

(2) Concerns regarding billing or service should be forwarded to the IMO, TCO.

(3) The cell phone model issued by the IMO, TCO is the only authorized model. Users can not replace the issued phone with other devices/models.

c. The use of government-owned cellular telephones to call outside Korea or to use the phone while stationed/traveling outside of Korea is not authorized. Exception is granted to selected senior ranking military and civilian members.

d. Cell phones will be added to the installation's property book.

(1) The IPBO will transfer the equipment to the appropriate Hand Receipt Holder.

(2) Cell phones will be issued to the individual by the HRH using a DA Form 3161, Request for Issue or Turn-In.

(3) Cell phones will not be further sub-hand receipted, transferred, or loaned without prior authorization by the HRH and IMO, TCO.

(4) The HRH and IMO, TCO must be advised prior to the transfer of the cell phone to another user.

e. Damages to or loss of the government cell phone must be reported immediately to the HRH and IMO, TCO.

(1) The IMO, TCO will contact the vendor or contractor to coordinate repair or equipment replacement.

(2) If it is discovered that damage to the phone is caused by user neglect, the user will be held liable and may have to reimburse the government for costs incurred.

(3) The user will be held liable for the loss of the government cell phone.

f. Cell phone users must read, initial, and sign the USAG-Red Cloud's Government Cell Phone Acceptable Use Policy (CAUP) upon receipt of the cell phone. The completed CAUP must be forwarded to the IMO, TCO.

g. A monthly usage limit of fifty dollars ($50) per individual/cell phone or three hundred (300) minutes has been established. Individual phone usage in excess of this limit will be reported to the GC and DGC and may result in denial of service, administrative action and reimbursement of charges.

5. PROCEDURES FOR REQUESTING CELL PHONE SERVICE.

a. Request for cell phone must be signed by director (GS14/LTC or above) and forwarded to DGC for approval.

(1) The requester must provide substantive justification, addressing the specific user requiring the service, the operational or safety issue that requires the use of cell phone service for mission accomplishment, and the negative impact that may result from lack of this service.

b. Request for cell phone must be documented using the Requirements Document (RD) process. The RD must be signed by a GS14/LTC or above.

c. Once approval is received from DGC, the DGC approval memorandum, original RD (without signature) and signed RD must be forwarded to the IMO.

d. The IMO will complete the Requirement Validation Document (RVD) and submit all documentation (DGC approval memo, RDs, and RVD) to the DOIM for technical review and onward forwarding to RCIO-K.

e. RCIO-K approval is forwarded through the DOIM to the IMO.

f. IMO submits cell phone purchase request to the vendor.

g. The vendor will deliver the cell phone to the IPBO. The information is added to the property books and issued to the appropriate HRH.

h. The user receives the cell phone from the HRH. Cell phone service must be activated prior to use. The IMO activates the phone service upon receipt of signed Government Cell Phone User Acceptable User Policy.

6. CELL PHONE SERVICE MANAGEMENT AND REPORTING.

a. Monthly bills from the cell phone service provider will be reviewed by the IMO, TCO to verify accuracy prior to payment and maintained IAW with the IMPAC Program SOP.

b. The IMO will identify users whose monthly service charges exceed $50, task heavy users for justification, and prepare a monthly usage and cost report for distribution to the organization's cellular service approving authority and each cellular telephone user.

c. The IMO will maintain a record of all cellular telephones identifying the serial number, model number, manufacturer, phone number, and user's name. The IMO will ensure all cellular telephones are properly recorded on the unit's property book.

d. Review of cellular telephone usage will be conducted annually to determine if and where reutilization of current assets should occur.

e. Vendor cellular service plans will be reviewed by the KORO IMO every two years to identify and switch to plans that cover organizations needs at the lowest overall cost.