



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE
PSC BOX 20005
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 2305.5
G-6/TSD

MAR 12 2019

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE
ORDER 2305.5

From: Commanding General
To: Distribution List

Subj: MANAGEMENT, OPERATION, AND MAINTENANCE OF THE BASE
TELECOMMUNICATIONS SYSTEM

Ref: (a) SECNAVINST 7320.10A
(b) MCO 4400.150
(c) UFGS 27 10 00, "Building Telecommunications Cabling System," 1 August 2011
(d) UFGS 33 82 00, "Telecommunications Outside Plant (OSP)," 1 April 2006
(e) DOD 7000.14-R, "Department of Defense Financial Management Regulation," November 2014
(f) MCO 7300.21B
(g) CJCSI 6211.02D, "Defense Information Systems Network (DISN) Responsibilities," 24 January 2012
(h) MCIEAST-MCB CAMLEJO 5560.2 Ch 2

Encl: (1) Telecommunications Service Request (TSR)
(2) Enterprise Land Mobile Radio Service Request
(3) MCIEAST-MCB CAMLEJ Spectrum Radio Frequency Request
(4) MCIEAST-MCB CAMLEJ Electromagnetic Interference Report

1. Situation. The Marine Corps Installations East-Marine Corps Base Camp Lejeune (MCIEAST-MCB CAMLEJ)/Marine Corps Air Station New River (MCAS NR) Complex telecommunications infrastructure provides users with data transport, Defense Switched Network and commercial telephone service, radio frequency spectrum management and support, and Enterprise Land Mobile Radio System (ELMR) service.

a. Telephone Service. Telephone Service is provided to users via the Base Switched Telephone Network (BSTN). The BSTN is an administrative telephone system providing official telephone service to all tenant commands, government agencies, inter-service subscribers, and government contractors. The BSTN also provides unofficial/reimbursable service to contractors, Bachelor Officer Quarters, and limited family quarters. The Local Exchange Carrier provides commercial telephone service to the Family Housing areas.

DISTRIBUTION STATEMENT A: Approved for public release;
distribution is unlimited.

b. ELMR System. The ELMR system is designed to provide a reliable, unimpeded, immediately available, survivable, secure, and interoperable digital wireless communications system to support Public Safety First Responders and Security Force members in safeguarding life and property in conjunction with Anti-terrorism/Force Protection, disaster response and homeland defense initiatives. Additionally, the ELMR system supports requirements between Marine Corps first responders, Installation Command and Control Representatives in mutual aid operations with external Federal, state and local government management, public safety and emergency management agencies and services.

c. Spectrum/Frequency Management. Spectrum/Frequency Management is the process of regulating the use of radio frequency spectrum to promote efficient use without interference and to prevent mishaps. MCIEAST is the regional authority tasked with providing support and oversight to subordinate installations within MCIEAST. Subordinate commanders, department heads and tenant commands/organizations will coordinate spectrum requirements prior to procurement, installation, and/or activation of any device that utilizes radio frequencies.

2. Cancellation. BO 2305.5M.

3. Mission

a. In accordance with references (a) through (h), this Order establishes the policies, procedures, and guidance for operation and maintenance of the MCB CAMLEJ/MCAS NR Complex Telecommunications Infrastructure.

b. Summary of Revision. This Order has been completely revised from a Base Order to a MCIEAST-MCB CAMLEJO and should be thoroughly reviewed to ensure current policies and procedures are being followed.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. Publish the guidelines for the operation and maintenance of the MCB CAMLEJ/MCAS NR Complex Telecommunications Infrastructure.

(2) Concept of Operations

(a) Telecommunications Services, under this Order, are provided to users via a combination of government owned, government leased or government contracted systems. Authorized users are permitted to request modification to their level of service in accordance with the references using the appropriate enclosure.

(b) The Director, Telecommunications Support Division (TSD) is responsible for administering the operation and maintenance of the base telecommunications infrastructure and controlling services to include, but not limited to:

1. Planning, programming, budgeting and coordinating telecommunications infrastructure and distribution systems installation, maintenance and upgrades.

2. Installation, relocation, and disconnection of telecommunications systems, terminations and associated equipment.

3. Ensuring subscribers use the telecommunications infrastructure in accordance with all applicable orders.

4. Ensuring proper maintenance of telecommunications infrastructure.

5. Processing telephone toll charges and billing reports.

6. Reviewing Designs from Naval Facilities Engineering Command (NAVFAC), assisting in government Quality Assurance, Testing and Certification of contractor installed telecommunications infrastructure. Providing any findings or reports to NAVFAC and the Regional Officer in Charge of Construction.

7. Reviewing Radio Frequency Spectrum Requests.

8. Managing the operation and maintenance of the ELMR Network.

9. Submitting for the accreditation of telecommunications distribution systems.

b. Tasks. Commanders, department heads, and tenant commands/organizations shall:

(1) Be guided by the policies contained in the references and those established herein, and shall ensure that telecommunications services are used in strict compliance.

(2) Appoint in writing a Telecommunications Control Officer (TCO), who will be a Staff Noncommissioned Officer (SNCO) or civilian equivalent or higher. The TCO shall:

(a) Function as the single consolidation point for reviewing all Telecommunications Service Request (TSR) for submission by their organization.

(b) Serve as the primary point of contact for TSRs, status requests and actions submitted by the command.

(c) Provide notification to TSD, at least 45 days in advance, of any unit actions that may affect the telecommunications and distribution systems (unit relocations, expansion, reorganization, etc.).

(d) Train personnel in telephone control procedures.

(e) Provide required changes for the Camp Lejeune Telephone Directory that affects their unit or subordinate units i.e., re-organization, unit disbands, phone number added, and phone number changed. The Directory will be published once during the calendar year on or about 1 July. Updates will be submitted by 15 January.

(3) Ensure enclosure (1), TSR, is submitted via assigned TCO, for any action that involves a modification to telecommunications infrastructure, telecommunications devices and instruments. A TSR is the basis for all telecommunications record keeping, and is critical to maintaining accurate information for 911 location services, as well as load planning and engineering of the telecommunications infrastructure.

(4) Ensure accountability of Internet Protocol telephone sets, video teleconferencing terminals and radios issued by MCIEAST-MCB CAMLEJ G-6. This accountability will be accomplished by the use of the appropriate Accountable Property System of Record in accordance with references (a) and (b).

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(5) Ensure the use of measures to prevent telephone fraud from occurring. Telephone fraud is use of any official telephone service for unofficial purposes that causes a charge to the government.

(a) Persons identified as using official telephone service for unofficial purposes that results in charge to the government will be required to report in person to Building 24, Telephone Billing and Accounts in order to reimburse the government for any incurred charges. Call 910-451-5521 for appointment.

(b) Payment of the charges does not absolve the unauthorized user from any disciplinary action their commander may impose.

(6) Personal use of official telephone systems may be allowed under the following conditions:

(a) Calls do not adversely affect performance of the service member/employee's official duties or the mission of the employee's organization.

(b) Unofficial calls are of reasonable duration and frequency.

(c) Calls are time sensitive and cannot be made after working hours.

(d) Personal calls must not result in a charge to the government unless authorized by the unit commander. Personal calls resulting in charges to the government may be recouped by the Installation.

(e) Calls for information assistance are prohibited if they incur a charge to the government, unless for official government business and authorized by the unit commander.

(f) Calls to 1-900 numbers and other similar toll calls are strictly prohibited.

(7) Conserve telephone resources by following the below guidelines:

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(a) Ensure only the minimum quantity of telephones, consistent with the mission of the organization, are requested and installed.

(b) Request removal of infrequently used telephones. Particular attention will be given to the removal of telephones in buildings vacated by the unit or organization.

(c) Requests for service additions or relocations should be based on mission essential requirements. Movement or realignment of existing service that is not directed by the major subordinate command (MSC) or higher will be the funding responsibility of the requesting command.

(d) Submit a TSR for the suspension of official telephone service for all lines not in use during a unit deployment. All unused telephone devices and equipment will be removed and stored by the deploying unit upon suspension. Official telephone service will be reactivated after TSD receives an approved TSR for line reactivation at the completion of unit deployment. The unit will be financially responsible for telephone equipment lost or unable to be accounted for at the end of the deployment. Lines will not be reactivated until equipment is replaced by the assigned unit.

(8) Ensure Remote Access Service (REMAC) is used in accordance with the following conditions:

(a) REMAC provides the subscriber the ability to use the Defense Switched Network (DSN) service regardless of their location. The REMAC code enables a telephone to simulate the user's official government phone, as long as the user's phone can call the Camp Lejeune REMAC telephone number. REMAC codes are directly associated with the users existing official telephone aboard Camp Lejeune. This service is for official business only. REMAC codes are to be protected by the user, as they are solely responsible for unauthorized use.

(b) REMAC calls can originate from any phone capable of calling Camp Lejeune and can be placed to any DSN number provided the user has the proper class of service.

(c) REMAC codes will only be issued to Officers, SNCO's and authorized civilian personnel. REMAC codes can be requested using a standard TSR and are assigned to a specific individual. The request must include the requesting user's name,

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rank and last four number of the individual's Electronic Data Interchange Personal Identifier (EDIPI), to whom the number will be issued. REMAC codes are not authorized for re-issue or transfer and are only valid for one year. At the end of the valid period, a new REMAC code must be requested. Requests must be made by TSR 30 days prior to the expiration date.

(9) Inform the Director, TSD of any changes that will have an impact on Telecommunications/Communications Distribution support.

(10) Shall not add, delete, or modify any base owned telecommunications infrastructure aboard the Installation.

(a) Modifications to the Telecommunications Cable Infrastructure and internal building wiring may compromise system integrity and can only be approved by the Director, TSD.

(b) Access to the telecommunications duct and manhole system is limited to TSD personnel unless specifically authorized by the Director, TSD.

(c) Access to telecommunications rooms, spaces, and terminals is limited to authorized personnel.

(d) Non-Information Technology (IT)/Telecommunications equipment will not be placed in telecommunications rooms or spaces.

(e) Building premises cabling and infrastructure will only be wired/installed/modified by TSD personnel unless authorized in writing by the Director, TSD. In all cases, specifications outlined in references (c) and (d) will be strictly adhered to. Contact the Director, TSD for copies of the local telecommunications specifications.

(f) Any agency/organization coming aboard the Installation to install telecommunications infrastructure that is not subordinate to MCIEAST-MCB CAMLEJ G-6 is required to obtain an appropriate Support Agreement/Memorandum between their agency and Commanding General (CG) MCIEAST-MCB CAMLEJ that outlines the specific conditions under which they are installing infrastructure; and either acknowledges strict adherence to references (c) and (d), or acknowledges relief of MCIEAST-MCB CAMLEJ from all support and financial responsibility.

(11) Will request new or modified ELMR service by submitting enclosure (2).

(12) Will request Radio Frequency Spectrum support utilizing the below process:

(a) Requestors will submit enclosure (3) to the MCIEAST Spectrum Management Office (SMO). Standard processing time for frequency authorization is 90 to 120 calendar days to allow for processing through the Navy and Marine Corps Spectrum Office Atlantic (NMCSO LANT).

(b) External requestors must submit a Feasibility of Support Message to MCIEAST-MCB CAMLEJ G-3/5 for coordination. Once the frequency is allocated and assigned, the MCIEAST-MCB CAMLEJ SMO will provide a Radio Frequency Assignment to the requestor. Standard processing time for frequency authorization is 90 to 120 calendar days to allow for processing through NMCSO LANT.

(13) Submit an Electromagnetic Interference (EMI) Form contained in enclosure (4) when EMI is suspected.

c. Coordinating Instructions

(1) Classes of Telephone Service

(a) Class DSN. Telephones authorized for conducting official government business. The class of service provides access to the DSN and can be tailored for local access only, Continental United States (CONUS) only or DSN worldwide (OCONUS).

(b) Class A (Official). Telephones authorized for conducting official government business. This class-of-service provides access to the commercial telephone system, and may be tailored to meet the user's requirements. For specific service options contact 910-451-2531/3100. Acceptance of collect calls is not authorized.

(c) Class A Restricted (Official). Telephones authorized for conducting official government business, but limited to the local area and 1-800 dialing. Acceptance of collect calls is not authorized.

(d) Class B (Unofficial). Telephones authorized for conducting unofficial business. This service is reimbursed by the

user to the government. Non-appropriated fund activities and/or the individual will pay applicable fees and charges. This service includes:

1. Class B-1. Telephones installed in government-owned or leased quarters. Access to the commercial system is authorized.

2. Class B-2. Telephones installed for Marine Corps Community Services (MCCS), non-profit organizations and commercial entities authorized to conduct business from a fixed location aboard the Base as provided in references (e) through (g). This class of service may be restricted to the Base only or have access to the commercial system as outlined in a service contract or permit.

(e) Class C (Official Restricted). This class of service is for official government business, but restricted to the Base only. Acceptance of collect calls is not authorized.

(2) Allocation of Class A and DSN Telephone Service

(a) In order to properly manage and allocate services leaving the Base on DSN or commercial trunks, and to prevent blocked or "busied-out" calls, no more than 15 percent of any single billing account code will have unlimited commercial or global DSN access. Should a unit commander feel that more access is required they may request additional access via a TSR.

(b) TSD Personnel will conduct an annual audit of each Billing Account Code's access to ensure optimum operating capacities are maintained.

(3) Telephone Charges (Official)

(a) Long distance and officially approved telephone calls will be provided only to Class A subscribers.

(b) Official International Commercial Calls will be paid for by the unit Billing Account Code on a monthly basis.

(c) Collect calls and third Party billing charges are not authorized except when authorization is given by the responsible Commanding Officer (CO). Should such charges occur the unit TCO will be required to investigate and certify the charges as

official to the MCIEAST-MCB CAMLEJ Financial Manager and reimburse the MCIEAST-MCB CAMLEJ G-8/Comptroller's office.

(4) Charges for Class B Telephone Service

(a) MCCS activities and private parties will reimburse the MCIEAST-MCB CAMLEJ G-8/Comptroller for telephone service in accordance with references (e) through (g). When applicable, reimbursement will include basic service charges, relocation, reconnection, and toll charges that are incurred by the use of the telephone service. The MCIEAST-MCB CAMLEJ G-8/Comptroller will manage all charges and reimbursable accounts.

(b) Contractors, concessions and other unofficial commercial entities requiring telephone service will report to Building 25 for completion of a TSR. To qualify for reimbursable service the applicant must be authorized to conduct business from a fixed location aboard the Installation. The effective billing period is considered to be from the date of installation until receipt of a request for termination of service. Requests to terminate service must be received via TSR and will be turned in at Building 25.

(c) Unofficial Telephone Subscribers

1. Unofficial telephone subscribers are required to pay for service one year in advance to the MCIEAST-MCB CAMLEJ G-8/Comptroller's Office.

2. Bills that are not paid promptly, per MCIEAST-MCB CAMLEJ G-8/Comptroller, will result in immediate service termination after notification by the Comptroller.

3. Service subscribers who are delinquent on payment of their telephone bill will receive a warning letter from the MCIEAST-MB CAMLEJ G-8/Comptroller's office advising of the intent to terminate service within a specific time due to non-payment. After the advised time period ends with continued non-payment, service will be terminated without warning.

4. Unofficial telephone subscribers will have their accounts cleared before vacating quarters or facilities. Requests to terminate service must be made by submitting a TSR at Building 25 a minimum of 10 days before vacating. If a termination TSR is not submitted, the customer will continue to incur charges.

5. Unofficial telephone service is provided by MCIEAST-MCB CAMLEJ TSD without guarantee of quantity or quality of service external to the MCB CAMLEJ/MCAS NR complex. TSD will not provide service rebate for any service outage external to the Installation.

(5) Monitoring Conversations

(a) Unless authorized by statute, regulation or lawful authority, the use of electronic and/or mechanical monitoring and recording devices to intercept voice telephone conversations and communications is unauthorized and will not be connected to telecommunications equipment or facilities that are part of the base telecommunications/IT network.

(b) Unless authorized by statute, regulation, or other lawful authority, monitoring of telephone conversations by administrative assistants, executive assistants or other personnel for recording appointments, making arrangements, helping with commitments or assuring adequate follow-up is permitted only after callers have been notified and given their approval.

(6) Requests for Service

(a) It is the responsibility of the unit commander to limit unnecessary moves or relocation of terminal equipment for reasons of convenience.

(b) A TSR must be submitted at least 45 days prior to the requested date of service installation. This advance submission is necessary to provide adequate time to investigate the request, order and receive materials, and to prioritize and schedule work. TSR's will be processed in the following order:

1. Mission essential/MSC directed;
2. Unit deployments and unit returns;
3. Fiscal accounts;
4. Field exercises;
5. New circuit installations, and

6. All others not listed.

(c) Points of contact listed on the TSR will be notified of all disapproved or modified TSR's. The point of contact listed on the TSR must be knowledgeable of the request in order to be able to discuss it in detail and walk the TSD investigator through the spaces to be affected.

(7) Requests for Telephone Call Records. Due to the sensitive nature of telephone call records, "Detailed Call Records" will only be provided under the following circumstances:

(a) Criminal Investigative Division or Naval Criminal Investigative Service with digitally signed email from the Special Agent in Charge to the Director, TSD.

(b) Investigating Officers (IO) from commands with court-martial convening authority. IO must have appointment letter from CO/CG and must request in writing or in digitally signed email to the Director, TSD.

(c) With a Freedom of Information Act (FOIA) Request through the FOIA Coordinator, MCIEAST-MCB CAMLEJ G-1. The FOIA Coordinator will define the scope of the request to the Director, TSD.

(8) Telephone Service in Support of Deployed Units, Exercises, and Operations.

(a) Units may use the DSN service to place Health, Morale, and Welfare calls. When used from OCONUS, usage is governed by reference (g) and must be approved by appropriate Combatant Commander. Individuals may use DSN to place Health, Morale and Welfare calls by dialing 312-751-6262. Calls should be limited to 15 minutes in duration and may not incur a toll charge to the government.

(b) A Class C DSN line is installed in the vicinity of each Training Landing Zone and range. A TSR is required to activate/deactivate services at training locations. It is the using unit's responsibility to extend service from the pedestal to the location where the service is required within the training area. It is advised that units conduct an operational check of the line at least two days before service is required. If using unit observes any issues with service, the unit should contact the TSD Trouble Desk immediately at 910-451-1114 Option 1.

(c) Units requiring additional service should submit an additional TSR as outlined previously in this Order.

(9) Unit Directory Information. Commands are responsible for the accuracy of their respective telephone directory information. Changes to the organizational listing must be submitted to TSD and will be published in the annual directory reconciliation. Changes will be submitted no later than 15 January and the directory will be published in July. Changes will be submitted by TSR in order to properly account for changes that can affect the E911 system.

(10) Leased Telecommunications Service

(a) Telephone service for military activities operating outside the boundaries of Camp Lejeune are leased from the Local Exchange Carrier serving the area.

(b) Any changes to leased service must be accomplished by contract modification or separate contract. All changes will be in accordance with the references.

(c) Special Purpose circuits, as well as private or commercial networks, will be leased on a cable length mileage basis per copper pair or fiber optic strand.

(11) Field Use Restrictions

(a) Field wire/cable will not be placed on base utility poles, on any building in a temporary or expedient manner without the approval of the Director, TSD. Request for temporary installation will be submitted by TSR. If approved, the installation will be supervised by a TSD investigator.

(b) Any wire/cable suspended more than three feet above the ground will be secured to a steel messenger cable.

(c) The use of overhead steam lines, power cable, or fences to support wire/cable is prohibited.

(d) All field wire/cable crossing over roads will be placed in a "speed bump" type cable guard. Loose cable across any roadway is prohibited.

(e) All wire placed along paved roads will be placed on the back slope of the ditch and will be removed immediately following the exercise conclusion.

(12) Maintenance of Telecommunications Equipment and Facilities

(a) The Base Telecommunications Network (BTN) is maintained and operated by the MCIEAST-MCB CAMLEJ G-6, TSD. All equipment and devices connected to the BTN are the property of the CG MCIEAST-MCB CAMLEJ. Only authorized members of TSD will service, install, move, remove, and/or interfere with any component or facility of the BTN.

(b) Detection of illegally installed, relocated, or tampered with telecommunications terminals, instruments and equipment may result in the immediate termination of service. Service will be restored at the discretion of the Director, TSD upon receipt of a TSR explaining the circumstances of the offending action, corrective actions, and requesting restoration of service.

(c) Only TSD provided telephones/telecommunications instruments/equipment, or those approved by the Director TSD, will be connected or attached to the BTN. Unauthorized equipment found connected or attached to the BTN will be disconnected and confiscated. Equipment will be returned and service will be restored at the discretion of the Director, TSD upon receipt of a TSR explaining the circumstances of the offending action, corrective actions, and requesting restoration of service.

(d) Digging, excavation, driving posts, or pilings is prohibited without the approval of the Director, TSD and requires all appropriate digging permits to be approved prior to requesting approval from the Director, TSD. Requests can be submitted to MCB_CAMLEJ_TSR@usmc.mil. The TSR must have the detailed description of the planned effort, including diagrams.

(e) Multiple phones on the same line are not authorized.

(f) Report telephone troubles found during regular business hours by calling 910-451-1114 option 1.

(g) Spaces within buildings reserved for the use of TSD and other G-6 divisions will not be used by the building tenant for any reason. This includes telecommunication rooms (TR), equipment

racks and cabinets. When G-6 Equipment is located within a workspace, a three foot clearance will be maintained by the tenant. This space will be marked by TSD with black and yellow surface marking tape.

(13) Telecommunications Pathways, Spaces, and Cabling

(a) In an effort to ensure standardization, quality of materials, commonality, and efficiency in maintenance and efficiency in acquisitions, all parts and materials installed in telecommunications pathways and spaces require approval of the Director, TSD prior to installation. Substitute non-standard configured parts and materials will not be approved for use, nor will they be supported by TSD personnel in the event of failure unless codified in a Support Agreement.

(b) References (c) and (d), as well as all other applicable references will be adhered to for all telecommunications and information technology installations, upgrades and repairs conducted aboard the MCB CAMLEJ/MCAS NR complex.

(c) TSD does not perform conduit installation for Protected Distribution Systems or any other application requiring anything more than a jack to ceiling installation. Requests for conduit installation, other than Military Construction or renovation, should be sent to the servicing Facilities Maintenance organization.

(14) Telecommunications Restoration Priorities

(a) Emergency Telephones including Fire Department, Police Department, and Armory Intrusion Detection System lines;

(b) Critical Circuits as identified by MSC's;

(c) Duty/Watch phones;

(d) Building-wide outages, and

(e) All other outages not listed or categorized.

(15) Secure Telephone Equipment. Organizations with secure spaces should only use Telephone Security Group approved devices. Organizations should coordinate with TSD prior to procurement.

(16) Telephone Operators. The telephone system has operators on duty 16 hours a day. These operators reside aboard Marine Corps Air Station Cherry Point. Operators are instructed to be courteous and respectful. Operators are prohibited from entering into conversations other than those of an official nature. Operators do not provide personalized services such as time checks or wake-up calls.

(17) Obscene/Abusive/Threatening Telephone Calls. Obscene/Abusive/Threatening phone calls are illegal and will be reported to the Provost Marshalls Office by dialing 911.

(18) Physical Security. Physical security measures in accordance with all Marine Corps Mission Assurance and Physical Security orders will be implemented by TSD to prevent, mitigate or minimize the effects of any unintended destruction or malicious attack on telecommunications and information systems.

(19) Parking for TSD Vehicles. Per reference (h), TSD vehicles are allowed to park on the grass when other parking is not available or feasible in the performance of their duties. Careful consideration is given prior to vehicles traveling or parking in any non-hardened areas.

5. Administration and Logistics

a. Comments or Recommendations for Improvement. Comments or recommendations regarding telecommunications service and policies should be submitted through the Interactive Customer Evaluation website found at https://ice.disa.mil/index.cfm?fa=card&sp=11069&s=113&dep=*DoD&sc=2

b. Requests for Service

(1) Telecommunications Service Requests (TSR). Moves, additions, or changes to telecommunications service are requested via enclosure (1), and will be submitted via TCO to MCB_CAMLEJ_TSR@usmc.mil.

(2) REMAC Service. REMAC Codes must be requested via TSR. The request must include the name, rank, and last four numbers of the EDIPI number of the individual to whom the code will be issued, and must contain the telephone number the service is associated with.

(3) ELMR Service Requests. New or modified ELMR service will be requested by submitting an MCIEAST ELMR Service Request using enclosure (2) to MCIEAST_ELMR_SERVICE_REQUEST@usmc.mil.

(4) Radio Frequency (RF) Spectrum Requests. RF Support will be requested via the following process:

(a) MCIEAST users initiate spectrum support requests utilizing enclosure (3). Request form is sent to MCIEAST_Spectrum@usmc.mil and routed to the MCIEAST-MCB CAMLEJ SMO. Standard processing time for spectrum assignment is 90 to 120 days due to the requirement to process through the NMCSO LANT.


(b) External users must submit a Feasibility of Support message to MCIEAST-MCB CAMLEJ G-3/5 for coordination. Once received by the MCIEAST-MCB CAMLEJ SMO from the G-3/5, the timelines identified in the previous section apply.

(5) Electromagnetic Interference Resolution Requests. If Radio Frequency interference is encountered or suspected, organizations will submit enclosure (4), to MCIEAST_Spectrum@usmc.mil.

6. Command and Signal

a. Command. This Order is applicable to all MCIEAST-MCB CAMLEJ Departments, MCB CAMLEJ, MCAS NR personnel and tenant commands.

b. Signal. This Order is effective the date signed.


S. A. BALDWIN
Deputy Commander

DISTRIBUTION: A/C (plus H&S Bn, MCAS NR, and WTBn)

TELECOMMUNICATIONS SERVICE REQUEST (TSR)

DATE OF REQUEST	DATE TO BE COMPLETED BY	PRIORITY <input type="checkbox"/> YES <input type="checkbox"/> NO	PRIORITY JUSTIFICATION (IF YES)					
UNIT NAME		NAME AND TELEPHONE NUMBER OF REQUESTOR						
VIA:		1. Detailed instructions for completing a TSR can be found at the TSD website: http://www.lejeune.marines.mil/OfficesStaff/telephone/tsr.aspx or by calling the Customer Support Section at 451-2531/3100. 2. Requests to Move, Add or Change (MAC) service must include a building diagram that clearly identifies the location of the service requested to include jack numbers. 3. The TSR must be submitted 45 days prior to the required service activation date, except for urgent mission driven command and control requirements. Completed TSRs can be sent to MCB_CAMLEJ_TSR@usmc.mil. 4. To submit a customer comment card, please visit our ICE web link at: https://ice.disa.mil/index.cfm?fa=card&sp=11069&s=113&dep=*DoD&sc=2						
TO: COMMANDING GENERAL, MCIEAST-MCB CAMLEJ ATTN: G-6, TELECOMMUNICATIONS SUPPORT DIVISION PSC BOX 20005 CAMP LEJEUNE, NC 28542								
ATTN: TELECOM SUPPORT DIVISION, OFFICER								
TELECOM WORK DETAILS AND COMPLETE JUSTIFICATION:								
USER INFO (NAME)		PHONE#	E-MAIL					
PRESENT LOCATION OF EQUIPMENT (BLDG#/RM#/PORT#)			PRESENT DIRECTORY LISTING (UNIT/ BILLET TITLE)					
PROPOSED LOCATION OF EQUIPMENT (BLDG#/RM#/PORT#)			PROPOSED DIRECTORY LISTING (UNIT/ BILLET TITLE)					
AUTHORIZING SIGNATURE				DATE SIGNED				
DO NOT WRITE-----TSD OFFICIAL USE ONLY-----BELOW THIS LINE								
WORK ORDER #				TSR#				
REQUEST APPROVED BY		INVESTIGATIVE TIME	DATE INVESTIGATED	CAT	DUE DATE <input type="checkbox"/> ON <input type="checkbox"/> BY			
FOR INVESTIGATOR USE ONLY								
IN	TERMINAL	LOCATION	CA	PAIR	LUG	X-CONN	BLDG	CKT-DESIG
OUT								

ELMR SERVICE REQUEST (ESR)

MCIEAST-MCB CAMLEJO 2305.5

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NAME <input style="width: 95%;" type="text"/>	PHONE NUMBER <input style="width: 95%;" type="text"/>	EMAIL <input style="width: 95%;" type="text"/>	CURRENT DATE <input style="width: 95%;" type="text"/>
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SERVICE

ESR Instructions

1. Please fill out the required items highlighted in red in their entirety.
2. Submit all completed requests VIA e-mail to mcieastelmr servicerequest@usmc.mil or fax to 910-451-2240. If Required, Please attach all approved Talk-Group authorization letters with the your ESR submission.
3. After you receive a confirmation email that the request is approved. Radios will need to be brought to Building 25 Room 104 to be programmed. Pickup and Turn in of radios should be conducted between 0700 and 1530.

**Note: Any Talk-Group/Channel request that is not controlled by your organization will require an authorization letter from that organization. (Example: Requesting to have Range Control TalkGroup added to a radio would require an authorization letter.)*

**Note: Please indicate on request form if any radios being turned in for programming are a Control Cryptographic Item (CCI).*

**Note: PRC-153 radios cannot be programmed to utilize the MCB Camp Lejeune Trunking System*

DESCRIBE SERVICE REQUEST IN DETAIL AND PROVIDE JUSTIFICATION

Example: Request that 14 Motorola XTS2500 radios be programmed with IIMEF Template 1. Radios will be used for primary communication for safety during training evolutions.

RADIOS REQUIRING SERVICE

RADIO MODEL	RADIO MODEL #	RADIO SERIAL #
Ex: XTS2500	Example: H18QDH9PW7AN	Ex: 407CJM0001

**Note: Please use second page if additional space is required.*

SUPPLY ACCOUNT INFORMATION

ACCOUNT #	(RO) RESPONSIBLE OFFICER
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

RADIO LOCATION/S

UNIT	SECTION	BLDG #	ROOM #
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

**Note: If radio/s are vehicle mounted please provide information below.*

LICENSE PLATE	MAKE	MODEL	YEAR
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

ELMR CUSTOMER SERVICE

MICEAST G6, TSD, ELMR
BLDG. 25 Cross St
Camp Lejeune, NC 28542
Phone: 910-451-8446 / 7640
FAX: 910-451-2240

E-mail:
mcieastelmr servicerequest@usmc.mil

To submit a customer comment card, please visit our ICE web page

ICE

TEMP LOAN REQUEST INFORMATION

EVENT/EXERCISE TITLE <input style="width: 95%;" type="text"/>	START DATE <input style="width: 95%;" type="text"/>	END DATE <input style="width: 95%;" type="text"/>	UNIT NAME <input style="width: 95%;" type="text"/>
PERSON SIGNING FOR EQUIPMENT <input style="width: 95%;" type="text"/>	REQUESTED DATE AND TIME FOR PICKUP <input style="width: 95%;" type="text"/>		
NUMBER OF RADIOS REQUESTING <input style="width: 95%;" type="text"/>	NUMBER OF CHANNELS REQUESTING <input style="width: 95%;" type="text"/>		
DO YOU REQUIRE ANOTHER UNITS CHANNEL? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES PLEASE STATE THE UNIT/S BELOW <input style="width: 95%;" type="text"/>			

DO NOT WRITE ----- ELMR OFFICIAL USE ONLY ----- IN THIS AREA

TICKET # <input style="width: 95%;" type="text"/>	REQUEST APPROVED BY <input style="width: 95%;" type="text"/>	TEMPLATE NAME BEING USED <input style="width: 95%;" type="text"/>
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MCIEAST-MCB CAMLEJ Spectrum Radio Frequency Request

Instructions

- Standard processing time for frequency authorizations is **60 to 90 days**, once they are submitted from this command to the Navy and Marine Corps Spectrum Office Atlantic (NMSCO LANT). **Increased lead-times may be required in support of complex systems** (e.g. Experimental systems, Unmanned Aerial/Ground/Unmanned-Underwater-Vehicle systems (UAS/UGS/UUV), Counter-Radio-Controlled-Improvised-Explosive-Device-Electronic-Warfare (CREW) systems, Electronic Attack (EA) and Electronic Warfare (EW) systems)
- One Worksheet for each frequency per Transmitter. If more than one worksheet is required for a project then identify the entire project in the Project/Circuit Number block of each worksheet.
- Submit completed requests to the unclassified MCIEAST-MCB CAMLEJ Spectrum Management Office (SMO); MCIEAST_Spectrum@usmc.mil.
- All classified requests must be sent via a classified network (e.g. SIPRNET).
- Contact the MCIEAST SMO if you have any questions regarding this form.
 DSN: 751/Commercial: 910-451-2731/5788

Administrative Information

Command Name (Unit/Organization/Activity)	
Point Of Contact POC Name, Rank/Title, Commercial and DSN Telephone number, email, and official mailing address.	
Project/Circuit Name Provide project or circuit name	
Classification Will this record be classified? Mark sections with classification markers (e.g. (U) for Unclassified, (C) for Confidential, and (S) for Secret.) Note: All classified requests must be sent via a classified network (e.g. SIPRNET).	
Usage Period List the amount of daily Use (e.g. 24 hours, nightly, specific days and times, as required, etc.).	
Required Start Date What is the earliest day frequency support is required.	
End/Completion Date What is the last day frequency support is required?	
Temporary/Permanent How long do you require the frequency for? Is this request for a Permanent or a Temporary Assignment? (Temporary Assignments are not to exceed 90 days)	

Transmitter Information

Frequency What is the frequency band for the assignment? (e.g. 225-400 MHz). If you require a specific frequency or frequencies list them here.	
Number of Frequencies How many frequencies needed to support the requirement? Note: Keep in mind the more frequencies requested increases the coordination time.	
Station Class (e.g. Fixed or Mobile)	
Bandwidth What is the bandwidth? (e.g. 5KHz, 25KHz, 50KHz, etc.) What type of transmission is the system? (e.g. AM or FM)	
Transmitter Power What is the maximum transmitter power?	
Transmit State/Country	
Transmit Location Provide the name of the location (e.g. San Diego, Ft Bragg, CamLej, etc.).	
Transmit Coordinates What is the Latitude/Longitude of the transmit antenna? (Degrees, Minutes, and Seconds in DMS format).	
Transmit Radius What radius will the transmitter operate in? (In Kilometers or miles).	
Transmitter Details What transmitter will be used? (e.g. Equipment Nomenclature, or Manufacturer Model/Part Number, DD-1494 (J/F-12 number) if known. Note: IAW DoD Instruction 4650.01, all RF Equipment used by the DoD must have spectrum certification (DD-1494) completed prior to its use. Contact Program Manager (PM) or manufacturer to ensure this process has been completed for each piece of equipment or system.	
Number of Transmitters How many transmitters will be used?	
Pulse Details If the system utilizes pulse modulation, what is the pulse repetition rate(s)? Does this system contain side lobe suppression?	
Transmit Antenna Type What type of transmit antenna will be used? (e.g. Parabolic, whip, etc.)	
Transmit Antenna Details What is the Nomenclature and/or Manufacturer Model/Part Number if known?	
Transmit Antenna Gain What is the transmit antenna gain in dB? (e.g. 3dB)	
Transmit Antenna Feed point Height How high is the transmit antenna above ground? Specify meters or feet Above Mean Seal Level (AMSL).	
Transmit Antenna Direction Is the transmit antenna directional, non-directional, or does it rotate? (If Directional provide the direction relative to true north)	
Transmit Antenna Polarization How is the transmit antenna polarized? (e.g. horizontal, vertical, etc.)	

Receiver Information

Note: Include all receiver equipment and locations that will be receiving from the transmitter identified. List each receiver and its detailed information separately as follows; R1, R2, R3, etc.

Receive State/Country	
Receive Location Name Provide the name of the location (e.g. San Diego, Ft Bragg, CamLej, etc.).	
Receive Coordinates What is the Latitude/Longitude of the receive antenna. (Degrees, Minutes, and Seconds in DMS format).	
Receive Radius What radius will the receiver operate in? (In Kilometers or miles)	
Receiver Details What receiver will be used? (e.g. Equipment Nomenclature, or Manufacturer Model/Part Number, DD-1494 (J/F-12 number) if known. Note: IAW DoD Instruction 4650.01, all RF Equipment used by the DoD must have spectrum certification (DD-1494) completed prior to its use. Contact Program Manager (PM) or manufacturer to ensure this process has been completed for each piece of equipment or system.	
Number of Receivers How many receivers will be used?	
Receive Antenna Type What type of receive antenna will be used? (e.g. Parabolic, whip, etc.)	
Receive Antenna Details What is the Nomenclature and/or Manufacturer Model/Part Number if known?	
Receive Antenna Gain What is the transmit antenna gain in dB? (e.g. 3dB)	
Receive Antenna Feed point Height How high is the receive antenna above ground? Specify meters or feet Above Mean Seal Level (AMSL).	
Receive Antenna Direction Is the receive antenna directional, non-directional, or does it rotate? (If Directional provide the direction relative to true north)	
Receive Antenna Polarization How is the receive antenna polarized? (e.g. horizontal, vertical, etc.)	

Additional Information

Space Station/Satellite Operations Does your requirement involve space station or satellite operations?	
Paired Frequency(ies) List paired frequencies to this request.	
Supplemental Details Give full detailed and specific description of your requirement for usage of this requested frequency and how you intend to use it (e.g. what, how, when, where, mission, exercise, or test supporting). Include who this directly supports (e.g. DON, USAF, USMC, FAA, DOE, etc.)	
Geographical Area If applicable use to identify geographical area for operations (i.e. transmitting in warning area xxx bounded by coordinates XXxxxNXXXxxxW, etc.)	
Area of Inclusion/Exclusion If applicable use to include/exclude states for an area of operation. Must be justified.	
Aircraft Elevation If this request is for aircraft, how high will it fly and what is the radius of operation? Elevation in Feet and radius in Kilometers.	
Remarks Amplifying information. Provide any additional comments that will assist in the coordination of this frequency request.	

MCIEAST-MCB CAMLEJ Electromagnetic Interference Report

- Submit completed reports to the unclassified MCIEAST-MCB CAMLEJ Spectrum Management Office (SMO); MCIEAST_Spectrum@usmc.mil
- All classified reports must be sent via a classified network (e.g. SIPRNET).
- Contact the MCIEAST-MCB CAMLEJ SMO if you have any questions regarding this form.
 DSN: 751/Commercial: 910-451-2731/5788.

Command Name Unit/Organization/Activity	
Point Of Contact POC Name, Rank/Title, Commercial and DSN Telephone number, email, and official mailing address.	
Classification Mark sections with classification markers (e.g. (U) for Unclassified, (C) for Confidential, and (S) for Secret.) Note: All classified requests must be sent via a classified network.	
System/Systems Affected (e.g., AN/GPN-30, Land Mobile Radio, etc.)	
Frequency/Frequencies Affected Listed in MHz	
Start Date & Time	
Stop Date & Time Or state on-going	
Location Provide the name of the location (e.g. Camp Lejeune, MCAS Cherry Point, etc.)	
Location Coordinates What is the Latitude/Longitude of the receive antenna. (Degrees, Minutes, and Seconds in DMS format).	
Characteristics Continuous, Intermittent, Random, Varied, etc.	
Performance Effects Usable, Unusable, Garbled, etc.	
Actions Taken To; Identify, Mitigate, Nullify, and Resolve Include clear, concise description of steps taken to mitigate or nullify, isolate source(s) of and resolve interference.	
Remarks Include anything not addressed in previous paragraphs.	