



DEPARTMENT OF THE NAVY

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U.S. NAVAL STATION, GUANTANAMO BAY, CUBA INSTRUCTION 2215.1

From: Commanding Officer, U.S. Naval Station, Guantanamo Bay,
Cuba

Subj: HEALTH, MORALE, WELFARE (HMW) CALL PROGRAM

Ref: (a) CJCSI 6215.01C
(b) DOD 5500.7-R
(c) NCTAMS LANT DET GTMO, BCO SOP OSCAR-5

1. Purpose. To establish policy on the use of the Defense Switching Network (DSN) HMW Call Program aboard U.S. Naval Station Guantanamo, Bay Cuba (NAVSTA GTMO).

2. Background. Per reference (a) and in the interest of HMW on board NAVSTA GTMO, the DSN may be used by military members and other DoD employees who are deployed outside CONUS for extended periods on official DoD business. This instruction sets the policy for authorization, management control, frequency, and duration of HMW calls, which are to be compatible with operational requirements, local restrictions, and host nation laws or agreements, as they may apply.

3. Policy and Scope. Communication between personnel assigned or attached to NAVSTA GTMO and their families contributes to overall military readiness and is encouraged. The limited telecommunications resources in GTMO, however, must first be used to meet mission, operational and logistical needs. This instruction prescribes guidelines for use of naval telecommunications resources by authorized personnel for HMW calls. Authorized users of this HMW Call Program are U.S. military and DoD civilian employees assigned or deployed aboard NAVSTA GTMO.

a. The use of telecommunication resources for HMW purposes shall:

(1) Not adversely affect the performance of official business, overburden communications systems, or portray the U.S. Government in a negative manner per reference (b).

(2) Be of reasonable duration and frequency per CJCSI 6215.01C, AR 25-1 and the Naval Computer and Telecommunications Area Master Station Atlantic Detachment Guantanamo Bay, Cuba's

(NCTAMS LANT DET GTMO) Base Communications Office (BCO) Standard Operating Procedure (SOP) OSCAR-5 per reference (c).

(3) Not incur unauthorized cost to DoD or the Navy as the result of using naval telecommunications resources for the HMW Call Program.

5. Responsibilities

a. NCTAMS LANT DET GTMO BCO is responsible for management and administration of the Morale Call Program on board NAVSTA GTMO. The Base Communications Office (BCO) is responsible to issue and monitor PIN activity. The BCO will delete PIN accounts that remain inactive for more than six months.

b. Commanding Officers, Officer in Charge and Technical Directors shall:

(1) Control the use of official telephones for the purpose of the morale call program in their areas of operation. Operational requirements must always have priority over morale calls.

(2) Initiate appropriate disciplinary action in the event of abuse or misuse of official communications systems. BCO will support investigating and law enforcement officers and provide monitor logs and destination telephone-number reports for abuse when requested.

(3) Ensure Operations Security (OPSEC) awareness training is provided to inform military, DoD civilians, and family members of threats and methods adversaries use to gain access to critical information.

6. Program Guidelines

a. HMW lines are available 24 hours a day, seven days a week. However, due to operational tempo on board NAVSTA GTMO, DSN line access is limited during peak hours, which is from 0630 to 1830 Monday through Friday. The BCO maintains the SOP for this service. Reference (c) applies.

b. All non-secure calls made on board NAVSTA GTMO are subject to monitoring by foreign sources.

For this reason, callers should be reminded of operations security and are warned to avoid topics that could be of interest to foreign intelligence.

c. In general, to be an authorized user of the DSN HMW Calling Program, customers must be an Active Duty Military, Reservist on Active Duty or a DoD Civil Service Employee.

(1) These users are authorized two 15-minute calls per week. This is a use or lose program, minutes do not carry over to the following week.

(2) The BCO will assign a Personal Identification Number (PIN) to an individual authorized user or a group of PINs to individual commands, units or detachments upon their request.

(3) Each PIN is monitored by the BCO and will be deleted if inactive for more than six months.

d. This instruction applies to authorized personnel who use Naval telecommunications capabilities aboard NAVSTA GTMO for the purpose of the HMW Call Program.

e. Organizations will not supplement this instruction without Commanding Officer, U.S. Naval Station, Guantanamo Bay, Cuba's approval.

f. All requests, questions and suggestions for changes shall be sent through the respective activity Telephone Control Officer (TCO) and forwarded to the BCO per reference (c).

7. Action. All commands, units and detachments aboard NAVSTA GTMO that have authorized users of the HMW Call Program shall ensure compliance with this instruction.



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