



DEPARTMENT OF THE NAVY  
OFFICE OF THE CHIEF OF NAVAL OPERATIONS  
WASHINGTON, D.C. 20350

IN REPLY REFER TO

OPNAVINST 2305.13A  
Op-941C1E

APR 08 1977

OPNAV INSTRUCTION 2305.13A

From: Chief of Naval Operations  
To: All Ships and Stations

Subj: Policy for the Department of Navy use of the  
Worldwide Automatic Voice Network (AUTOVON)

Ref: (a) ACP 121, U.S. SUPP-1(E), Section III  
(b) JANAP 137

Encl: (1) Department of Navy Policy for Autovon Service

1. Purpose. To promulgate and implement Department of Navy policy for AUTOVON service, and to supplement references (a) and (b) respectively which establishes the joint policy for utilization of the AUTOVON and prescribes the AUTOVON network and switchboard operating procedures.

2. Cancellation. OPNAVINST 2305.13 of 12 September 1968 is superseded.

3. Scope. This instruction is applicable to all commands and components of the Department of Navy.

4. Policy. The AUTOVON is the principal long distance, nonsecure, voice communication network of the Department of Defense which will be used by the Department of Navy.

5. Action

a. Commanders will establish procedures to ensure that the use of AUTOVON within their commands is in accordance with the policy contained in enclosure (1).

b. Commander, Naval Telecommunication Command will act as the Department of the Navy management agency for AUTOVON.



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c. The Naval Inspector General will cause the effectiveness of these procedures to be a recurring item of inspection.



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EO Director

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DEPARTMENT OF NAVY POLICY FOR AUTOVON SERVICE

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## PART I

INTRODUCTION

## 1. General

The Automatic Voice Network (AUTOVON) is a worldwide switched telecommunications system providing long haul unsecure voice communications for the Department of Defense (DOD) and certain non-DOD subscribers. It provides direct distance dialing service to support essential Command and Control, intelligence, operations, logistics, diplomatic and administrative functions within the DOD. It is comprised of automatic switching centers and subscriber terminals with a variety of features to meet specific requirements. It provides rapid switching of voice circuits on a direct dial basis with features for data transmission, multi-level preemption, ad-lib and preset conferencing, dial assistance, and graphic communications. This instruction provides guidance for the operation, planning, and programming of the various equipment and facilities required for efficient operation of the AUTOVON within the Department of Navy (DN).

## 1. Terms Defined for this Instruction

- a. APTS. Activity Providing Telephone Service.
- b. AUTOVON. The Department of Defense Worldwide Automatic Voice Network.
- c. AUTOVON Access Line. A four-wire circuit connecting an AUTOVON subscriber directly to an AUTOVON switch.
- d. AUTOVON Subscriber. Base, station, activity, installation, or location having direct access to an AUTOVON switch via an AUTOVON access line terminated in a PBX, PABX or CENTREX telephone system.
- e. AUTOVON Subset Subscriber. An individual, base, station, activity, installation, or location having direct access to an AUTOVON switch via an AUTOVON access line terminated in a four-wire AUTOVON subset telephone.
- f. AUTOVON User. An individual at a base, station, activity, installation, or location having access into the AUTOVON only by dialing a designated PABX or CENTREX access code or by placing a call through a local switchboard or console operator.

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g. Avoidance Routing. Circuits routed so as to avoid critical junctions, known target areas, etc.

h. Broadcast. A feature which permits a single AUTOVON subscriber to talk to a group of AUTOVON subscribers/users, but which does not permit two-way conversation.

i. CENTREX. A leased telephone system which provides Direct In-Out Dial (DIOD) service to commercial telephone company central offices, toll trunks and AUTOVON. This term connotes many and various features covered by commercial telephone companies tariffs for telephone services.

j. Classes of Telephone Service

(1) Class A. Telephones which are authorized for the transaction of official business of the government on DOD/military installations, and which require access to trunking features terminated within a CENTREX, PBX, or PABX system, but which are restricted from access to the AUTOVON Network. Class A Telephones may receive incoming AUTOVON calls.

(2) Class AVR. Telephones which are authorized for the transaction of official business of the government by DOD/military installations, and which require access to trunking features terminated within a CENTREX, PBX, or PABX system to include routine access to AUTOVON.

(3) Class AVP. Telephones which are authorized for the transaction of official business and which require access to trunking features terminated within a CENTREX, PBX, or PABX system to include routine and precedence access to AUTOVON.

(4) Class B. Telephone service installed on or in the immediate vicinity of a DOD/military installation served through a military PBX, PABX, or CENTREX system through which the conduct of personal or unofficial business is authorized. This telephone service has access to commercial telephone company central office and toll trunks. Class B telephone service is restricted from access to and from the AUTOVON Network.

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(5) Class C. Telephones which are authorized for the transaction of official business of the government on a DOD/military installation without access to commercial telephone company central offices, toll trunks, or AUTOVON. Class C telephones may receive incoming AUTOVON calls.

(6) Class D. Telephone service installed on DOD/military installations for official business of the government and restricted to special features of service such as fire alarm or guard alarm. Such circuits are not authorized access to AUTOVON.

k. Conference Call. A call in which more than two access lines or subscribers lines are connected.

l. Diverse Routing. An arrangement by which a single activity is provided access lines routed over geographically separated routes.

m. Dual Homing. The connection of an AUTOVON subscriber so that it is served by two AUTOVON switching centers. This service uses a single directory number.

n. Dual Use Access Line. A subscriber access line normally used for voice communications, but which may be specially conditioned and equipped for use as a data transmission circuit.

o. Grade of Service (GOS). The probability of blockage of calls expressed as a stated number of parts per unit. The GOS P.05 denotes that 5 calls of each 100 offered during busy hours will probably fail to complete. Flash non-blocking denotes that 100 percent of flash traffic calls will pass through the AUTOVON Network trunking facilities without blockage. This application does not include the call completion limitations within the local PBX, PABX, or CENTREX systems. The service objective for routine traffic is to obtain an Inward Grade of Service (IGOS) of P.05 and Outward Grade of Service (OGOS) of P.10 on each subscriber access line group containing ten access lines or more. This means that during the average busy hour five percent of incoming calls and ten percent of the outgoing calls will be blocked. The service objective for subscriber access line groups containing less than ten access lines is established as access line group efficiency of not less than 60 percent busy hour usage.

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p. Line Load Control. Selective denial of call origination capability to certain access lines when excessive demands for service are offered to an AUTOVON switching center.

q. Maximum Calling Area Indicator (MCAI). Geographical calling limits assigned to a particular AUTOVON access line. Special class marking of access lines at the serving AUTOVON switch will automatically restrict access to areas for which authorization has not been approved.

r. Maximum Calling Precedence MCP). The MCP identifies the maximum precedence level at which a subscriber may initiate an AUTOVON call. Special class marking of access lines at the serving AUTOVON switch will automatically restrict precedence levels for which authorization has not been approved.

s. Mode of Service

(1) Routine Manual In/None (RMI/NONE). Denotes an In-Only access line without incoming preemption terminated in a PBX which can receive incoming calls from the AUTOVON switch. Class marking at the AUTOVON switch restricts initiation of outgoing calls on RMI/NONE access lines. All calls are PBX operator controlled.

(2) Routine Manual In/Manual Out. (RMI/MO) Denotes two-way access line terminated in a PBX without incoming preemption which can receive and initiate AUTOVON calls. All calls are PBX operator controlled.

(3) Precedence Manual In/Manual Out (PMI/MO). Two-way access line conditioned for incoming preemption terminated in a PBX or AUTOVON subset.

(4) Routine Network-In-Dial/NONE (RNID/NONE). In-only access line terminated in a CENTREX or PABX system which permits all incoming routine calls to be routed to the specific user extension. If the called extension is busy, a busy signal will be received by the calling party.

(5) Routine Network-In-Dial/Network-Out-Dial (RNID/NOD). Two-way access line terminated in a CENTREX or PABX system which permits routine incoming calls to be

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routed directly to the specific user extension. Outgoing routine calls are dialed by the user via a CENTREX or PABX access code.

(6) Precedence-Network-In-Dial/Network-Out-Dial (PNID/NOD). Two-way access line terminated in a CENTREX or PABX system which provides routine in/out dialing with incoming preemption. The PNID configuration provides high precedence direct dial capability to a specific extension. Should the dialed number be busy or should the user not answer the telephone within a predetermined time interval the call will be automatically diverted to the local operator for assistance. PNID is termed Delayed Diversion.

(7) Immediate Network-In-Dial/Network-Out-Dial (INID/NOD). This configuration provides for diverting high precedence incoming calls immediately (directly) to the local operator for assistance without an attempt to reach the dialed user. INID is Termed Immediate Diversion. INID/NOD provides the capability to complete routine calls directly to the local user.

(8) Network-In-Dial/Manual Out (NID/MO). This configuration provides for incoming calls to be routed directly to the CENTREX or PABX user telephone. All outgoing calls are processed by the local CENTREX or PABX operator.

t. OFF HOOK SERVICE. The automatic establishment of a connection between prearranged subscribers as a result of lifting a handset.

u. PBX/PABX

(1) Private Branch Exchange (PBX) indicates a manual type switchboard telephone system, all calls are processed by a switchboard or console operator.

(2) Private Automatic Branch Exchange (PABX) indicates an automatic telephone system in which a telephone user may complete calls by dialing another user telephone number. A PABX is not conditioned for full CENTREX operation. A PABX is normally equipped with a switchboard or console and may terminate NID/NOD AUTOVON service as well as manual service.

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v. Precedence designator. A word or combination of letters and numbers designating the precedence level of a call as defined in the Joint Uniform Telephone Communications Precedence System.

w. Preemption. The act of seizing telecommunications (facilities) in preference to other subscribers. It is a system of seizure whereby selected subscribers and users may exercise preemptive capabilities that seize facilities being used for calls assigned a lower precedence level. For example, an Immediate call (MCP-2) may preempt both Routine (MCP-4) and Priority (MCP-3) calls.

x. Preset Conference. A feature which permits automatic connection of a fixed group of conferees by keying a single directory number.

y. Random Conference. A conference established between AUTOVON subscribers/users by request to an AUTOVON Assistance Operator (AAO) at an AUTOVON switch.

z. Split Homing. The connection of an AUTOVON subscriber to more than one AUTOVON switching center by separate access lines, each having separate directory numbers.

AA. Voice Data. Alternate Voice Data or Alternate Voice Record are interchangeable terms which describe the alternate use of AUTOVON circuits when one use is for voice (Nonrecord) conversations and the other use is for record communications. Transfer arrangements and line conditioning equipment are normally required for Data or Record use. When a circuit is used exclusively for voice, even though the voice conversations may appear as data on the transmission path between the end terminals, (such as AUTOSEVOCOM), the circuit is not considered as an Alternate Voice Data or Alternate Voice Record circuit.

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PART II

NETWORK POLICY

1. Network Interconnections

Interconnection of AUTOVON service for the origination of AUTOVON calls from voice networks of non-DOD U.S. Government activities, regional defense organizations, or friendly foreign nations are not normally authorized. However, provision of AUTOVON MI/NONE access lines or Telephone system In-Dial Tie Lines may be considered on an individual basis by the Director, Telecommunications and Command Control Systems (DTACCS) upon recommendation by the Joint Chiefs of Staff (JCS).

2. Support of Other DCS Networks

The AUTOVON, as a basic long haul voice network, can provide access lines and switching for the use of restoral of other DCS networks. AUTOVON trunks and access lines will only be seized to provide restoral of other DCS networks emergency trunking when DCS non switched circuits of equal or lower restoration priority are not available. This emergency trunking will normally be provided for short periods until primary circuitry is restored. These requirements will be accommodated without adversely affecting the AUTOVON FLASH nonblocking capability.

3. Survivability Features

The provision of survivability features such as dual homing, split homing, diverse routing, and avoidance routing will be limited to Command and Control functions with a requirement for survivability. Prior to requesting survivability features for Command and Control location/activity the requesting authority will verify that:

a. The mission of the location/activity requires survivability.

b. The requirement for and the availability of dual entrance and exit paths to the location have been considered.

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c. Emergency power can be provided to all access lines and associated equipment.

d. The degree of survivability requested is consistent with the survivability of the facility being served.

#### 4. Off-Net Calling

Official calls may be accepted and extended off net (off-base) if this can be done without detriment to the AUTOVON service of the activity extending the call. Local PBX, PABX, and CENTREX systems are configured and manned to satisfy the requirements of the local activity, not the distant user. AUTOVON calls will not be extended off base (off-net) unless adequate call disconnect supervision is available within the extending activity telephone system. Off-net calling may be provided on an automatic basis through application of a CCSA extender (WATS extender) at the extending activity. The determination as to whether off-net calling will be accommodated will rest with the local authorities controlling the extending telephone system. Any problems involving off-net calls that cannot be resolved at the command level will be referred to the Commander, Naval Telecommunications Command (COMNAVTELCOM).

#### 5. Maximum Calling Area Indicator (MCAI)

AUTOVON service can be made available on a worldwide access basis or restricted to certain geographical areas. CONUS access to Global or Overseas areas and Overseas area access to Global or CONUS requires specific approval. However, AUTOVON subscribers not having such access and requiring an overseas call capability may utilize the circuits of a local gateway switchboard via AUTOVON. A uniform system of identifying the areas by subcategories has been established as follows:

<u>MCAI Subcategory</u>	<u>Maximum Calling Area</u>
01	Global
02	Overseas Area and CONUS
02A	CONUS and Pacific Area
02B	CONUS and European Area
02C	CONUS and Caribbean Area

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03	Overseas area only or CONUS only
04	Local Area (Not available in CONUS)
05	Subcategory 01 with preset conferencing
06	Subcategories 02, 02A, 02B, and 02C with preset conferencing
07	Subcategory 03 with preset conferencing
08	Subcategory 04 with preset conferencing

## 6. Trunk Grade of Service

JCS policy stipulates that a standard AUTOVON interswitch trunking grade of service will be maintained:

- a. Worldwide                      Flash nonblocking
- b. Within CONUS                      P.03
- c. Within overseas area P.03  
    (except Western Pacific  
    transoceanic circuits)
- d. Transoceanic                      P.10

NOTE; This grade of service refers to the amount of blocking on trunk circuits between AUTOVON switches and is different from the grade of service required on access lines between subscribers and AUTOVON switches.

## 7. Line Load Control

When demands for service exceed the ability of the switching center to process calls, the dial tone may be delayed for certain access lines by Automatic Traffic Overload Protection (ATOP) which is a feature of the AUTOVON switches. When overloads exist for more than a few seconds, dial tones may be denied to certain groups of lines through line load control. These groups are labeled as categories A through E. Category A access lines will never be denied dial tone. Each AUTOVON access line, at the time of installation, is given a line load control designation within the following categories:

- a. Category A. Access lines with originating precedence capability of Flash Override.
- b. Category B. Access lines with originating precedence capability of Flash.

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c. Category C. Access lines with originating precedence capability of Immediate.

d. Category D. This category includes:

(1) All access lines having an originating precedence of Priority.

(2) All routine access lines having a Maximum Calling Area Indicator (MCAI) of 01, 02, 02A, 02B, 02C, 05, or 06.

(3) All other single, four-wire subset subscriber access lines.

(4) One routine access line or 10 percent of the routine access lines, whichever is greater, to a PBX, PABX, subset subscriber, or CENTREX location.

e. Category E. All other access lines.

#### 8. Maximum Calling Precedence (MCP)

Requests for MCP capability other than routine must include complete justification for such service. Details concerning functional operation and calling pattern will be reviewed by the validating authority to determine if the request meets Joint Uniform Telephone Communications Precedence System criteria. The five levels of precedence are:

<u>MCP Category</u>	<u>Precedence</u>
0	Flash Override
1	Flash
2	Immediate
3	Priority
4	Routine

AUTOVON calls originated into the AUTOVON Network will be in accordance with the criteria set forth by the Joint Uniform Telephone Communications Precedence System. Precedence calls above Routine may be introduced into the AUTOVON Network three ways:

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- a. By a subset subscriber having an access line conditioned for MCP higher than MCP-4.
- b. By a PBX, PABX, CENTREX switchboard or console operator having access to a line conditioned for MCP higher than MCP-4.
- c. By an AUTOVON Assistant Operator (AAO) at an AUTOVON switch.

9. System Modification

To avoid degrading the AUTOVON system, interface of telecommunication services which do not meet AUTOVON interface criteria set forth in DCA circular 370-V175-6 are specifically prohibited unless an appropriate waiver is granted. Requests for waivers will be submitted through command channels to Director, Defense Communication Agency (DCA), via COMNAVTELCOM.

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## PART III

TYPES OF SERVICE

## 1. Selection of Four-Wire Subset Subscribers

Four-wire AUTOVON subset subscriber service will be provided only in those special cases in which Command and Control or Alerting Network requirements, economic considerations, or technical limitations make it impractical to utilize PBX, PABX, or CENTREX access. Requirements for extensions will be included in the original request, and the approving authority will authorize all additional extension individually. The subscriber will insure that all users are advised to exercise special emphasis on control of overseas calling and calls using precedence higher than routine. All four-wire direct AUTOVON subscriber access lines will be equipped for incoming preemption. Every effort will be made to eliminate existing four-wire subsets when the subscriber can be provided AUTOVON access via a PBX, PABX, or CENTREX.

## 2. Off-Hook Service

Off-hook service will be limited to Command and Control, and operational functions requiring rapid connection.

## 3. Conferencing Capability

Random and preset conferencing is available in the AUTOVON. Random conferencing is accomplished through the AUTOVON Assistance Operator (AAO). It is the responsibility of the APTS commanding officer to include AUTOVON Conference Procedures in their local Telephone Procedures. Preset conferencing may be obtained if such a capability is required and fully justified.

## 4. Voice Data Service

Certain access lines may be conditioned to meet subscriber requirements for alternate voice data, data, and graphics service provided the following criteria are met:

- a. Common user nonsecure voice data, data and graphics service (where devices are centrally located, e.g, communication/message centers, and available to all echelons of a command or activity) over AUTOVON is unlimited; however, the precedence level shall not exceed ROUTINE, (MCP-4).

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b. Dedicated nonsecure voice data, data and graphics service (when devices are in areas which are not centrally located and not available to all echelons of a command or activity) over AUTOVON will normally not exceed a continuous transmission time of 18 minutes nor a total transmission time of 1 hour during normal business hours of any one day. However, nonbusiness hours may be utilized to the maximum extent possible. The precedence level shall not exceed routine, (MCP-4).

c. Unattended devices and terminal equipment used to transmit or receive nonsecure record data or graphics over the AUTOVON will be equipped with an automatic disconnect feature which will free the circuit after the device is inactive for a period of 1 minute.

d. These restrictions do not preclude the use of AUTOVON for support of other DCS networks as provided for in paragraph 2 Part II and requests for exceptions may be made; however, other systems should be considered for requirements having a greater transmission time.

#### 5. New Service Features

New service features, requested by subscribers or proposed by other activities, which require an increase in the total cost of the network will not be incorporated into the network without referral to the JCS.

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## PART IV

PBX, PABX, CENTREX CRITERIA

## 1. Local Telephone Systems

a. Telephone systems (PBX, PABX, and CENTREX) under the control of military/defense activities will be connected to the AUTOVON Network via AUTOVON access line groups and will provide the primary means for essential long distance telephone calls. Interface criteria contained in DCA circulars 310-V175-2 and 370-V175-6 and the following conditions will be met:

(1) Access line groups may be configured as two-way, one-way-in, or a combination of both, as COMNAVTELCOM traffic records dictate. One-way-out circuits will not normally be authorized and shall require special justification. The goal of the Department of the Navy (DON) is to provide sufficient access lines at each PBX, PABX, or CENTREX to insure a P.05 or a better IGOS and a P.10 or better OGOS or as stated in Part I subparagraph 1.m (Grade of Services (GOS)).

(2) All AUTOVON access line groups must have at least one more access line conditioned with incoming preemption than there are access lines with originating precedence capabilities above routine. One-way-in access lines, within CONUS, will not normally be equipped for incoming preemption due to adverse traffic impact.

(3) Access to the AUTOVON network will be restricted to:

(a) Not more than 40 percent of the total official operational mainlines (Class A, AVR, AVP, and C) installed within a telephone system. Additional restrictions may be imposed as deemed necessary for efficient operation of the AUTOVON. Exceptions to this policy must be approved by CNO.

(b) Outward connectivity to AUTOVON will be restricted to Class AV (AVR/AVP) telephone mainlines. However, incoming calls may be received on Class C, A, and AVR/AVP telephone mainlines. If a telephone user has both a Class AV (AVR or AVP) line and Class C or A lines, only the Class C or A lines will be listed in the telephone directory. This insures that AUTOVON calls can normally be

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received on the Class C or A lines leaving the Class AV line free to make outgoing AUTOVON and commercial calls. Wherever possible, rotary hunting telephone service will be installed.

b. Precedence calls above the routine level and all overseas calls will be processed by a local PBX, PABX, or CENTREX operator. Local procedures will insure that calls are essential for mission accomplishment and the call content is official. Local command policy will be such that the commander can be assured that AUTOVON is being used only for essential official calls.

c. Those telephone systems (not tandem switches) primarily serving Command and Control Centers are exempt from the provisions of paragraph 1.b., above, if the telephone system is equipped for PNID or equipped so that all incoming calls are diverted to an operator.

## 2. AUTOVON Access Line Interface Equipment

The AUTOVON is a four-wire system requiring special interface devices not normally used in the ordinary PBX, PABX, or CENTREX telephone system. AUTOVON interface equipment required for leased systems within the CONUS is available through NAVFACENGCOM Communication Service Authorization (CSA) action to the commercial carriers. At government owned facilities, PBX, PABX interface equipment must be provided by the activity requesting the service. The commercial carrier will normally provide all signaling and line conditioning equipment at government owned as well as leased CONUS locations.

## 3. Telephone System Traffic Distribution

### a. Number and Mainline Assignment

Each class of service (A, AVR, AVP, C and D) presents a different type of traffic load to the local telephone system. Considerable variations in calling patterns, holding times and busy hour periods exist between these classes. The basic approach for proper distribution of the traffic load is to distribute the total number of lines in each class of service equally throughout all number groups within the telephone system. Proper distribution of classes of service is the first step in achieving a balanced telephone system.

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**b. Equipment Subgroups**

Maximum efficiency of an activity's telephone system requires that all subgroups of equipment carry an even portion of the traffic load. Although proper distribution of classes of service will assist in achieving the required balance, each equipment subgroup must be graded to insure distribution of the offered traffic load, both incoming and outgoing during the busy hours. Therefore, intra-office traffic studies will be accomplished periodically to identify unbalanced conditions and corrective action initiated by the APTS to maintain a balanced telephone system.

**4. Rotary Out-Trunk Switching (ROTS)**

AUTOVON access lines are considered high cost circuits, therefore, maximum efficiency must be obtained by insuring a high degree of access by the telephone system AUTOVON users. The use of ROTTS will not only insure maximum efficiency of two-way access lines but will also improve the user's outward grade of service. All telephone systems having access to 15 or more AUTOVON NID/NOD access lines which are not equipped for full access by the user will be modified for ROTTS type service in an expeditious and orderly manner consistent with budgetary prudence. ROTTS type service will be programmed at the earliest possible date.

**5. Mainline Rotary Hunting Service**

Automatic sequential selection of telephone mainlines assigned to local administrative multi-line telephone instruments (key telephones and call directors) is desirable at all locations in order to make the most efficient and economical use of existing AUTOVON and commercial In-Dial services. Rotary service, with Class C or Class A numbers to be hunted first, followed by AV (AVR/AVP), will be implemented wherever possible. This service will improve call completion and result in better utilization of administrative telephone mainlines, as well as AUTOVON access lines and commercial trunks. Conversion of existing service and installation of new telephone system mainlines will conform to this standard. All necessary modifications to base telephone systems to permit rotary configurations will be completed in an expeditious and orderly manner, yet be consistent with budgetary prudence. Rotary numbering service should be programmed at the earliest possible date.

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**6. Subscriber Listing**

a. At periodic intervals, the DCA will compile listings of subscribers including pertinent information such as calling area, precedence levels, etc. The JCS reviews the listings annually to assure that service being provided is in consonance with pertinent directives.

b. All AUTOVON subscribers should review the Global AUTOVON Directory to ensure clear and concise listings are maintained. Additions and changes to the Global AUTOVON Directory must be made in accordance with the instructions contained in the directory.

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PART V

OPERATIONS

1. Use of the AUTOVON Service will:
  - a. Be authorized for:
    - (1) Only the most essential elements of commands, activities and agencies that require long distance telephone communication in support of Command and Control, operations, intelligence, logistics, diplomatic, and administration.
    - (2) Only official communication
  - b. Be restricted to:
    - (1) Only those calls that are essential, requiring a timeliness that cannot be obtained by other means, and would stand the scrutiny afforded a commercial toll call.
    - (2) The minimum time required to accomplish the official business and not normally exceeding five minutes.
    - (3) The use of a precedence level in consonance with the subject matter of the call as established in the Joint Uniform Telephone Communication Precedence System.
    - (4) Only those calls that are official government business.
  - c. Not be authorized for:
    - (1) Use directly or indirectly by civilian contractor, non-government activities, (except the American Red Cross), non-appropriated fund activities (clubs, exchanges, and other unofficial activities) obtaining telephone service from a DON installation or facility. However, AUTOVON service may be provided at those activities in remote areas where there is no access to commercial telephone facilities. Such service will be validated by CNO on a case-by case basis.
    - (2) Calls within an installation, metropolitan area, or confined geographical areas where a high volume/community

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of interest exists and direct interconnect between local systems would prove cost-effective or other government telephone service is adequate.

(3) Unofficial calls

2. Control Procedures

To insure that the service provided AUTOVON users/subscribers is maintained at the highest level possible, it is necessary that local controls be instituted to insure that only those military and civilian personnel with a need to make long distance telephone calls over the system can do so. Proper controls are the responsibility of the local commander. Local controls must accomplish the following:

a. Assure that only telephone users who have a definite need to place long distance calls have access to AUTOVON and that such calls are in support of command, operations, logistics, and administration functions essential to the performance of the command mission. Permission to use the service to overseas points should be restricted to only those essential personnel who must make such calls in the performance of the command mission.

b. Assure adherence to the Joint Uniform Telephone Communications Precedence System. Official attention should be given to insuring that personnel placing calls requiring precedence higher than routine thoroughly understand the criteria contained in the precedence system and apply a precedence level in consonance with the subject matter and urgency of the call.

c. Assure that the AUTOVON is not abused. The following actions are considered to be abuse of the AUTOVON and constitute grounds for denial to or removal of AUTOVON service for repeat offenders.

(1) Failure to comply with criteria outlined in paragraph 1 of Part V of this instruction.

(2) Seizure and holding of an access line for the purpose of reserving the access line for a future call.

(3) Failure of a CENTREX, PBX, PABX user or switchboard, console operator or subset subscriber to

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disconnect or release an access line (hang-up or go on hook) at the completion of each AUTOVON call also is considered abuse of AUTOVON.

### 3. Conferencing Procedures for AUTOVON Users

The following information should be included in local telephone procedures: AUTOVON conferencing is available by contacting the AUTOVON Assistance Operator (AAO). By dialing (local access number and "0"); State the AUTOVON numbers of the conferees desired and the precedence level. Priority and higher precedence conference calls must be processed through local PBX, PABX, or CENTREX operator to avoid the probability of preemption by an equal or higher precedence call between the user location and the AAO location.

### 4. Security

Telephone circuits are susceptible to monitoring and interception. The AUTOVON is not a secure network. AUTOVON subscribers, operators, and users must be reminded that care must be exercised in accordance with established security instructions to avoid divulging or alluding to classified information. Any effort to talk around classified information is considered a security violation.

### 5. Publications

The following publications contain AUTOVON management and operations procedures:

a. Global Automatic Voice Network (AUTOVON) Management System, DCA Circular 310-V70-47.

b. AUTOVON Operating Procedures, JANAP 137.

c. Current DCA AUTOVON Directory. (This publication may be ordered from DCA (210), as may all DCA publications. DCA Form 117, "Publication and Blank Form Requisition", may be used for publication orders.) Distribution is normally limited to PBX, PABX, or CENTREX operators and subset subscribers.

### 6. User Education

a. The Commanding Officer of the APTS will be responsible for establishing an AUTOVON user education

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program, and insuring that accurate AUTOVON instructions for using AUTOVON services at that specific location are developed and published. Additional AUTOVON instructions or announcements will be published frequently in the Plan of the Day to insure a continuing and effective user education program.

b. The Commanding Office of personnel having access to AUTOVON subsets will be responsible for providing special instructions to remind these subscribers to:

- (1) Not discuss classified information.
- (2) Utilize the Global AUTOVON Directory for correct listings and trouble reporting procedures.
- (3) Disregard touch-tone buttons that are labeled with a star or "#" if they appear on the set.
- (4) Use correct procedures for obtaining AUTOVON operator assistance (normally, depressing the Oper or O button on the subset will obtain the AUTOVON operator), and noting that the AUTOVON operator is located at an AUTOVON switch, not at the local facility.

c. AUTOVON user and subset subscriber instructions will include the criteria contained in PART V, paragraphs 1 through 4 of this instruction.

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PART VI

PLANNING, PROGRAMMING, AND IMPLEMENTATION

1. Introduction

a. AUTOVON within DON is centrally managed by COMNAVTELCOM. The normal lead time for the start of initial AUTOVON service is 24 months from the date the requirement is submitted to COMNAVTELCOM. The 24 month lead time is required for validation, programming and budgeting.

b. Requests for four-wire subset subscriber service will be submitted only for those special cases where it is impractical to utilize PBX, PABX, or CENTREX AUTOVON access as stated in Part III paragraph 1 of this instruction.

c. Initial service to a PBX, PABX, CENTREX requires a 24 month lead time. Subsequent changes to the number and operational mode of access lines may not require the 24 month lead time, and will be managed by COMNAVTELCOM based on current traffic trends and current budgetary restrictions.

d. Maximum Calling Area other than MCAI-03 and 04, and Maximum Calling Area precedence other than MCP-4 requires validation by CNO/JCS. The request for this type of service requires identification of a trade off (like service to be discontinued).

2. Planning

a. Planning information for AUTOVON service will be submitted through normal chain of command to COMNAVTELCOM, as the need arises, for inclusion in the next validation, programming and budgeting cycle.

b. Identification of PBX, PABX, and CENTREX AUTOVON requirements can normally be accomplished by COMNAVTELCOM based upon the on-going traffic management program. However, COMNAVTELCOM should be notified of all mission changes (near term or long term) which may impact AUTOVON service. Early identification of mission changes will facilitate the traffic management program and enhance the provision of AUTOVON service at those locations affected.

c. Planning information required for extended long-range planning such as DOD or DCA Five Year Plans will

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be submitted by all AUTOVON subscribers upon request from COMNAVTELCOM.

### 3. Programming and Budgeting

a. AUTOVON requirements which can not be supported within the current budget will be held by COMNAVTELCOM until the next annual program submission, which is normally in August. Urgent operational requirements or other requests for service with less than a 24 month lead time that can not be supported within the current approved budget may be provided on a reimbursable basis to the requesting command or by identification of a trade off (discontinuance of like services).

b. Existing AUTOVON services which do not survive the annual budget review process may be retained only if funds are provided by the subscriber; or equal trade offs are identified to COMNAVTELCOM.

### 4. Implementation

a. Upon completion of the validation, programming and budgeting cycle approved AUTOVON services will be implemented after the requesting activity has received notification from COMNAVTELCOM, or a Request for Service (RFS) initiated by requesting activity is forwarded to COMNAVTELCOM or the designated activity authorized to order AUTOVON service, through the chain of command.

b. In addition to planning information the AUTOVON subscriber will submit RFS for all AUTOVON requirements initiated by the subscriber or as requested by COMNAVTELCOM or the designated activities authorized to order AUTOVON service. The DCA has established normal lead times for provision of AUTOVON service. To ensure that service is provided to the AUTOVON subscriber on or before the required date, requests for service should be received by the ordering activity 90 days prior to the requested date for start of additional services, and 50 days prior to requested date of relocation or change of mode of operation. It is recognized that emergencies will arise to support combat missions or urgent tasks; these requirements will be met without regard to normal lead times. However, it must be noted that the terms "URGENT and EMERGENCY", do not include action resulting from inability to meet budgetary deadlines,

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inadequate advance planning, normal expansions or relocations.

5. Request for AUTOVON Service

a. Requests for AUTOVON service must include the following information:

(1) General description of service required, to include: mode of service; MCAI; and MCP; is circuit to be placed in the hunt group with existing lines? If so, furnish the AUTOVON circuit numbers; Desired directory listing; quantity of extensions, if terminated in four-wire subset.

(2) Service Points; (complete address, building number, and room number).

(3) Requested Service date; (date service can be accepted).

(4) Point of Contact; (name, organization and telephone number, (AUTOVON, FTS, and commercial), of person who is familiar with the details of the requirement.

6. Responsibilities

a. Requesting Activity or Subscriber will:

(1) Ensure service can be accepted on date requested by: ensuring that required AUTOVON interface and termination equipment is or will be available through coordination with the NAVFACENCOM (Cognizant Engineering Field Division) or local commercial carriers, as appropriate.

(2) Ensure equipment and telephone system interface will meet current DCA criteria for AUTOVON service (incoming preemption, operator access, etc.) DCAC 370-V175-6.

(3) Submit request for service.

(4) Accept the service by ensuring service provided is as requested and submit completion report required by DCA Circular 310-130-1.

b. COMNAVTELCOM or designated activity will order AUTOVON service IAW DCAC 310-130-1 and monitor provision of service.

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c. NAVFACENCOM will: ensure compliance with all applicable DCA circulars for local system design and operation.

#### 7. Review and Rejustification

a. All AUTOVON services, except routine access lines terminated in a PBX, PABX, or CENTREX, will be reviewed annually by the APTS to insure service is essential for mission accomplishment. The result of the annual review will be submitted to COMNAVTELCOM, via the chain of command, during the second quarter of the fiscal year and is to include circuit number, MCAI, MCP, and type of termination and quantity of subsets if termination is a four-wire subset.

b. Routine AUTOVON access line groups terminated in a PBX, PABX, or CENTREX as administrative common user service will be continually reviewed and rejustified by COMNAVTELCOM based on traffic usage data. COMNAVTELCOM will coordinate and initiate action for changes to access line groups as required by traffic engineering studies. The service objectives shown in Part I, paragraph 2.M of this instruction will be met insofar as budgetary constraints permit.

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