

Department of Transportation and Communications  
**PUNONGHIMPILAN TANOD BAYBAYIN NG PILIPINAS**  
(Headquarters Philippine Coast Guard)  
139 25<sup>th</sup> Street, Port Area  
1018 Manila

CGA/CG-11

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STANDING OPERATION PROCEDURE)

NUMBER 01 )

**COMMERCIAL TELECOMMUNICATIONS SERVICES**

1. **OBJECTIVES:**

- a. To provide guidelines in the usage and effective control of telecommunications services in the Philippine Coast Guard.
- b. To devise an efficient system for billing, collection and remittance/payment of telecommunications services.
- c. To prescribe the procedures in the utilization and disconnection of Commercial Telecommunications Services.

2. **SCOPE:** The provisions of this SOP apply to all Commercial Telecommunications Services provided by the Philippine Coast Guard.

3. **DEFINITIONS:**

- a. Commercial Telecommunications Services - are distant communications services provided by commercial establishments such as Landline telephones, Internet Service Providers (ISP), Cable TV, Cellular Mobile Telephones System (CMTS), VSAT, INMARSAT, Iridium phones, Pager System, facsimile, trunked radio system and the likes.
- b. Cellular Mobile Telephone System (CMTS) - are those mobile phones subscribed from commercial telecommunications carriers such as Mobiline, Smart, Globe, Islacom and others.
- c. Landline Telephones - pertains to those fixed telephone lines connected to the different commercial companies such as PLDT, Bayantel, Globe, PT&T, Eastern and other companies offering the same services.

- d. Local telephones – pertains to those fixed telephone lines connected to the telephone exchange within the base/station and which are operated and maintained by the PCG, PN and other AFP exchanges.
- e. Trunked Radio System – are those radio equipment (Handheld, base or mobile) which has the capability to transmit and or receive voice intended for a private, group and telephone connections to and from a radio set to a landline telephone, CMTS and or to another radio system and vice versa.
- f. VSAT – acronym for Very Small Aperture Terminal. A technology on satellite communications involving transmission of voice, data or other multi-media either from a point to point or point to multi point connectivity.
- g. Pager System – is a passive means of record communications available in the market as provided by commercial companies such as Easy Call, Pocket Bell, InfoCom, Beeper 150, Power page and others.
- h. Official Calls – are those calls authorized by the Command based on the nature of calls which are used in the official discharge of their assigned functions. This will be certified by the Unit Commanders/Head of offices.
- i. Personal calls – are those calls made by personnel of the Command which are personal in nature.
- j. Toll charges – are those charges incurred by a caller during the use of telephones on long distance calls.
- k. Subscription charges – are those fixed charges based on a certain period as a result of the use of such commercial landline connections, pager units and others.

4. **POLICIES:**

a. **LANDLINE TELEPHONES:**

- 1) As much as possible, every offices shall be provided a local telephone lines. However, only the headquarters (O/CPCG, O/DCPCG & CSPCG), central staffs, District and major unit commanders and their operation centers shall be connected a commercial landline telephones to include other vital offices which need direct contact with other government/civilian agencies.
- 2) Each landline telephones are authorized per capita allocation based on the approved annual OPB. Only official calls shall be paid by the Command while personal calls shall be paid by the users.
- 3) District/Major Unit commanders/Head of offices shall exercise full authority to implement stringent measures to pre-empt unauthorized calls.

4) All landline telephones will have no National Direct Distance (NDD) and 108/109 Access except for the offices of CPCG, DCPCG, CSPCG. District Commanders and operations offices maybe provided 109 Access provided a Log Book shall be maintained containing the following details:

- a) Callers Full Name and SN/Unit Assignment
- b) Called Party's Name/Location/Area Code and Telephone Nr
- c) Date of Call/Duration and Amount of Call
- d) Remarks

5) Approved and consummated long distance calls shall be compiled by the unit concerned. A monthly summary of long distance calls shall be submitted by radio message to CPCG (Attn: CG-11) based on the above format.

b. **CELLULAR MOBILE TELEPHONE SYSTEM (CMTS):**

1) The Command will provide CMTS based on POSITION. Central, Technical and Special Staffs to include District/Major Unit Commanders shall be provided pre-paid CMTS.

2) The CMTS issued to the headquarters and major unit commanders shall be provided pre-paid Cellular cards in the amount of P500.00/month while District Commanders shall be provided Comms Services (03) funds in the amount of P1,000.00/month to purchase pre-paid Cell cards. Each CMTS users shall shoulder the amount in excess of the monthly allocation.

3) Issuance of cell cards at the headquarters shall be done by CG-11 during the first week of each month while Comms Services (03) Fund equivalent to three (3) months shall be released to the Districts on a quarterly basis.

4) In case of relief of the user, the CMTS issued by the Command shall be turned over to the incoming duty and shall form part of the Turn-over Report of the Outgoing.

5) At no instances that the issued CMTS to include the SIM Card shall be replaced by a new one by the end-user. Replacement of SIM Card if cannot be avoided shall be subject to the approval of the CPCG (Attn: CG-11) and the corresponding new CMTS number shall be forwarded to CG-11 and will be included in the CMTS Directory.

6) All other cellular phones not covered by the pre-paid plans shall be turned over to the headquarters (Attn: CG-11) and same shall be replaced by a pre-paid cellular phones.

7) For economy purposes, text messaging shall be encouraged among users.

- 8) All issued CMTS shall be open on a 24-hour basis and shall serve as the primary means of contacting the user.

c. **PAGER/TRUNKED RADIO SYSTEM:**

- 1) To complement the lack of communications among vital offices, a Pager unit shall be issued to other officers at headquarters which do not have CMTS.
- 2) Trunked radios will also be issued to other units/teams involved in SAR, Oil Spill Response Team and other units which were not issued CMTS and Pager units.
- 3) Payment of monthly subscription charges shall be prepared by CG-11.
- 4) Issuance of Pager units and trunked radios shall be at the discretion of CPCG.

d. **CABLE TV/INTERNET/INMARSAT/IRIDIUM/OTHERS:**

- 1) Cable TV and Internet subscription can be availed of with the approval of the CPCG (Attn: CG-11).
- 2) The use of cable TV and internet shall be limited to one (1) per district/units.
- 3) INMARSAT and or Iridium phones shall be provided to vessels on special or overseas mission. Calls shall be limited to five (5) minutes only, however, call extension shall be made as warranted by the situation. All calls likewise shall be properly logged and approved by the CO of the vessel or the most Senior Officer Present Aboard (SOPA).
- 4) Other commercial telecommunications services likewise can be subscribed with the approval of CPCG (Attn: CG-11).

5. **PROCEDURES:**

a. **BILLING/PAYMENTS FOR COMMERCIAL SERVICES (PLDT, SMART etc):**

- 1) Billing for official calls made shall be borne by the Command with CG-11 initiating payment for the authorized subscribers in Manila and Cavite area while the different district shall initiate payment in their respective areas corresponding to the statement of account notice.
- 2) Statement of Accounts issued by the commercial telecommunications company upon receipt shall be examined for unauthorized long distance calls and those with unauthorized calls are separated.

- 3) The separated statement of account are then attached to the prepared demand letter and shall be delivered to the office or identified personnel who made the long distance call.
- 4) The demand letter recipient office/personnel shall explain their long distance calls. If long distance call is official in nature, the demand letter is returned to the sender with the attached justification letter.
- 5) PCG personnel who made unauthorized personal calls shall pay the toll charges directly to the PCG Finance Center or nearest CG Finance units if ever available.
- 6) PCG personnel are given one (1) month period to settle their toll charges account with the PCG Finance Center and report same to CPCG (Attn: CG-11) as soon as payment is made. Payment of personal toll charges account shall be paid in cash to the Collecting and Remitting Officer, IPMS Branch, CGFC. Corresponding Official Receipts (OR) shall be issued to the payee.
- 7) In case there is a lapse of payment within the grace period and the unauthorized call is not settled, CG-11 shall coordinate with CGFC the withholding of the Paycheck of the PCG personnel until it had been settled.
- 8) PCG personnel desiring to make official or personal long distance calls shall fill-up the PCG WCEIS Form 01-99 (Long Distance Request Form) to be approved by the head of office. In the absence of said Form, the telephone log book shall be accomplished provided it is likewise approved by the District/Major unit commanders/Head of office.
- 9) Call collect shall be discouraged, however only during extreme emergency may this be allowed. If availed of, the user must follow the same procedure in making long distance calls.
- 10) District/Major unit commanders/Head of office shall formulate respective IMPLANS for this SOP.

b. **DISCONNECTION:**

- 1) The office of CG-11 shall closely monitor the statement of account issued by the commercial company for unauthorized long distance calls.
- 2) Offices repeatedly violating the proper utilization of the installed commercial telephone services, CMTS, pagers and trunked radios shall be reported to CPCG recommending the disconnection of the telephone line and confiscation of issued CMTS, pagers and trunked radios.
- 3) Disconnection shall be made through the representation of CG-11 to the commercial facility providing the telecommunications services.

c. **REPORTING:**

Monthly reports shall be submitted to the Headquarters (Attn: CG-11) in a Message Format indicating therein the following:

- a. Callers Full Name and SN/Unit Assignment
- b. Called Party's Name/Location/Area Code and Telephone Nr
- c. Date of Call/Duration and Amount of Call
- d. Remarks

6. **REAPONSIBILITIES:**

- a. The Assistant Chief of Staff for WCEIS, CG-11 is primarily responsible for monitoring and implementing this SOP. He is likewise authorized to deal directly with commercial telecommunications companies as pertains to connections, disconnections and transfer of telecommunications services. PCG Units outside Manila-Cavite area, District/Major unit commanders are authorized to deal directly with commercial telecommunications companies available in their respective AOR.
- b. PCG District/Unit Commanders/Heads of Office are responsible for the widest dissemination and compliance of this SOP.
- c. CG-6 in coordination with Commander, PCG Finance Center shall provide the Trust Receipt Nr as the depository of the collected accounts for the personal and unofficial calls made by the different users.

7. **RESCISSION:**

Provisions of existing SOPs, directives, and circulars in conflict with the provisions of this SOP are hereby rescinded.

8. **EFFECTIVITY:**

This SOP shall take effect immediately upon publication.

BY COMMAND OF COMMODORE FAJARDO PCG:

OFFICIAL:

  
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