

Information Management  
**Information Management: Sustaining Base**  
**Fort Hood Directorate of Information Management:**  
**Basic Policies and Procedures**

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**History.** This is the first change issued to III Corps and Fort Hood Pamphlet 25-5 dated 15 May 2000.

**Summary.** This change adds information for priority of service restoration for telephone lines. References to brand names or trademarks do not imply product endorsement by the government. Use of masculine gender also includes feminine gender.

**Applicability.** This pamphlet applies to units assigned or attached to Fort Hood.

**Supplementation.** Users may not supplement this pamphlet without the approval of the Directorate of Information Management (DOIM).

**Changes.** Changes to this pamphlet are not official unless authenticated by the DOIM.

**Suggested Improvements.** The proponent of this pamphlet is the DOIM. Send comments and suggested improvements to: Directorate of Information Management, ATTN: AFZF-IM, Fort Hood, Texas 76544-5056.

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*Make pen and ink changes to Fort Hood Pamphlet 25-5 as follows:*

1. Add tables to page 7, Tables List, *before* entry for B-1:
  - 4-1. Restoration response times ..... 30
  - 4-2. Local dialing prefixes (254 area code) ..... 30
  - 4-3. Conversion from commercial Fort Hood prefix to defense switched network (DSN) prefix ..... 30

2. Delete the existing narrative on page 26 in paragraph 4-4 and replace with:

4-4. Outages

Outages can be attributed to equipment failures, weather, or individuals. The DOIM maintains a list of telephone and data lines that have priority for service restoration and are mission critical. Table 4-1 for lists response times for the restoration of outages.

**Table 4-1. Restoration response times**

<b>Restoration Services</b>	<b>Response Times</b>
Trouble tickets	Within 3 duty days
Work orders	Within 10 duty days
Cable outages	Within 1 duty day
Dial Central Office	Within 1 hour

3. Renumber existing tables as:

Old Table 4-1, page 30. Renumber to Table 4-2. Keep the same title.

Old Table 4-2, page 30. Renumber to Table 4-3. Keep the same title.

4. Change page 29, paragraph 4-10e(7) to read:

(7) State the commercial area code and prefix (see tables 4-2 and 4-3 for a complete listing of local prefixes and area codes) for each end of the circuit.

5. File this change directly in front of the basic publication.