



PAMBANSANG PUNONGHIMPILAN TANOD BAYBAYIN NG PILIPINAS
(National Headquarters Philippine Coast Guard)
139 25th St., Port Area
1018 Manila

27 June 2019

NHQ-PCG/CG-11

STANDING OPERATING PROCEDURES
NUMBER 09-19

UTILIZATION OF ISSUED PCG MOBILE / CELLULAR PHONES

1. **OBJECTIVES:**

- a. To provide guidelines in the usage and effective control of mobile phone communications issued by the Command;
- b. To devise an efficient procedure for billing, collection and remittance/payment of mobile phone services;
- c. Minimize the threat of accidental, unauthorized or inappropriate access to classified and/or confidential electronic information;
- d. Provide guidelines for professional use of mobile devices, to ensure that they are used in such a manner that does not compromise the operations, services and reputation of the Command and its personnel;
- e. To provide a medium for communicating internal and external offices and units especially in case of emergency.

2. **SCOPE:** This SOP applies to all Cellular Mobile Phones issued by the Command to PCG Units/Offices which are subscribed to telecommunications provider (e.g. Smart and Globe).

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 Telephone System (CMTS), Very Small Aperture Terminal (VSAT), INMARSAT, Iridium Phones, Facsimile, Trunked Radio System, Voice Over Radio Internet Protocol (VOIP), Satellite Phones and the likes.

- b. Cellular Mobile Telephones System (CMTS) – are those mobile phones subscribed from commercial telecommunications carriers such as, Globe, Smart, Talk and Text, Touch Mobile, Sun Cellular and others.
- c. Landline Telephones – pertains to those fixed telephone lines connected to the different commercial telecommunications companies such as PLDT, Bayantel, Globe, Eastern and other companies that offers the same services.
- d. Local Telephones – pertains to those fixed telephone lines connected to the telephone Private Automatic Branch Exchange (PABX) within the base/station and which are operated, maintained and controlled by PCG.
- e. 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.
- f. Personal Calls – are those calls made by personnel of the Command which are personal in nature.
- g. Toll or Call Charges – are those charges incurred by a caller during the use of mobile/cellular phones on long distances calls.
- h. Subscription Charges – are those fixed charges such as postpaid plan charges based on certain period/term of contract as a result of the use of such mobile/cellular phones.
- i. Data Allocation / Cap – data allowance that is included with the monthly subscription plan.

4. POLICIES:

- a. Every PCG offices/units shall be provided with two (2) mobile/cellular phones with subscriptions to two existing network providers (Globe and Smart) to ensure availability of signal within the area where the office/unit is located; and to avoid exceeding from the Monthly Service Fee (MSF) of Php 500.00.
- b. The procurement of services for the subscription mobile/cellular phones load allocation to commercial telecommunication providers is in line with the Approved Plan and Budget on a one-year term contract.
- c. Two (2) mobile/cellular phones are subscribed to two different network carriers (Globe and Smart) with unlimited calls (UNLICALLS), unlimited sms/texts (UNLITEXTS) of the same network respectively.

Each phone has a DATA ALLOCATION/CAP of 500 MB per billing cycle.

- d. Issued mobile phones should not be registered to any subscription such as but not limited to pay-per-view streaming, online games, online live telecast or movies (e.g. Netflix, iFlix etc.).
- e. Issued mobile phones should not be used to purchase in-app applications such as but not limited to Google Play Store or use it as mode of payment for online transactions.

5. PROCEDURES:

A. BILLING / PAYMENTS FOR POSTPAID PLAN

- 1. Approved/authorized Monthly Service Fee (MSF) payment shall be borne by the Command through DCCGS for MCWEIS, CG-11 on a monthly basis with a one (1) year term contract (renewable) to the service providers.
- 2. Mobile phones are issued strictly for administrative and/or operational use only in accordance with its network provider to avoid unwarranted charges for other network transactions.

Globe – Globe

– TM

- Cherry Mobile

Smart – Smart

– Talk N Text

– Sun

- 3. An e-copy of the Billing Statement of account/s that exceeds the MSF shall be forwarded to concerned Units/Offices for payment processing. Failure to process payment for the excess charges may cause temporary suspension of outgoing services such as calls, texts and data due to overdue balance.
- 4. Copy of the Official Receipt of payment should be forwarded to O/CG-11 for submission to service provider for payment posting.

B. UTILIZATION OF MOBILE PHONES

- 1. Duty Office watch and or operations must utilize logbook for turn over of mobile phones during assumption of duty and shall include the accessories received such as but not limited to charger, headset and memory card.
- 2. Data connection should be turned – off to avoid extra charges and shall only be turned on in case of important data transmission or in abeyance to the limit of 500 MB and warning limit of 400 MB; and Ultra Data Saving Mode enabled (adjustment through mobile data settings).

3. Exercise extra caution in using mobile phones by avoiding long duration of phone calls or online access if possible.

C. TECHNICAL CONCERNS

1. End users may contact the 24/7 Customer Service Hotline of the two (2) existing providers to report any technical concerns such as but not limited unable to send messages, unable to make or receive calls and no data connection for further assistance. Globe Customer Service can be reached by calling 211 and Smart Customer Service can be reached thru #888 via mobile.

6. **RESPONSIBILITIES:**

a. Unit/District Commanders/Head of Offices

- a.1. Responsible for the widest dissemination and compliance of this SOP.
- a.2. Responsible for the safety of mobile phones and the security of the information stored on the mobile phones (contacts, confidential texts, emails, images and passwords).
- a.3. Shall ensure that issued phones are strictly being utilized for official business purposes only.
- a.4. Shall designate a Personnel-In-Charge (PIC) who shall be responsible for proper utilization of issued mobile phone devices which includes monitoring of usages.
- a.5. Must take care of any mobile devices issued to them. All such devices must be password protected and not used in public places without due care and attention by the end user.
- a.6. In the event that monthly bills exceed the postpaid plan due to improper utilization of phone calls, SMS/texts, use of packet data and to include registration/subscription in online live telecast and movies (e.g. pay-per-view, Netflix, Iflix, iTunes, and etc.) Unit Commanders/Head of Offices are held responsible and or shall be paid by the users.
- a.7 Shall report immediately to the O/CG-11 any irregularities, damaged phones, disconnected or redirected lines and lost phones in order to make an appropriate action.
- a.8 Shall be held responsible for repair and or replacement of damaged or lost mobile phones.

- b. The Deputy Chief of Coast Guard Staff for Maritime Communications, Weapons, Electronics and Information System (DCCGSMCWEIS), CG-11 is primarily responsible for monitoring and implementation of this SOP.

Authorized to deal directly with commercial telecommunication companies as pertains to connection and disconnection and other aftersales services.

- c. Commander, Finance Center (NHQ-PCG) in coordination with the PCG Accountant shall act as the depository of the collected accounts paid for personal and unofficial calls/texts/data made by the different users. Disbursement of the accumulated amount shall be in accordance with the normal accounting and auditing procedures.
- d. Coast Guard Adjutant Office without delay shall immediately forward to O/CG-11 the billing statement received from telecommunications upon receipt in order to process as early and to avoid disconnection of lines.

7. RECISSION:

Provision of existing SOP's directives and circulars in conflict with the provision of this SOP are hereby rescinded.


8. EFFECTIVITY:

The provision of this SOP shall take effect upon publication.

BY THE COMMAND OF ADMIRAL HERMOGINO:

OFFICIAL:

**EDUARDO D FABRICANTE
COMMO PCG
Chief of Coast Guard Staff**


**LIEZEL B. BAUTISTA
CDR PCG
Coast Guard Adjutant**
27/02/1908

