

DISA COMSATCOM SCOOP

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UPCOMING EVENTS

08.22.11 – 08.26.11
2011 Annual Satellite Communications Conference
 Offutt Air Force Base, NE

08.23.11 – 08.25.11
LandWarNet 2011
 Tampa, FL
<http://www.afcea.org/events/landwar-net/11/intro.asp>

10.12.11 – 10.13.11
SATCON 2011
 New York City, NY
www.satconexpo.com/

11.07.11 – 11.10.11
MILCOM 2011
 Baltimore, MD
www.milcom.org/

11.15.11 – 11.17.11
Strategic Command (STRATCOM) Cyber and Space Symposium
 Qwest Center, Omaha, NE
<http://www.afcea.org/events/stratcom/11/introduction.asp>

12.13.11 – 12.15.11
DoD Commercial SATCOM Users Workshop
 Crystal Gateway Marriott, Arlington, VA
<http://www.dodsatcom.com>

DISA does not formally endorse any non-DISA events. These events are provided for information purposes only.

CENTER CHIEF'S MESSAGE



Welcome to summer and the July issue of the COMSATCOM Scoop. As most of our customers are aware, the Commercial Satellite Communications (COMSATCOM) Center moved from the Skyline, Virginia, facility in April to our new home at Fort Meade, Maryland, as part of the Base Realignment and Closure (BRAC). Even as we prepared for the move, we continued to provide the best customer service possible to ensure seamless COMSATCOM support to the Warfighter. We have settled in nicely and look forward to maintaining and building the strong relationships we have with our customers, regardless of our location.

One of the highest priorities for the COMSATCOM Center is the migration of the 8,000 plus Inmarsat Mobile Satellite Service (MSS) Communication Service Authorizations (CSAs) to the Future COMSATCOM Services Acquisition (FCSA) General Services

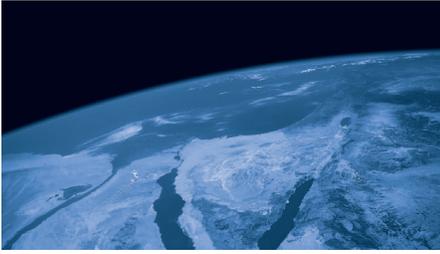
Administration Information Technology (IT) Schedule 70 Subscription Services contract. The Migration Team's current focus is working with customers to understand proper procedures for activating new legacy Inmarsat services as well as discontinuing services no longer needed. This involves a process called commissioning which is critical for proper billing to avoid delinquent bills. Delinquent bills can result in the terminal being "barred" which can either be temporary suspension of the terminal access to its assigned land earth station (LES) or complete denial of access to the Inmarsat constellation until the bill is paid. This issue dedicates an article to address commissioning and barring.

In this issue, you will read about MSS activation and discontinuation of legacy services; DISA Customer & Industry Forum 2011; FY10 annual report kick off; humanitarian relief efforts to Japan after the devastating earth quake; and quick tips on types of EMSS services and products and how to place EMSS orders.

We greatly appreciate feedback we received about the newsletter and would like to continue to hear from you so we can better serve you. If there are article topics you would like to read about, please let us know by responding to this e-mail with your suggestion. Have a wonderful and safe summer. We hope you enjoy this issue!

— COL Michelle Nassar

MSS ACTIVATION AND DISCONTINUATION OF LEGACY SERVICES



The Commercial Satellite Communications (COMSATCOM) Center has been coordinating with the Department of Defense (DoD) customers to prepare their active Inmarsat Mobile Satellite Service (MSS) requirements for migration to the Future COMSATCOM Services Acquisition (FCSA) General Services Administration Information Technology (IT) Schedule 70. It is important that customers recognize, understand, and adhere to proper procedures for activating new legacy Inmarsat services as well as discontinue services no longer needed.

The activation and ordering of legacy Inmarsat services (M4, Mini-M, Classic Aero, Standard B/C/M, and Fleet 33/55/77) is a two-step process. Before any legacy service is ordered through the Defense Information Systems Agency (DISA) Direct Order Entry (DDOE), each terminal must be set-up properly in order to use the Inmarsat constellation. Legacy terminal set-up requires completion of a Service Activation Request Form (SARF) so the

terminals are assigned with Inmarsat Mobile Numbers for the services the customer intends to order through DDOE. This process is called **commissioning**. Once commissioned, the user receives dialing instructions from their Inmarsat Service Representative for connection through the correct Inmarsat gateway called the land earth station (LES), where that specific legacy terminal is identified and registered to access to the Inmarsat constellation. It is extremely important these dialing instructions are adhered to, as entering a different dialing string will force the terminal to access a different LES resulting in additional charges above and beyond the contracted billing rate. These charges typically have accumulated over time unknowingly to the customer and end up delinquent. Delinquent bills can result in the terminal being "barred" which has the potential for adverse operational impacts. **Barring of an Inmarsat terminal** can either be temporary suspension of the terminal access to its assigned LES or complete denial of access to the Inmarsat constellation until the bill is paid.

Customer barring of a legacy terminal can also be beneficial and is recommended by DISA for terminals that are unaccounted for or to mitigate the potential for the terminal being operated beyond

the Defense Information Technology Contracting Organization (DITCO) contract (typically by dialing another LES). When a legacy Inmarsat service is no longer required, the customer must submit a discontinue Telecom Service Request (TR) through DDOE to cease billing on the DITCO contract. To further mitigate the potential for incurring costs for services being used beyond the contract, it is recommended customers decommission the terminal if it is no longer needed to support their mission. This is especially important when the legacy Inmarsat terminal is being transferred between users and organizations, and ensures once the terminal is commissioned that Inmarsat identifies the terminal with the current owner and billing for services ordered is routed to the appropriate user/organization.

For more specific information on organization's commissioning and decommissioning procedures, please contact your Inmarsat Service Representative. Understanding and following procedures for commissioning and decommissioning a legacy Inmarsat terminal will help the customer avoid the nuances associated with resolving delinquent bills and possible loss of services during a mission.

FY10 ANNUAL USAGE REPORT KICK OFF

The United States Strategic Command (USSTRATCOM) partners with the Defense Information Systems Agency (DISA) on an annual basis to report on the Department of Defense's (DoD) Commercial Satellite Communications (COMSATCOM) prior year usage and expenditures, pursuant to Chairman Joint Chiefs of Staff Instruction

6250.1D. FY 2010 marks the fourth publication of this report, which has become DoD's most comprehensive review of COMSATCOM expenditures and bandwidth usage.

The Annual Report provides a detailed account of DoD's annual COMSATCOM

bandwidth usage and expenditures, both in aggregate and segmented by various service profiles such as Combatant Commands (COCOMS), Services, and DoD Agencies (CC/S/A), frequency band, and coverage region. The report also analyzes DoD cost effectiveness in relation to general

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FY10 ANNUAL USAGE REPORT KICK OFF continued from page 2

market prices of COMSATCOM bandwidth. The FY 2010 report will cover the period FY 2003 through FY 2010.

Each year, USSTRATCOM issues a data call to the CC/S/As to collect information on COMSATCOM contracts, expenditures, and technical attributes. Compliance with the data call and completion of all fields within the data call templates are crucial components to developing an accurate portrayal of annual DoD COMSATCOM usage and costs. The Annual Report is submitted to Congress as well as Office of the Secretary of Defense / Networks and Information Integration (OSD/NII) for DoD management and planning of space resources. Past reports have provided

DoD analysts and acquisition experts with important insights for decision-making, to include potential vulnerabilities due to over-reliance on a particular satellite operator and price trends across various market segmentations. For example, DISA verified DoD's bandwidth prices mirror increases the rest of the industry is experiencing in capacity constrained markets such as Middle East / Africa. This explains the 2.4% price increase experienced for task orders awarded in 2010 on the Defense Information Systems Network (DISN) Satellite Transmission Services—Global (DSTS-G) contract and then recompleted in 2011 on FCSA Schedule 70. DISA also used data from the Annual Report to improve

the accuracy of cost estimates provided to COMSATCOM users for budgeting purposes.

Following release of the FY 2009 Annual Report in July 2011, USSTRATCOM and DISA initiated the FY 2010 Annual Report data collection where, in the coming weeks, each CC/S/A will receive data collections packages from USSTRATCOM/DISA. To facilitate this year's data gathering effort, USSTRATCOM/DISA will schedule training sessions with individual CC/S/A points of contact. Be on the lookout for an invitation to the training event, as DISA strongly encourages full support of its DoD COMSATCOM customers to ensure continued value offered by the Annual Report.

COMSATCOM CENTER AT THE DISA CUSTOMER & INDUSTRY FORUM



The 2011 Defense Information System's Agency (DISA) Customer & Industry Forum will be held at the Baltimore Convention Center in Baltimore, MD from August 15-18. This year's forum will combine DISA's annual Partnership Conference with the Forecast to Industry, and will bring together customers, federal agencies, Information Technology (IT) professionals, military services, combatant commands (COCOMs), industry, industry leaders, senior decision-makers, and subject matter experts (SMEs) who collaborate and support the Department of Defense (DoD) mission.

The forum will provide opportunities to engage with DISA senior leaders, project leads, and action officers of critical

programs and initiatives. The overall objective is to provide a forum to exchange information and ideas to the improvement of capabilities and services DISA provides for the DoD community.

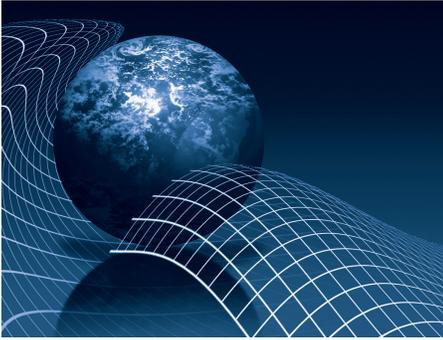
The Commercial Satellite Communications (COMSATCOM) Center will be there to provide information on the Center's services and operations, the Future COMSATCOM Acquisition (FCSA), and the Enhanced Mobile Satellite Services (EMSS) and EMSS Defense Tactical Communications System (DTCS) capabilities. Take the opportunity to engage COMSATCOM Center SMEs on FCSA's services areas, ordering flexibility, and the ordering process. Find out more about EMSS features, ordering process, and DTCS capabilities. FCSA information will be located at the Defense Information Systems Network (DISN) contracts booth and EMSS information will be located at the Satellite Communications (SATCOM) booth.

The COMSATCOM Center Chief, COL Michelle Nassar, will hold a one-hour "COMSATCOM Update" track session which will consist of a panel briefing followed by a 'Question and Answer' session. The briefing will consist of four presentations: (1) COMSATCOM Introduction and Overview, (2) COMSATCOM Services, (3) FCSA Update/Lessons Learned and Provisioning, and (4) EMSS Update. At this time EMSS plans to have an outdoor demonstration of the DTCS capabilities with real-time use of the system and its handsets.

For more information on the Customer and Industry Forum 2011, please go to the DISA website under "Upcoming Events" or <http://www.disa.mil/conferences/2011/index.html>. Online registration, as well as a fact sheet with dates, locations, guest speakers, and other contact information for questions, is also available on the website.

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DISA TEAM MOBILIZES FOR JAPANESE TSUNAMI RELIEF



Just one month after an earthquake devastated Christchurch, New Zealand, disaster again shook the Pacific Ocean. This time, the devastation that took place on Friday, 11 March 2011 affected not only the epicenter (off the coast of Japan), but also sent a wave of disorder in the following months around the world. On that Friday morning, word quickly spread about the 8.9-magnitude earthquake and its effects, least of all was a 30-foot wave traveling toward Hawaii and the west coast of the United States. Fortunately, personnel from the Defense Information Systems Agency (DISA) were at the ready both on the other side of the ocean and at the Fort Meade, Maryland, headquarters.

Less than two hours after the earthquake and subsequent tsunami left Japan, a Crisis Action Team (CAT) mobilized. CAT members—including DISA's Commercial Satellite Communications (COMSATCOM) Services Division (CSD), Global Satellite Support Center (GSSC), and Enhanced Mobile Satellite Systems (EMSS)—were dismissed from their nine-to-five jobs... in exchange for 24/7 ones. While CAT Subject Matter Experts (SMEs) across DISA provided around-the-clock support to the relief efforts, CSD personnel in Hawaii provided situational awareness to DISA's Director—a critical component best gained from on-site support. Updates from CSD staff at the Regional Satellite Support Center-Pacific (RSSC-PAC) at Wheeler Army Airfield included identifying and allocating COMSATCOM assets on contract that could be used in the relief efforts and assisting in the delivery of Distributed Tactical Communications System (DTCS) handsets, Iridium handsets, and Field Service Representatives (FSRs).

Because the CAT's staff primarily worked at DISA's headquarters, CSD personnel on-site in Oahu, Hawaii, became essential to the success of the team. Once RSSC-PAC team ensured their safety and the safety of their families, they immediately set to work. These CAT members acted quickly to provide operational support to the many units that mobilized for the relief efforts.

The RSSC-PAC team's support did not require contracting actions; however, many Satellite Access Authorizations (SAAs) needed to be produced quickly to re-allocate existing bandwidth. Despite dealing with water shortages and other challenges related to the tsunami warning in Hawaii, the RSSC-PAC team continued to forge on and humbly viewed it as "just normal day-to-day ops for us...what we are expected to do out here." Their actions and reactions along with the around-the-clock support from headquarters show when DISA is on the job, reliability, safety, and diplomacy can be expected.

EMSS ORDERS QUICK TIPS

Enhanced Mobile Satellite Services (EMSS) is a satellite-based communication service that provides deployed Warfighters and Partnering Agencies enhanced global communications through the Iridium Satellite Constellation and a dedicated Department of Defense (DoD) gateway. EMSS services and products should be purchased through the Defense Information Systems Agency (DISA) Direct Order Entry (DDOE) website at

<https://www.disadirect.disa.mil>. Customers purchasing services and products through DDOE have access to 24x7 support including a help desk. Service rates and prices are made

available through the DISA rate book published prior to start of each Fiscal Year.

The steps to ordering EMSS services and products are:

1. Register with DDOE (first time only)
2. On DDOE website, complete Telecom Service Request (TR) (link on left hand side)
3. To complete TR, follow prompts selecting "EMSS" for Service; "New" or "Existing" service/product; appropriate Agency
4. Price Sheet will be generated at completion of TR

EMSS is pleased to provide the following services and products through DDOE: Iridium telephony (voice & data); Iridium Secure Module (ISM) for secure voice communications; paging; Short Burst Data (SBD); and the Distributed Tactical Communications System (DTCS).

For questions about EMSS or DTCS, please contact the Commercial Satellite Communications (COMSATCOM) Center or your Service Representative.

For More Information, Please Visit: <http://www.disa.mil/satcom/sco/index.html>