



HEADQUARTERS
MULTI-NATIONAL CORPS - IRAQ
BAGHDAD, IRAQ
APO AE 09342

30 AUG 2007

FICI-CE

MEMORANDUM FOR DISTRIBUTION

SUBJECT: MWRNET Internet Café Policy

1. **PURPOSE:** This memorandum defines the MNC-I policy for the Morale, Welfare and Recreation Network (MWRNET) Internet Cafés. This policy covers determining requirements, requesting Cafés, operation and maintenance, and transfer and disposal of MWRNET Internet Cafés.

2. **BACKGROUND:** In November 2003, MNC-I C6 established an agreement with Space and Naval Warfare Systems (SPAWAR), a DoD Naval Engineering Command, to provide Internet Cafés for units operating in the Iraqi Theater of Operations (ITO). The agreement calls for SPAWAR to procure equipment, train Café operators and provide 24 hours a day/7 days a week technical support for the Internet Cafés. MWRNET facilities are sponsored by military units and are established at bases based on the population density of authorized users.

3. **POLICY:**

a. **Terms and Definitions.** As used in this document, the following terms have these specific meanings:

(1) Unit – the military unit that requests a MWRNET Internet Café, operates the Café, and carries the Café equipment on their Theater Provided Equipment (TPE) Property Book.

(2) Installation Commander – the senior commander assigned responsibility over a particular camp, post, Forward Operating Base (FOB) or Contingency Operating Base (COB).

(3) Mayor Cell – the agent responsible for land management at a camp, post, FOB or COB.

(4) SPAWAR Program Manager (PM)– MNC-I C6 is the SPAWAR PM for the MWRNET project and provides oversight. The SPAWAR PM ensures the Cafés are properly managed in the best interest of the users and the government.

(5) Contracting Officer Representative (COR) – SPAWAR is the COR and manages the various contracts that facilitate the MWRNET on behalf of MNC-I C6 and the government.

(6) MND and MNF- Multi National Division and Multi National Forces subordinate units that fall under MNC-I that will have overall responsibility of managing all units that currently have SPAWAR Cafes.

(7) SPAWAR Lead Technician- MND-B, MND-C, MND-N, and MNF-W G6, will have one SPAWAR Lead Technician that will be assigned to the Subordinate CMD. The lead technician will work at the CMD HQs with the G6 SPAWAR Point of Contact (POC) to ensure that troubleshooting, installs, distribution, and deploying subordinate techs are handled expeditiously. MND-B, MND-C, MND-N, AND MNF-W G6 elements will ensure the SPAWAR Lead Technician has the following:

- (a) Office space for the Lead SPAWAR Technician and his/her subordinates
- (b) Two 30 ft. MILVANS for storage SPARE parts and Cafe suites or equivalent storage space
- (c) One cell phone for each Lead SPAWAR Technician
- (d) NIPR/SIPR (Email Accounts, with computers) and VOIP capability
- (e) Office space or Trailer for repair of equipment
- (f) Billeting for all technicians

(8) The chart below illustrates the number of technicians that each MND and MNF-W will receive:

SUBORDINATE CMD	SPAWAR LEAD TECH	SUBORDINATE TECHS
MND-B	1	6
MND-N	1	3
MND-C	1	3
MNF-W	1	6
In-Country Network Operations Center (BALAD)	3 SPAWAR Representatives	1 (Administration) 1 (Logistics) 1 (Maintenance Manager) 2 (Technicians)

b. Determining Requirements. In order to request MWRNET Internet Cafés, the following subordinate commands are responsible for ensuring that all requirements are met through their SPAWAR G6 POC: MND-B, MND-C, MND-N, and MNF-W, all separates.

(1) G6 SPAWAR POCs are the only personnel that will be authorized to send C6 Validation Packets to MNC-I C6 for purchase. All subordinate units will submit request(s) through their G6 SPAWAR POC and the G6 SPAWAR POC will consolidate and request SPAWAR Cafes for the Commands.

(2) G6 SPAWAR POC will screen all C6 Validation Packets and will determine if a new Café is necessary based on population density of the installation.

(3) G6 SPAWAR POC will ensure that subordinate units understand that the geographic location of the Internet Cafe will promote maximum use and facilitate access by all valid Common Access Card (CAC) holders. Access and use by Third-Country Nationals (TCNs) is at the discretion of the MNDs, MNF-W, and all separate Commands. AAFES TCNs are authorized access to all MWRNET Internet Cafes. Cafés will never be placed in an area where admittance requires special access badging in addition to the CAC.

c. Configurations available for purchase.

(1) Large Café – Café consisting of 20 computers, 8 Voice over Internet Protocol (VoIP) telephones, 5 Web Cams and support equipment required for satellite uplink providing connection to the Network Operating Center (NOC). Configured to support 901-1,000 Service Members. The purchase of another large café is authorized when servicing 2,000 or more military personnel.

(2) Medium Cafe- Cafe consisting of 15 computers, 6 VoIP telephones, 3 Web Cams and support equipment required for satellite uplink providing connection to the NOC. Configured to support 501-900 Soldiers.

(3) Small Cafe- Cafe consisting of 10 computers, 4 VoIP telephones, 2 Web Cams and support equipment required for satellite uplink providing connection to the NOC. Configured to support 100-500 Soldiers.

(4) OP Cafe- Cafe consisting of 5 computers, 3 VoIP telephones, 1 Web Cam and support equipment required for satellite uplink providing connection to the NOC. Configured only to support JSSs, COPs, and Small Patrol Bases.

(5) Wireless Cafe- Cafe consisting of 10 computers, 6 wireless VoIP telephones, and support equipment required for satellite uplink providing connection to the NOC. **Configured and purchased only for LEVEL III hospitals within the ITO; MNC-I C6 is the only authorized purchaser of this configuration and no subordinate unit can request this cafe.**

(6) MOBILENET- Cafe consisting of 12 computers. Cafe that is configured inside of a 30 ft. MILVAN that will moved around the ITO to support soldiers. Movement of this Cafe is controlled by MNC-I C6 Program Manager only.

d. Requesting a Café.

(1) Requests for procurement of MWRNET Internet Cafés will be submitted to the MNC-I C6 Validation Board (C6VB) by the G6 SPAWAR POC from all Subordinate CMDs: MND-B, MND-C, MND-N, and MNF-W G6, and all separates. The G6 SPAWAR POC is the only personnel authorized to send C6 Validation Packets to MNC-I C6 for purchase. All subordinate units will submit request(s) through their G6 SPAWAR POC and the G6 SPAWAR POC will consolidate and request SPAWAR Cafes for the Commands. Requests will be in the

form of a standard Validation Board packet, available on the MNC-I C6 SIPR portal page at [<http://spsan.iraq.centcom.smil.mil/C19/C4/C6%20Validation%20Board/default.aspx>].

(2) All SPAWAR Information (i.e., C6VB Example Packet, cost of cafes by configuration, and SPAWAR Policy Letters) can be found on the SIPR Portal following the below steps:

- Go to MNC-I SIPR Portal
- Click on Staff Sections
- Click on C6
- Look at C6 OPS & Plans and click on Contract Management
- Click on MWRNET Internet Cafes (List of Info will be shown)

(3) The C6VB forwards validated packets to the MNC-I C8 for funding approval and prioritization (G6 SPAWAR should attend the C6VB to present packet). Upon MNC-I C8 approval, G6 SPAWAR POC will be notified via the Validation Board tracker on the MNC-I SIPR portal page at [<http://spsan.iraq.centcom.smil.mil/C19/C4/C6%20Validation%20Board/default.aspx>].

(4) All costs for the initial installation and first year of service are purchased by the requesting unit (G6 SPAWAR POC). The unit is responsible for completing DD Form 448: Military Interdepartmental Purchase Request (MIPR), authorizing transfer of funds to SPAWAR.

(5) The G6 SPAWAR POC will ensure that the following will take place through coordination with his/her lead SPAWAR technician:

(a) Will track his/her unit's purchases and contact their lead SPAWAR technician for status on shipment of the Internet Cafe (Processed MIPR can be used for tracking). If responses are not provided by the unit's lead SPAWAR technician, the G6 SPAWAR POC is the only authorized personnel that will notify the MNC-I C6 SPAWAR PM.

(b) Ensure that coordination details for delivery and installation are worked through their subordinate units.

(c) Ensure that subordinate unit assigns a SPAWAR POC for the installation of the new Café. The lead SPAWAR technician will assign a technician for the installation of the new Café.

(d) Immediately following the finalization of the Café's location, the subordinate unit SPAWAR POC must provide the exact location (latitude and longitude) to the G6 SPAWAR POC/lead SPAWAR technician in order to configure the satellite connection.

(e) The lead SPAWAR technician will ensure, through coordination with SPAWAR, that status update/report is provided to the G6 SPAWAR POC for shipping all equipment from

CONUS to a SPAWAR supply point in the ITO. The G6 SPAWAR POC is responsible for coordinating transportation of the MWRNET Internet Café equipment from the SPAWAR supply point to the final destination. The lead SPAWAR technician will provide the details (e.g., dates, number of pallets, etc.). The G6 SPAWAR POC will ensure that subordinate units complete all movement requests to have the equipment shipped within theater, or pick up the equipment themselves.

(f) The G6 SPAWAR POC will ensure that all subordinate unit SPAWAR POCs complete the initial physical installation and all non-technical upgrades as they relate to the physical structure and support of the Café, including: panduit, conduit, tables, chairs and privacy phone booths.

(g) The G6 SPAWAR POC will ensure that all subordinate unit SPAWAR POCs keep all installed equipment within 100 ft of the black box and that the satellite dish remains within 150 ft of the black box. The lead SPAWAR technician will ensure that his subordinate SPAWAR technicians provide the necessary LAN cabling and cable from the black box to the satellite dish.

e. Café Operation and Maintenance.

(1) Unit Responsibilities.

(a) The G6 SPAWAR POC will ensure that subordinate unit SPAWAR POCs assume responsibility of the Café and is primarily responsible for the operations and operator level maintenance of their Café as described in the turnover and maintenance Standard Operating Procedure (SOP). The unit SPAWAR POC must assign two personnel to perform daily operation and maintenance of their Café. These personnel should have at least three months remaining on their tour and should be comfortable working with computers. They will receive training from the subordinate SPAWAR technician immediately after installation of the Café. This training will consist of: Café setup and operation, operator level and preventative maintenance, troubleshooting, and reporting. The subordinate unit's SPAWAR POC will ensure these personnel are available for training.

(b) Inventory Control. At the time of distribution, the G6 SPAWAR POC will sign for all equipment and sub-hand receipt the equipment to the subordinate unit SPAWAR POC. All MWRNET equipment is Theater Provided Equipment (TPE) and must be accounted for on the unit's TPE property book. The G6 SPAWAR POC will ensure that the subordinate unit SPAWAR POC understands that he/she is responsible for conducting regular inventories in accordance with (IAW) AR 735-5 (or equivalent service regulation) of MWRNET equipment and initiating an investigation for any equipment determined missing or damaged. SPAWAR will periodically conduct inventories of the MWRNET Internet Cafés during site visits and provide reports back to the MNC-I C6 SPAWAR PM. No missing or damaged equipment will be replaced unless accounted for on a DA Form 1659, Report of Survey or equivalent service form. The MNC-I C6 SPAWAR PM is the approving authority to replace missing or damaged equipment.

(c) Non-standard Equipment. G6 SPAWAR POCs will ensure subordinate unit SPAWAR POCs understand that no additional equipment may be connected to the Internet Café. Non-authorized equipment slows down and disrupts the network. Prohibited items include, but are not limited to: personal computer equipment, switches, routers, hubs or cabling that is not part of the original package.

(d) Non-compliance Internet Cafés. G6 SPAWAR POCs will ensure subordinate unit SPAWAR POCs understand that termination of service will occur for any Internet Café that remains out of compliance after 3 days. The notification will list all unauthorized devices, any piece of equipment that does not come standard with the system (i.e., additional hubs, switches, routers, computers, and additional cables). The verification of non-compliance can be verified by the SPAWAR NOC by remotely connecting to the Internet Café's equipment or by an on-site technician. Once the non-compliance notification has been given to the G6 SPAWAR POC, the unit has 3 days to fix all deficiencies. After the 3 days, the MNC-I C6 SPAWAR PM will re-verify the unit's compliance and if the deficiencies still exist, Internet service to the Café will be terminated. Internet service will be restored once all deficiencies have been fixed, along with verification from the SPAWAR NOC being sent to the MNC-I C6 SPAWAR PM. (SPAWAR will send a weekly non-compliance report to the MNC-I C6 PM.)

(e) Repairs. Subordinate unit SPAWAR POCs will report directly to the G6 SPAWAR POC and the lead SPAWAR technician of any problem with the unit's Internet Cafes. The lead SPAWAR technician will either fix the issue over the phone or dispatch one of his/her assigned technicians from the MND or MNF to go out to the site for troubleshooting. The G6 SPAWAR POC will be responsible for ensuring that air travel movement requests or patrols are coordinated for the SPAWAR technician. The lead SPAWAR technician will also maintain and send a trouble-ticket log to SPAWAR to be included in the monthly reports sent to the MNC-I C6 SPAWAR PM. The G6 SPAWAR POC will use the trouble-ticket log maintained by his/her lead technician to provide updates to the G6 and subordinate units. Separate Commands will still call the SPAWAR NOC for trouble-tickets and the dispatching of technicians. The SPAWAR technician will attempt to repair the equipment on-site. If unable to repair the equipment on-site, the technician will take the equipment back to his/her SPAWAR supply point for either replacement or repair.

(f) Acceptable Use. Internet Cafés, regardless of location, are paid for with MWR funds and will only be used for recreational purposes. No official business may be conducted on any Internet Café computer. Converting an Internet Café computer for mission operational use is not authorized. No Internet Café equipment may be removed, relocated or altered **FOR ANY PURPOSE** without written authorization from the MNC-I C6 SPAWAR PM.

(g) Hours of Operation. G6 SPAWAR POC will ensure that subordinate unit SPAWAR POCs understand that the Café's hours of operation is up to the unit commander's discretion. All Cafés are encouraged to be open 24 hours a day, seven days a week, however, local conditions may dictate otherwise. Cafés are authorized to stand-down for up to 2 hours per day in order to conduct scheduled maintenance and servicing.

(h) A copy of the following documents must be posted at each Café:

- (1) MNC-I Internet Café policy
- (2) Turnover and Maintenance SOP
- (3) SPAWAR FY08 Statement of Work (SOW)

f. **Temporary Suspension of Service.** G6 SPAWAR POCs may delegate the authority to subordinate commands to temporarily suspend service in their AOR in order to prevent the release of sensitive information such as operational casualties, pending next-of-kin notification, statements of operational climate, and local media reports of current events. The G6 SPAWAR POC will notify their lead SPAWAR technician so that he/she can alert the SPAWAR NOC both prior to disconnecting their Café and after reconnecting their Café. Failure to coordinate with the NOC may result in the Café not functioning properly after reconnection.

g. **Café Transfer and Disposal.**

(1) No Subordinate Unit SPAWAR POC can relocate an Internet Café without prior coordination with the G6 SPAWAR POC and the lead SPAWAR technician.

(2) Base Realignment and Closure (BRAC). MWRNET Internet Cafés affected by BRAC will follow the procedures detailed in the base closure SOP, which are also listed below:

(a) **Base Closing and units redeploying out of the IRAQ AOR.**

(1) Unit SPAWAR POC will notify the G6 SPAWAR POC and the lead SPAWAR technician that the unit is redeploying and the base is closing. The notification will include the specific dates and details. The lead SPAWAR technician will notify the SPAWAR NOC.

(2) Unit SPAWAR POC will also ensure that an inventory is done on all equipment associated with the Internet Cafe. This inventory will ensure that there are no issues with accountability of the equipment. All Cafés affected by closures and or redeployment from IRAQ AOR must be returned to the MND, MNF-W, or Separate Commands under MNC-I for future use or hand-receipted to the incoming unit during the Relief in Place (RIP).

(b) **Base Closing and unit is relocating to another Forward Operating Base (FOB) in the Iraq AOR.**

(1) Unit SPAWAR POC will notify the G6 SPAWAR POC and the lead SPAWAR technician that the unit is relocating and the base is closing. The notification will include the specific dates and details. The lead SPAWAR technician will notify the SPAWAR NOC.

(2) Unit SPAWAR POC will also ensure that an inventory is done on all equipment associated with the Internet Cafe. This inventory will ensure that there are no issues with accountability of the equipment.

(3) Unit SPAWAR POC will also be responsible for relocating the SPAWAR Internet Cafe to the unit's new location.

(4) Once on location and the SPAWAR Internet Cafe is configured for operation, the Unit SPAWAR POC will notify the G6 SPAWAR POC and the lead SPAWAR technician with the name of their base and their LAT/LONG grid location. The lead SPAWAR technician will create a trouble-ticket to ensure the system is put back into operation properly.

h. G6 SPAWAR POC with Internet Cafes managed by MAYOR Cells.

(1) Ensure that all SPAWAR Internet Cafes that are managed by Mayor Cells assume responsibility of the Café and is primarily responsible for the operations and operator level maintenance of their Café as described in the Turnover and Maintenance SOP.

(2) Ensure that Mayor Cells manage the SPAWAR Internet Cafes and perform daily operation and maintenance of their Café. Personnel from Mayor Cells that are managing the Internet Cafes should be comfortable working with computers. They can receive training from a SPAWAR technician through coordination with the SPAWAR NOC. This training will consist of Café setup and operation, operator level and preventative maintenance, troubleshooting, and reporting. The Mayor Cells will ensure these personnel are available for training.

(3) Inventory Control. Ensure that Mayor Cells have signed for the SPAWAR Internet Cafe equipment from a SPAWAR Representative and SPAWAR will maintain these records. All Internet Cafe equipment is TPE and must be accounted for. The Mayor Cells will conduct regular inventories IAW AR 735-5 (or equivalent service regulation) of Internet Cafe equipment and initiating an investigation for any equipment determined missing or damaged. SPAWAR will periodically conduct inventories of the Internet Cafés during site visits and provide reports back to the MNC-I C6 SPAWAR PM. No missing or damaged equipment will be replaced unless accounted for on a DA Form 1659, Report of Survey or equivalent service form). The MNC-I C6 SPAWAR PM is the approving authority to replace missing or damaged equipment.

(4) Non-standard Equipment. The G6 SPAWAR POC will ensure that the Mayor Cells understand that no additional equipment may be connected to the Internet Cafe without written approval by the MNC-I C6 SPAWAR PM. Non-authorized equipment slows down and disrupts the network. Prohibited items include, but are not limited to: personal computing equipment, switches, routers, hubs or cabling that is not part of the original package.

(5) Non-compliance Internet Cafes. The G6 SPAWAR POC will ensure Mayor Cells understand that disruption of service will occur for any Internet Cafe that remains out of compliance after 3 days. The notification will lists all unauthorized devices, any piece of equipment that does not come standard with the system (i.e., additional hubs, switches, routers, computers, and additional cables). The verification of non-compliance can be verified by the SPAWAR NOC by remotely connecting to the Internet Cafe's equipment or by an on-site technician. The MNC-I C6 SPAWAR PM will re-verify the unit's compliance and if the deficiencies still exists, Internet service to the Cafe will be terminated. Internet service will be restored once all deficiencies have been corrected, along with verification from the SPAWAR NOC.

FICI-CE
SUBJECT: MWRNET Internet Café Policy

(6) Repairs. Mayor Cells will call the In-Country SPAWAR NOC to establish a trouble ticket for all issues at the SPAWAR Internet Cafe. SPAWAR NOC will dispatch a technician to the MWR facility unless the issue can be fixed remotely. Mayor Cells will also keep track of trouble-tickets to track status.

i. **Waivers.** G6 SPAWAR POCs can request a waiver to any section of this policy. The written request must be submitted to the MNC-I C6 SPAWAR PM. Waivers will be granted on a case-by-case basis. The MNC-I C6 SPAWAR PM will defer to the standard unless significant justification is presented.

4. **POC Information:** [Please see next page for updated POC listing]

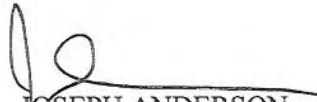
a. MNC-I C6 SPAWAR PM: MAJ Andre Burks, DSN: 318-822-7208, email: andre.lavon.burks@iraq.centcom.mil.

b. SPAWAR Project Manager: Jim Clarkson, DSN: 318-822-2526, 318-443-6148 (LSA Anaconda), 314-421-4300 (Stuttgart, GE), email: clarksoj@spawar.navy.mil.

c. MNC-I C6 SPAWAR Liaison: Vince Barbera, DSN: 318-822-2526, email: vincent.barbera@iraq.centcom.mil.

d. SPAWAR In-Country NOC: DSN: 318-443-6148/6149.

e. SPAWAR NOC (Stuttgart, GE): DSN: 318-443-6198 or 314-421-2525, email: oifsupport@spawareurope.net or noc@spawareurope.net. COMM 973-735-1860 (this number may be called from any Internet Café telephone at no charge).



JOSEPH ANDERSON
Brigadier General, USA
Chief of Staff

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UPDATED POC Information

- a. USF-I J6 SPAWAR Action Officer: CPT Marcus Myers, DSN: 318-485-4820, email: marcus.myers@iraq.centcom.mil
- b. SPAWAR Project Manager: Luis Castellanos, DSN: 318-485-3716 (Iraq), 314-421-4583 (Stuttgart, GE), email: lcastell@spawar.navy.mil
- c. USF-I J6 SPAWAR Liaison: Mark Tuell or Andy Fisher, DSN: 318-485-4439, email: mark.tuell@iraq.centcom.mil or andrew.fisher@iraq.centcom.mil
- d. SPAWAR In-Country NOC: DSN: 318-443-6148/6149
- e. SPAWAR NOC (Stuttgart, GE): DSN: 318-443-6198 or 314-421-2525, email: oifsupport@spawareurope.net, COMM: 973-735-1860 (this number may be called from any Internet Café telephone with no charge)