

HOTLINE CONTACTS

To obtain more information about the JITC Hotline Support for the warfighter, its capabilities and procedures, please contact representatives at the following numbers:

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HOTLINE SUPPORT FOR THE WARFIGHTER



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ATTN: Visitor Support Center
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Fort Huachuca, AZ 85613-7051***

***1-800-LET-JITC
<http://jitc-fhu.disa.mil>***

***Increasing Combat Effectiveness
Through Interoperability***

Joint Interoperability Test Command

OVERVIEW

C⁴I (IT/NSS) technical support from the Joint Interoperability Test Command (JITC) is just a phone call, a fax, or e-mail away. To help resolve technical joint and combined C⁴I interoperability issues, JITC operates the Warfighter C⁴I Hotline. This 24/7/365 day, no cost to the customer, service provides prompt C⁴I support to the warfighters—whether you're a private in a foxhole or the Commander.

HOTLINE SERVICE

The Hotline is designed to assist commanders and technicians gain and maintain information superiority in Joint and Coalition contingencies, exercises, and the day-to-day routine. Our expertise focuses on enabling information systems supporting the Global Information Grid (tactical through strategic) to function effectively in any operational theater. We have an extensive level of expertise and experience and a tremendous capability to mock-up most any equipment string to replicate your situation and find potential solutions to your problem.

The Hotline was originally established during Operation JUST CAUSE in 1989 and continues to this day averaging over 200 calls per year. This service is available at no cost to military, government Agencies, and their contractors.

For contingency support, JITC maintains a toll-free number (1-800-LET-JITC and DSN TRY-JITC). Calling either number will connect you to a voice mail system that will ask you to provide the details of the issue. The voice mail system then automatically activates a paging system to notify JITC on-call personnel

of your call. JITC will contact you (secure if needed) within an hour (24/7/365) to gather additional details and begin the process of resolving the problem.

If you are in the middle of an exercise and the General can't get a dial tone, or his VTC is inoperable, or your crypto isn't functioning and you don't know why; call us. Unless the request is in support of a contingency or related to the war on terror, we won't call in our people in the middle of the night for these but we will get on it first thing the next day.

DAY-TO-DAY SERVICE

For day-to-day C⁴I issues, JITC has an e-mail trouble-shooting service:

**hotline@jitic.fhu.disa.mil
fhwfspt@fhu.disa.smil.mil**

Send us an e-mail with the details of the problem and we'll get on it as soon as it's received (during normal business hours or first thing the next day if received after hours). E-mail requests are usually given to the appropriate division within JITC for action and resolution. You will receive a call from the JITC action officer assigned to support your request and he will do all he can to get you the answers you need as soon as possible. Again, there is no charge for this service.

TRACKING TRENDS

Calls and e-mails requesting technical assistance and their solutions which are determined to be of value to the warfighter community in general are captured in our Quarterly Lessons Learned Reports for world-wide distribution. JITC

maintains a sizeable database that allows us to track trends, establish and develop training, as well as determine equipment or procedural shortfalls. This information also provides the testing folks at JITC the information needed to design real world test networks and also acts as a barometer on the status of interoperability within DOD.

LESSONS LEARNED

You are welcome to search our database of Quarterly Lessons Learned Reports. This database, contained within our Joint Interoperability Tool, has several years worth of solutions to numerous common and several not-so-common C⁴I problems. If you have SIPRNET access, you can directly access the Quarterly Lessons Learned Reports at:

<http://199.208.204.125/jitic.htm>

If NIPRNET is all you have, the same information is available. You will have to apply for a username and password, which takes about 24-36 hours to process:

<http://jit.fhu.disa.mil>

Once your username and password are activated, you can search the database for the answers you need.

MISSION

Our primary mission at JITC is to support the Warfighter, and it's a mission we are committed to accomplishing. The vast majority of the JITC staff are either in or have been in uniform—we know full well what it's like to be out in the field and up to your neck in communication problems. Give us a call and we'll do everything we can to help.