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Policies and Procedures

Title: Telecommunications - Telephone Conference Services

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Originating Office: Communications and Data Services Division
Hardware Technology Branch

This Replaces: AM 270-1 Dated 10/28/77

Distribution: Headquarters, Regions, Areas/Centers, and Locations

This DIRECTIVE:

- Describes telephone conference services available through GSA and FTS.
- Gives rates and billing information.
- States procedure for scheduling conferences.

1. ABBREVIATIONS

- FTS - Federal Telecommunications System
- GSA - General Services Administration

2. OBJECTIVE

To promote the use of telephone conference services, especially when such a conference would eliminate the need for intercity travel.

3. RESPONSIBILITIES

Conference Participants will:

- Make themselves and their telephone lines available at the scheduled time.
- Notify conference originator of any cancellation.

Conference Originator will:

- Inform all participants of date and time of conference as accepted and confirmed.
- Notify conference operator of any cancellations.

4. CONFERENCE SCHEDULING

Conference originators should schedule one-time conference calls as early as possible, but not less than 3 hours in advance. Cancellation should be made promptly.

Conference originators desiring a regular schedule of conference calls should make arrangements with the conference operator at least 5 workdays before the desired date of the first call. Cancellation should be made at least 24 hours before the reserved time period to permit assignment of the time to other users.

A conference may be extended beyond the time scheduled provided it does not interfere with another conference. The conference operator will interrupt if a conflict exists.

5. PROCEDURE

Conference Originator

Contact the appropriate conference operator:

- For Local Teleconference Service, call the local FTS operator.
- For National Teleconference Service call the Conference Control Center, Washington, D.C., FTS 245-3333 or commercial (202)245-3333.

Request type of service and give the conference operator the following:

- Name, agency, and Agency Bureau Code.
- Date and duration of proposed conference.
- Name, location, and telephone number of each participant.
- If other than Local Teleconference Service, the billing address (as given in 7 3).

6. LOCAL TELECONFERENCE SERVICE

Capability. This service provides conferences of up to five telephones for up to 1 hour through local GSA switchboards. In some areas, commercial telephones may be included in the conference.

Rates. No charge to small party conference (5 telephones or less).

7. NATIONAL TELECONFERENCE SERVICE

Capability. This service connects up to 28 telephones within the 48 conterminous United States. Participants can be added or dropped at any time during the conference. Commercial telephones may be connected to the conference.

Rate. \$2 a minute for actual usage.

Billing. Service is billed to the address provided by the conference originator. SEA employees should use the following billing address:

Chief, Accounting Services Branch
Financial Management Division
P.O. Box 53326
New Orleans, LA 70153

Arthur H. Nies
Deputy Director
Administrative Management