

ARS □ CSREES □ ERS □ NASS

Policies and Procedures

Title: Managing Telephone Usage and Costs

Number: 2532

Date: 3/18/88

Originating Office: Management Analysis Branch, ASD

This Replaces: 2532, dated 6/14/76, and incorporates changes made on 4/7/89

Distribution: All Manual Holders in the Economics Agencies

This Directive establishes general policy and assigns responsibilities for managing usage and costs in the Economics agencies.

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1. Policy

APPLICABLE TO: All Employees in EAS, EMS, ERS, NASS, OE, and WAOB

The Economics agencies restrict the use of Government telephones to calls made for official business and those personal calls recently authorized by Federal Information Resources Management Regulation (FIRMR) Part 201-38, which are described in Exhibit C. Some of these personal calls, as explained in Exhibit C, may be made at the Government's expense. Other authorized personal calls can be made using Government telephones but at the employee's expense, if long distance is involved. Willful violations of this policy may result in criminal, civil, or administrative action, including suspension or dismissal.

2. Authorities

52 FR 12990, "Privacy Act of 1974; Guidance on the Privacy Act Implications of 'Call Detail' Programs to Manage Employees' Use of the Government's Telecommunications Systems" (April 20, 1987).

FIRMR 201-6.2, "Listening or Recording of Telephone Conversations" (December 1984).

FIRMR 201-38, "Management of Telecommunications Resources" (October 27, 1987).

FIRMR 201-41, "Routine Changes and Use of the Federal Telecommunications System (FTS)" (December 1984).

DR 2200-4, "Fiscal Liability for Improper Acts" (March 17, 1986).

DR 3300-1, "Telecommunications" (July 16, 1986).

3. Abbreviations

| | |
|-------|---|
| AMA | Automatic Message Accounting |
| ASD | Administrative Services Division |
| BFB | Budget and Finance Branch |
| BFSAD | Budget, Finance, and Systems Automation Division |
| DR | Departmental Regulation |
| EAS | Economic Analysis Staff |
| EMS | Economics Management Staff |
| ERS | Economic Research Service |
| FIRMR | Federal Information Resources Management Regulation |

| | |
|-------|---|
| FR | Federal Register |
| FTS | Federal Telecommunications System |
| GSA | General Services Administration |
| MAB | Management Analysis Branch |
| NASS | National Agricultural Statistics Service |
| NFC | National Finance Center |
| OE | Office of Energy |
| OFM | Office of Finance and Management |
| OIRM | Office of Information Resources Management |
| PPSB | Procurement, Property, and Space Branch |
| SIBAC | Simplified Intergovernmental Billing and Collection |
| TELIS | Telephone Equipment and Line Inventory System |
| TIAS | Telephone Inventory Accounting System |
| WAOB | World Agricultural Outlook Board |

4. Definitions

Agency Summary Report. Monthly report derived from the FTS Detail Call Report, summarizing total sampled calls, total sampled minutes, and average hold time to the branch level within each agency. This information is processed by EMS and provided to agency administrative officers. (See Exhibit A.)

AMA Minutes Usage Report. Quarterly report provided by OIRM listing current quarter and year-to-date FTS minutes of usage, along with the most recent four quarters of minutes usage.

CENTREX Report. Monthly report titled "Customer Billing Control Report for SIBAC" developed by GSA, listing "central exchange" charges for telephone lines, line inventory changes, GSA overhead, and service charge adjustments.

Commercial Telephone Payments Report. Monthly report distributed by OIRM, listing commercial (non-CENTREX) telephone charges for commercial tolls, message units, operator assistance, and other service charges.

Detail Call Report. Monthly FTS report originating at GSA and provided by the Office of Finance and Management (OFM) to USDA agencies, listing a 20 percent sample of all agency calls (captured on AMA call-recording equipment) by originating number, destination number, day, time, and call length in minutes. This information is processed by EMS, converted to branch-level reports, and provided to agency administrative officers. (See Exhibit B.)

Local Commuting Area. The area from which the employee regularly commutes to work.

Telephone Calls.

- Authorized Calls. Official business and certain personal calls permitted by the Government. (See Exhibit C for more information on authorized personal calls.)
- Unauthorized Calls. Personal calls NOT permitted by the Government. (See Exhibit C.)

Telephone Equipment and Line Inventory System (TELIS). EMS inventory of headquarters telephone equipment, lines, and line features belonging to the Economics agencies.

Telephone Inventory Accounting System (TIAS). Automated data base managed by GSA containing an inventory of all Federal Government FTS telephone numbers by agency 4-digit bureau code. Using this data base, GSA determines which agency to bill for each telephone number's monthly usage.

5. Responsibilities

Agency Heads:

- Establish and maintain telecommunications management programs, consistent with applicable regulations, which extend to all levels of the organization.
- Publish agency supplements to establish reimbursement procedures for unauthorized use of Government telephones.

Agency Telecommunications Manager (Director, Administrative Services Division, EMS):

- Represents the Economics agencies on all matters relating to telecommunications.
- Ensures that implementation of telecommunications facilities and services for the Economics agencies is in accordance with GSA, Departmental, and specific Economics agency policy.
- Through the Chief, Management Analysis Branch (MAB):
 - Analyzes telephone usage and costs for the Economics agencies, produces summary reports on telephone/telecommunications charges, and monitors and evaluates telephone policy and compliance.
 - Serves as coordinator for FTS inventory maintenance and reports distribution.
 - Provides updates to OIRM for the USDA telephone directory and publishes the telephone directory for the Economics agencies.

- Provides FTS telephone number updates to OFM through BFSAD.
- Through the Chief, Procurement, Property, and Space Branch (PPSB):
 - Provides liaison with the USDA Telecommunications Service Office for arranging telephone services and equipment for the Washington, DC, area.
 - Provides liaison with other Federal agency Telephone Control Officers for transferring erroneous charges and Billing Account Codes to the proper Federal agency.
 - Reviews service charges on CENTREX billing reports for the Washington, DC, area and reconciles any discrepancies with GSA.
 - Maintains TELIS inventory and provides MAB, NFC, and GSA with periodic updates of telephone number changes.

Director, Budget, Finance, and Systems Automation Division, EMS:

- Through the Chief, Systems Automation Branch, provides liaison between MAB and OFM for generating the following: FTS Database, Detail Call, Agency Summary, and updated TIAS reports.
- Through the Chief, Budget and Finance Branch (BFB):
 - Serves as the liaison with NFC regarding establishing, deleting, or changing headquarters and field telephone accounts.
 - Forwards to NFC all collected monies for employee reimbursement of unauthorized calls.
 - Reviews telephone cost information and prepares analyses of current FTS trends from the AMA Minutes Usage Reports for fund reviews and other purposes.

Economics Agencies Administrative Officers:

- Review and appropriately distribute Detail Call Reports, Agency Summary Reports, and Commercial Telephone Reports provided by MAB.
- Notify MAB of any telephone numbers sampled on the Detail Call Reports that do not belong to their agency.

- Transmit to MAB a photocopy of the summary sheet of monthly field office CENTREX reports.
- Notify the Space Section, PPSB, whenever phone equipment, lines, or features are changed within their organization.

State Statisticians. Transmit to MAB a photocopy of each SF-145, "Telephone Service Request," when adding or deleting a telephone line. (See Exhibit D.)

All Supervisors:

- Advise employees on proper usage of Government telecommunications services, and take appropriate disciplinary action in cases of misuse or abuse.
- As required by agency procedures, review Detail Call and Agency Summary Reports with employees to identify authorized and unauthorized calls, collect reimbursements owed the Government, and forward collected monies to BFSAD.

All Employees:

- Use Government telephone services and equipment only for authorized phone calls.
- Use detail call information solely for official purposes.
- Keep the average hold time of authorized calls to the minimum required to transact business.
- *Provide hotel bills, credit card bills, and home telephone bills to support claims for reimbursement of calls made on commercial networks while on travel status for which government payment is authorized, except when documentation is unavailable, such as when using coin operated public telephones. (See Exhibit C.)*

- Provide reimbursement to the Government for the cost of unauthorized use of Government telephones.
- In DC only, notify MAB of changes in telephone directory information using form EMS-525, "Changes in Telephone Listings." (See Exhibit E.)

ALLAN S. JOHNSON
Director
Economics Management Staff

Exhibits

- A Agency Summary Report
- B Detail Call Report
- C Personal Use of Government Telephones
- D Telephone Service Request
- E Changes in Telephone Listings

Exhibit A

EAA Directive (2532) 3/18/88

PAGE NO. 1
04/04/86
REPORT NO. 3

UNITED STATES DEPARTMENT OF AGRICULTURE
GSA FTS AUTOMATIC MESSAGE ACCOUNTING (AMA) REPORT
201 SAMPLE
AGENCY SUMMARY REPORT
OCT 1985

| | TOTAL SAMPLED CALLS | TOTAL SAMPLED MINUTES | AVERAGE HOLD TIME |
|---|---------------------|-----------------------|-------------------|
| ECONOMICS MANAGEMENT STAFF | | | |
| OFFICE OF THE DIRECTOR | 3 | 8 | 2.66 |
| TOTAL | | | |
| EQUAL OPPORTUNITY & CIVIL RIGHTS STAFF | | | |
| TOTAL | 0 | 0 | .00 |
| ADMINISTRATIVE SERVICES DIVISION | | | |
| OFFICE OF THE DIRECTOR | 0 | 0 | .00 |
| PROCUREMENT, PROPERTY & SPACE MGMT | 127 | 540 | 4.25 |
| MANAGEMENT ANALYSIS BRANCH | 4 | 10 | 2.50 |
| TOTAL | 131 | 550 | 4.19 |
| BUDGET & FINANCE DIVISION | | | |
| OFFICE OF THE DIRECTOR | 3 | 11 | 3.66 |
| FINANCIAL MANAGEMENT BRANCH | 22 | 80 | 3.63 |
| BUDGET BRANCH | 4 | 12 | 3.00 |
| TOTAL | 29 | 103 | 3.55 |
| PERSONNEL DIVISION | | | |
| OFFICE OF THE DIRECTOR | 4 | 9 | 2.25 |
| PROGRAM DEVELOPMENT & EVALUATION B | 44 | 244 | 5.54 |
| OPERATIONS BRANCH | 115 | 632 | 5.49 |
| EMPLOYEE DEVELOPMENT & RELATIONS B | 29 | 97 | 3.34 |
| TOTAL | 192 | 982 | 5.11 |
| INFORMATION DIVISION | | | |
| OFFICE OF THE DIRECTOR | 3 | 14 | 4.66 |
| CURRENT INFO & POPULAR PUBS BR | 6 | 44 | 7.33 |
| RESEARCH INFORMATION BRANCH | 2 | 5 | 2.50 |
| TOTAL | 11 | 63 | 5.72 |
| ECONOMICS MANAGEMENT STAFF | 366 | 1,706 | 4.66 |

Exhibit B

PAGE NO. 0398
04/04/88
REPORT NO. 2

ANALYSIS OF FTS CALLS (20X AMA SAMPLE)
ECONOMICS MANAGEMENT STAFF
DETAIL CALL REPORT
OCTOBER, 1985

DIVISION: ADMINISTRATIVE SERVICES DIVISION
BRANCH : MANAGEMENT ANALYSIS BRANCH

| ORIGINATING NO. | DESTINATION NO. | DAY | CONNECT TIME | LENGTH (MINUTES) | BAC | SWITCH BOARD |
|------------------------|--------------------|------------------|--------------|------------------------------|-----|--------------|
| 447-5672 | 603-622-3699 | 11 | 14146 | 4 | 321 | 350 |
| TOTALS: | SAMPLED MINUTES: 4 | SAMPLED CALLS: 1 | | AVG SAMPLED HOLD TIME: 04.00 | | |
| 447-7591 | -600-5350 | 24 | 10120 | 4 | 321 | 350 |
| TOTALS: | SAMPLED MINUTES: 4 | SAMPLED CALLS: 1 | | AVG SAMPLED HOLD TIME: 04.00 | | |
| 447-7592 | 913-642-4672 | 10 | 14151 | 1 | 321 | 350 |
| 447-7592 | 913-643-9802 | 01 | 15133 | 1 | 321 | 350 |
| TOTALS: | SAMPLED MINUTES: 2 | SAMPLED CALLS: 2 | | AVG SAMPLED HOLD TIME: 01.00 | | |
| TOTAL SAMPLED MINUTES: | 10 | | | | | |
| TOTAL SAMPLED CALLS : | 4 | | | | | |
| AVG SAMPLED HOLD TIME: | 2.50 | | | | | |

Exhibit C

PERSONAL USE OF GOVERNMENT TELEPHONES

I. AUTHORIZED PERSONAL CALLS

A. Criteria. Personal calls are authorized if they meet the following criteria:

1. Are reasonably brief and infrequent;
2. Don't significantly interfere with Government business; AND
3. Can't reasonably be delayed to a nonwork period.

B. Types. There are two types of authorized personal calls: Those for which the Government pays any related long-distance costs and those that employees may make using Government equipment but at their own expense if long-distance costs are involved.

* 1. Personal calls made at Government expense must be generally covered by one of the seven examples listed below. Make such calls over the Government telephone system (including FTS and commercial systems which will be paid for by the Government) whenever practicable. When the Government telephone system is not available, such as sometimes when traveling on official Government business, use the commercial network to place calls covered by examples in subparagraphs B.1.a.(6) and B.1.a.(7), and then obtain reimbursement from the National Finance Center via travel voucher or, when appropriate for local travel within the Washington, DC area, through the Departmental Imprest Fund.*

a. Examples of personal calls that may be made at Government expense:

- (1) Calling family, doctor, etc., if employee is hurt on the job;
- (2) Calling within the local commuting area to advise family or make other transportation or child care arrangements if employee must work overtime without advance notice;
- (3) Calling within the local commuting area to check the condition of employee's spouse or children each day;
- (4) Calling within the local commuting area to offices open only during work hours;

(5) Calling within the local commuting area to schedule emergency home or car repairs;

* (6) Calling home while employee is on Government business for more than one night (not exceeding an average of one brief call daily when traveling domestically and one brief call per week or fraction thereof when traveling abroad);* and

(7) Advising family of delays when employee is on official travel.

2. Personal calls made at EMPLOYEE EXPENSE should be made over the commercial (dial 9) network, preferably during a nonwork period. These calls are NOT generally covered by the examples listed in subparagraph B.1.a. above. Employees must pay for these calls by:

- a. Charging to employee's home number or other non-Government number;
- b. Dialing an 800 toll-free number; OR
- c. Charging to a personal telephone credit card.

II. UNAUTHORIZED PERSONAL CALLS. Personal calls are unauthorized if they (1) do NOT meet all the criteria listed in paragraph I.A., OR (2) meet the criteria BUT are erroneously charged to the Government (i.e., personal calls that are not generally covered by one of the seven examples in paragraph I.B.1.a., but are made on the FTS or any other network where the Government pays for the call).

III. PROHIBITED USES

A. Making unauthorized personal calls or charging the Government for those authorized ones that must be made at employee expense.

B. Listening in or recording calls for unauthorized purposes.

Exhibit D

| TELEPHONE SERVICE REQUEST | | | | |
|---|-------------------------------|---|---|---|
| SECTION I - (TO BE COMPLETED BY GSA) | | | | |
| Please perform all work outlined below and invoice in accordance with published tariff. | | | | |
| SERVING TELEPHONE COMPANY C&P Telephone | DOC ID TSR | SYSTEM ID 655-4000 | ORDER NUMBER C3201915 | PAGE NO 1 |
| AUTHORIZED SIGNATURE, TELEPHONE NUMBER AND LOCATION | | | | DATE SIGNED |
| SECTION II - (TO BE COMPLETED BY REQUESTING AGENCY) | | | | |
| AGENCY NAME USDA/WAOB | | WORK SITE 14&Indep., SW, Wash, DC | PERSON TO CONTACT Lynn Ott 447-5181 | |
| SEQUENCE NUMBER 00 | CUSTOMER NUMBER 184 | AGENCY ORDER NUMBER 7184-02 | LOCATION CODE 01 | SERVICE REQUEST DATE 12-31-87 |
| We hereby request GSA to have the work performed as indicated below. | | | | |
| AUTHORIZED SIGNATURE <i>Lynn W. Ott</i> | | | | DATE SIGNED 8-20-87 |
| SPECIAL INSTRUCTIONS | | | | |

| LINE NO | ACTION CODE | QTY. | VENDOR CODE | DESCRIPTION |
|---------|-------------|------|-------------|-----------------------------------|
| 03 | | | | |
| 04 | | | | |
| 05 | | | | |
| 06 | | | | |
| 07 | | | | |
| 08 | | | | |
| 09 | | | | |
| 10 | | | | |
| 11 | | | | |
| 12 | | | | |
| 13 | | | | |
| 14 | | | | |
| 15 | | | | |
| 16 | 0 | 1 | RXR | /CX 475-4167/PIC ATX/PCA |
| 17 | | | | /MAC/R&B/TBE B/HTG H/TR G&7/CAT I |
| 18 | | | | |
| 19 | | | | |
| 20 | | | | /CTX 47/CKT CLNJ |
| 21 | | | | |
| 22 | 0 | 1 | TDN | /CX 475-4167/R&B |
| 23 | | | | |
| 24 | 0 | 1 | E2H | /CX 475-4167/R&B |
| 25 | | | | |
| 26 | 0 | 1 | CNZA | /CX 475-4167/& 44C & 1/&BA 8501A |
| 27 | | | | |
| 28 | 0 | 1 | 9ZR | /CX 475-4167 |
| 29 | | | | |
| 30 | | | | |
| 31 | | | | |
| 32 | | | | |
| 33 | | | | |

| SECTION III - (TO BE COMPLETED BY SERVING TELEPHONE COMPANY) | | | | |
|--|------------------------|---|--------------------------------|-------------|
| NON-RECURRING CHARGE | EFFECTIVE BILLING DATE | The above work was completed by the date indicated. | SIGNATURE AND TELEPHONE NUMBER | DATE SIGNED |
| | | | | |

145-111 (NSN 7540 00-557-6830) PREVIOUS EDITION NOT USEABLE TELEPHONE COMPANY COPY STANDARD FORM 145 (REV. 6-87) Prescribed by GSA FPMR (41 CFR 101-11.303)

Exhibit E

| | | | | |
|--|---|--|--------------------------|--|
| 1. NAME (Please print - Last, First, Middle Initial) | | | | |
| Sachko, Terry A. | | | | |
| FOR CHANGE(S), COMPLETE APPLICABLE BLOCK(S) ONLY. | | | | |
| 2. ACTION <input checked="" type="checkbox"/> ADD <input type="checkbox"/> DROP <input type="checkbox"/> CHANGE | 3. ORGANIZATION (Agency, Division, Branch) EMS/ASD/MAB | 4. ROOM NO. (Mail Stop) 4310 | 5. TELEPHONE 447-3279 | |
| 6. ADDRESS 14th & Independence Ave., SW | | | | |
| 7. CITY Washington, DC | | 8. STATE | 9. ZIP CODE 20250 | |
| 10. SIGNATURE <i>Terry A. Sachko</i> | | RETURN TO: USDA, EMS, ASD, MAB ROOM 4310 - SOUTH BLDG. WASHINGTON, DC 20250 | | |
| 11. DATE 12/31/87 | | | | |
| EMS-525 1/87 | | USDA-EMS | | |
| CHANGES IN TELEPHONE LISTINGS | | | | |

Amendment

APPLICABLE TO: All Employees in EAS, EMS, ERS, NASS, OE, and WAOB

MANAGING TELEPHONE USAGE AND COSTS

PURPOSE. This amendment to EAA Manual Directive 2532 (Rev. 1), dated 3/18/88, provides additional guidance on personal use of government telephones, in conformance with revised GSA regulations dated 10/27/87 (41 CFR Part 201-38, FIRMR Amendment 11). Specifically, the amendment (1) modifies bill documentation requirements for certain claims by allowing for circumstances where receipts are not available (such as certain calls from coin-operated public telephones) and (2) defines the frequency of calls allowed home while traveling domestically as well as abroad on Government business for more than one night.

ALLAN S. JOHNSON
Director