



# Washington Headquarters Services

## **ADMINISTRATIVE INSTRUCTION**

**NUMBER 1**  
October 19, 2006

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ITMD

SUBJECT: Telecommunications Service for National Capital Region

- References:
- (a) Administrative Instruction No. 1, "Telephone Service," January 25, 1978 (hereby canceled)
  - (b) DoD Instruction 5335.1, "Telecommunications Services in the National Capital Region (NCR)," November 3, 1993
  - (c) DoD Directive 4640.7, "DoD Telecommunications System (DTS) in the National Capital Region (NCR)," October 7, 1993
  - (d) DoD Directive 4640.1, "Telephone Monitoring and Recording," January 15, 1980

### 1. REISSUANCE AND PURPOSE

Pursuant to Reference (b), this Administrative Instruction (AI) reissues Reference (a) and updates policies and procedures pertaining to the acquisition and use of telecommunications services, billing, and accounting for such services in the National Capital Region (NCR).

### 2. APPLICABILITY

This AI applies to the Office of the Secretary of Defense (OSD), Defense Agencies, and other DoD Components in the NCR deriving administrative support from Washington Headquarters Services (WHS).

### 3. DEFINITIONS

The terms used in this AI are defined in References (b) and (c).

#### 4. POLICY

It is DoD policy, as defined in References (b) and (c), that:

4.1. Telecommunications services will be used only for official business except in cases of emergency, Reference (b).

4.2. Acquisition of telecommunications equipment/services by other means other than delineated in section 6.1, below, and Reference (b) and (c) is prohibited.

#### 5. RESPONSIBILITIES

5.1. The Heads of DoD Components shall:

5.1.1. Designate a Component Representative who will represent his/her organization on all matters concerning acquisition and use of telecommunications equipment and services.

5.1.2. Emphasize to all personnel that telephone equipment is provided for Official Business.

5.1.3. Ensure compliance throughout their respective Component entity with the policies and procedures contained in this AI and Reference (b).

5.1.4. Evaluate and justify all requests for telecommunications service originating within the Component entity.

5.1.5. Ensure that all telecommunications equipment is being fully utilized and request that surplus equipment be disconnected.

5.1.6. Request listings/changes in the alphabetical section of the DoD Telephone Directory.

5.1.7. Budget for all resources necessary to support Component telecommunications requirements. Exceptions – WHS shall budget for OSD and WHS telecommunications requirements.

5.2. The Director of Administration and Management, OSD, shall:

5.2.1. Provide policy guidance and staff supervision for the use of all commercial telecommunications equipment and services.

5.2.2. Designate a WHS Telecommunications Service Control Officer (TSCO) to serve as the point of contact to accomplish coordination with the DTS-W and to administer the Telecommunications Service Management Program for DoD Components supported by WHS.

5.2.3. Review and approve in accordance with the policy contained herein and in Reference (b) all requests for the installation, relocation, or removal of commercial telecommunications equipment and services for the DoD Components.

5.2.4. Budget for OSD and WHS telecommunications requirements.

5.2.5. Update the DoD Telephone Directory Organizational Section based on information received from the Heads of Component entities supported by WHS.

5.3. The Telecommunications Service Control Officer (TSCO), Information Technology Management Directorate (ITMD), Telecommunications Division (TD), WHS, shall:

5.3.1. Review all requests for telecommunications service for determining compliance with this Instruction and Reference (b). When requested service requirements will not comply, ensure that the required written justification accompanies the request.

5.3.2. Review internal requirements to determine actual need, taking into account the potential impact of pending reorganizations, moves, and manpower changes. Work directly with vendors to order routine services. Routine services include line installations, line and station disconnects, moves, rearrangements, and pager and cellular service requests.

5.3.3. Serve as the sole point of contact with the DTS-W for requisitioning telecommunications equipment and services.

5.3.4. Ensure funding has been provided by the service requestor before ordering services from the DTS-W.

5.3.5. Maintain existing Billing Account Codes (BACs) and abolish BACs that are no longer needed.

5.3.6. Coordinate large or difficult telecommunications requirements (e.g., moves, telephone line conversions, and reorganizations) with the DTS-W.

5.3.7. Develop and maintain inventory of the telecommunications equipment and services available to WHS-serviced DoD Components.

5.3.8. Coordinate with the Financial Management Directorate (FMD), Information Technology Resource Management Office (IT-RMO), WHS, to validate the DA Form 4445-R, "Usage Report," ensuring that all services billed to WHS are being provided.

5.3.9. Review all monthly billings for accuracy and validity and submit them for payment through the appropriate FMD, WHS, process with a statement that they are considered proper for payment.

5.3.10. Develop and maintain a standardized format and automated system to expedite/streamline the processing of telecommunications requirements.

5.4. The Designated Component Representatives shall:

5.4.1. Ensure adequate internal controls are in place, which may include procedures for reimbursing the Government for inappropriate personal use and/or charges.

5.4.2. Coordinate with the TSCO, ITMD/TD, WHS, on all Components' requirements for acquisition and use of telecommunications equipment and services.

5.5. The DTS-W shall:

5.5.1. Develop and maintain equitable formulas and detailed equipment and usage records upon which costs for telecommunications services will be based.

5.5.2. Prepare and submit monthly billings chargeable to WHS to the Director, Telecommunications Division, ITMD, WHS.

5.5.3. Maintain directory listings for the alphabetic and organizational sections.

5.6. The FMD IT-RMO shall:

5.6.1. Execute a quarterly DD Form 448, "Military Interdepartmental Purchase Request," for telecommunications services and submit it to the DTS-W. This will be used for the establishment of financial obligations to cover the costs of telecommunication services received as outlined in Reference (b).

5.6.2. Process DTS-W billings for payment through the appropriate FMD, WHS, process with a statement that they are considered proper for payment. This includes:

5.6.2.1. Verifying the validity and accuracy of the accounting classifications cited on the billing statements.

5.6.2.2. Ensuring that funds are available and certifying the billing statements for payment.

5.6.2.3. Forwarding the certified billing statements to the appropriate finance office on a timely basis to assure prompt payment/reimbursement to the DTS-W.

## 6. PROCEDURES

6.1. Obtaining New or Changing Telecommunication Equipment/Service. Designated Component Representatives shall:

6.1.1. Submit the service request through the on-line telecommunications requisition system to the Director, Telecommunications Division, ITMD, WHS, at least 3 weeks prior to the date the service will be required. If the service required is complex, quite extensive, or involves unusual problems, consult with the TSCO to obtain advice and guidance prior to submitting the request.

6.1.2. Include in the on-line telecommunications requisition request:

6.1.2.1. The type of service required; e.g., new installation, removal, relocation, and increase or decrease in service.

6.1.2.2. An attached certified funding document showing that funds have been committed to pay for the service requested.

6.1.2.3. The building and room numbers where the service is required.

6.1.2.4. A diagram indicating the location of each instrument, showing where each number should ring and the required capability (buzzer, pick-up branches, hold) of each position.

6.1.2.5. If the request involves an exception to the policies set forth in References (b), (c), and DoD Directive 4640.1 (Reference (d)), provide a detailed justification.

6.1.2.6. If the request for service is needed in less than 3 weeks, provide a detailed justification supporting the urgency; the subject request will be reviewed and approved by the Director, ITMD/TD, WHS, on a case-by-case basis.

6.1.2.7. Any additional information that will serve fully to explain and/or justify the desired service.

6.2. Processing Changes in the DoD Telephone Directory. Designated Component Representatives shall:

6.2.1. As changes occur in the alphabetical section of the DoD Telephone Directory, forward a completed DD Form 218, "DoD Telephone Directory Alphabetical Section Change Order," to the Director, Administration and Program Support Directorate (APSD), WHS, at the following email address: [APSDUpdates@whs.mil](mailto:APSDUpdates@whs.mil) for transmission to the DTS-W.

6.2.2. As changes occur in the Organizational Section of the DoD Telephone Directory, forward a completed DD Form 218-1, "DoD Telephone Directory Classified Section Change Order," to the Director, APSD, WHS, at the following email address: [APSDUpdates@whs.mil](mailto:APSDUpdates@whs.mil) for consolidation and transmission to the DTS-W.

6.3. Obtaining a Copy of the DoD Telephone Directory

6.3.1. The DoD Telephone Directory alphabetical sections are available on-line through the DTS-W website ([www.dtsw.army.mil](http://www.dtsw.army.mil)). For questions regarding accessing the DTS-W website, contact the TSCO.

6.3.2. DoD Telephone Directory organizational sections will be distributed on an as-needed basis. To request a printed version of the DoD Telephone Directory organizational sections, the Designated Component Representatives shall submit the request through the on-line telecommunications requisition system to the Director, Telecommunications Division, ITMD, WHS. Include in the on-line request:

6.3.2.1. The name of the DoD Component and the point of contact.

6.3.2.2. The "Ship-To" mailing address of the DoD Component.

6.3.2.3. The number of boxes of the DoD Telephone Directories required. Each box contains 30 copies of the DoD Telephone Directories.

6.4. Long Distance Telephone Services are available from designated unrestricted telephone numbers through the Defense Switched Network, International Direct Distance Dialing, or commercial telephone circuits. Instructions for direct-dial access to these systems are contained in the organizational sections of the DoD Telephone Directory.

7. INTERNET AVAILABILITY OF DD FORMS 218 and 218-1

DD Forms 218 and 218-1 are available on the Internet under the DoD Forms Management Program website ([www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm](http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm)).

8. EFFECTIVE DATE

This AI is effective immediately.



Ralph E. Newton  
Director (Acting)