

H-1290-3 - Telephone Communications

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1290 - Telecommunications Manual

CHAPTER I. Purpose of the Handbook

This handbook provides guidance on the procedures for managing, acquiring and operating telephone services, equipment and facilities within the Bureau of Land Management (BLM). It has been established to assist and provide an easy reference for employees of the BLM in matters involving telephone systems. This handbook is an adjunct to the BLM 1290 - Telecommunications Management Manual which describes policies and regulations relative to telephone systems. This handbook further defines the information and policies described in the Federal Information Resources Management Regulations (FIRMR). The objective is to provide guidelines to ensure continual management control of BLM telephone services and system installations.

Chapter II. Telephone Services and Equipment

Telephone services consist of local service, dial tone and equipment, long-distance service, teleconferencing service, billing and inventories, equipment for listening-in or recording telephone conversations, and essential telephone service for emergencies. These services also include communicating systems and/or devices such as telephones, teletypes, facsimile machines, cellular telephones, etc., required and used for rapid communications in carrying out the BLM's programs. The control and approval of certain telephone services, additions, or changes are required to ensure that adequate service is provided to meet the BLM's needs at the lowest possible cost.

A. Local Service and Equipment.

1. If you are planning new installations or major changes to an existing system you are required to obtain approval from the BLM Director, the Department of the Interior (DOI) and/or the General Services Administration (GSA). Address requests to Chief, Division of Information Resources Management along with the completion of a Cost Analysis Worksheet (Illustration 1).

a. Letters of request for approval for new installations or major changes to an existing system must include specific information including but not limited to:

(1) location

(2) telephone coordinator's name and telephone number existing service description.

(3) service requirements (number and type of lines)

(4) capacity of existing and proposed systems

(5) an analysis of alternatives, and

(6) a short justification for the proposed system or change.

b. If you are planning to relocate an existing telephone system to a new address, disconnecting an existing telephone system, using GSA consolidated service or installing a subsystem behind GSA's consolidated service, you are required to obtain BLM Director approval. Submit pertinent information as addressed above.

c. Approvals will specify: the exact office location, Bureau standards for procurement; and if installation is not completed by the specified date a new request to the Director is then required. A Telephone System Profile sheet must be completed and returned to the Washington Office within 30 days after installation and/or replacement of the system. (Illustration 2).

2. Each office should have an individual designated as Telephone Coordinator who will determine telephone station equipment and service features. This individual is responsible for determining the number and type of telephones included in an office's inventory to meet the requirements of that office for effective business operation. Installation of equipment for courtesy or guests' use in public rooms, for example, will be restricted to local calls only.

a. Complete an office needs analysis and service plan for specific equipment and features such as (call pick-up, speed dial, automatic transfer, etc.). The analysis and plan should cover the office requirements with respect to the assigned office mission.

b. Intercommunication functions should meet specific needs as identified in the needs analysis and service plan.

c. Auxiliary equipment should only be installed where required and only if the service is not economically available through the existing system. Equipment includes but is not limited to speaker phones, memory dial, call diverters, pagers, and answering equipment. See Section E. Listening-In or Recording Telephone Conversations as reference to recording two-way conversations.

d. Keep equipment inventories current, remove and store promptly any unused telephone equipment when a position is vacated.

e. Only Government-owned or leased station equipment is authorized for use in BLM offices. Use of privately owned station equipment is prohibited.

f. New common equipment (PABX and EKEY systems) should be fully digital and ISDN compatible in keeping with technological advances in telecommunications.

g. Federal telecommunication systems must be fully accessible to hearing and speech impaired individuals. Each office is responsible for performing a needs analysis and making system changes as appropriate. The BLM

telecommunications solicitation documents shall include specifications for TDD equipment and/or services as deemed necessary at your location.

h. In cases where telephone service access is provided from a GSA consolidated service system, recurring costs for lines and the common distributable (CD) charges will be the using office's responsibility. This cost is billed to the Service Center by GSA via "On Line Payment and Collection" (OPAC) billing system.

B. Long Distance Service. The FTS2000 is the recommended long distance service for use by all DOI Bureau offices. Requests for exception to the use of FTS2000 must be addressed to the Director, BLM. All requests for exceptions must include a cost analysis comparing alternatives and full justification for the exception.

1. Requests for FTS2000 services will be handled by your state office's Designated Agency Representative (DAR) with the following exceptions: Dedicated Transmission Service (DTS), Video Service and Inward Station Access (800 Service). Access to FTS2000 will either be direct connection, virtual on-net (VON), or through the use of the authorization codes (Federal Calling Card). The method of FTS access should be determined by office size, frequency of network access, and location in relation to accessibility. Planning assistance and direction can be addressed to Director, WO-870.

2. The FTS2000 Federal Calling Cards are required for accessing the FTS network from off-net locations and teleconference services. Each card will be issued with dialing instructions and card features. (Illustration 3). The calling card can be used for switched voice and data services. With this capability an employee has access to the FTS network services from any phone inclusive of cellular. Charges incurred are billed to the BLM as part of the FTS bill. All FTS calls are identified on the Bureau's monthly FTS2000 Call Detail Records (CDR) (Illustration 4).

a. The issue, collection, and control of the calling card are responsibilities of the requesting (using) office. These cards are official government property and should be included in the property tracking system. A monthly usage report will be made available by the WO. This report is to be verified and certified for official use. It should also be reviewed for misuse and/or abuse (Illustration 4).

b. Calling cards received from any other vendor shall be promptly returned to the sender with a letter stating:

"The telephone credit cards with the following control

numbers have been received and returned by (Bureau/office

name). This office will neither honor nor pay any charges

placed against the listed cards."

3. Intercity calls (long distance) for persons in a travel status shall be made through the use of a Federal Calling Card or from an FTS phone. The FTS2000 Federal Calling Card shall be used instead of personal or commercial credit cards for placing official calls from off-net locations.

4. Teleconference Calls that can be handled through the office telephone system should use only FTS2000 as the carrier of the long distance portion of the conference. FTS2000 Audio Conference types:

a. **User-Dialed Demand** - Set up an immediate conference and call each conferee.

b. **User-Dialed Demand using a Preset List** - Set up an immediate conference using a preset list of conferees.

c. **Reserved (User-Dialed or Attendant-Assisted)** - Call an attendant to make a reservation for a future conference. At the scheduled time, an attendant will call you to set up the conference or you can dial conferees directly.

d. **Meet-Me** - Call an attendant to reserve facilities for a future date and time. At the scheduled time, all conferees dial directly into the conference bridge.

C. Billing and Inventories. Each BLM office should identify a Telephone Coordinator. Responsibilities include verification of all monthly phone bills, review of monthly FTS2000 Call Detail Records (Illustration 4) and/or summaries, maintenance of inventory records, evaluation of services, and administrative management of offices' telephone systems and services.

1. All existing services and equipment shall be periodically evaluated against office requirements. Excess service and/or equipment should be disconnected immediately upon termination of use. Give consideration to Life Cycle Management (LCM) in planning, analyzing and coordinating all stages in the life of the telecommunications systems.

2. The records are temporary files and should be kept only as long as required to complete the review and then destroy by shredder to avoid misuse of the information they contain.

3. The Telephone Coordinator is responsible for certification of accuracy and validity of telephone bills. Bills are verified by comparing the charges for services to services actually received. Report FTS2000 discrepancies and disputes to the BLM, Director.

4. Perform telephone equipment inventories on an annual basis.

D. Waste, Fraud, and Abuse. The government telephone systems and services are for official business only. It is management's responsibility to assure that funds, property, and other assets are protected against waste, misappropriation, unauthorized use, and loss. Provide current instructions and/or policy on proper telephone use as well as training for all employees on an as-needed basis to assure understanding of authorized and unauthorized use of the government's telephone service and equipment. Checkpoints for program effectiveness include but are not limited to FTS2000 CDR's, commercial telephone bills, and office telephone equipment and service inventories.

1. Use government telephone systems (equipment and services) for official calls only, except in the case of an emergency where no other phone service is available. Examples of official calls:

a. An employee has to call a commercial telephone number to order parts to complete a job assignment.

b. An employee has to make a long distance call to notify a rancher of a pending prescribed burn on acreage the rancher is using for grazing.

c. An employee has to stay late at the office and needs to let the family know.

d. Employees who are on overnight travel are allowed to make a brief (5 minutes or less) daily call to their residence. These calls should be made either from an FTS telephone or with a Federal Calling Card.

e. Employees on travel outside the United States are authorized to make a brief call to their residence every third day. These calls cannot be made on the FTS2000 network.

2. Follow established operational controls and guidelines that will guard against abuse of local and long distance telephone calls.

a. Supervisory approval prior to making personal calls.

b. Employees that make unauthorized calls should be charged the cost of the call rounded up to the nearest dollar, plus \$5.00 per call for administrative costs of processing and collection. Reimbursement shall be made by personal check or money order payable to the Bureau of Land Management and forwarded to the Bureau's Finance Office

for deposit.

c. Use the electronic features of the office telephone system to control levels of access for each station to minimize unauthorized use.

d. Brief employees on the fact that paying for unauthorized calls does not exempt the employee from other appropriate corrective, remedial, or disciplinary action, which are additional consequences to criminal or civil penalty provided by law.

E. Listening-In or Recording Telephone Conversations. BLM personnel are prohibited from listening-in or recording telephone conversations except under limited circumstances.

1. Use of listening-in or recording devices for official business must be approved by the Director. Requests for approvals will be considered for operations in the following areas:

a. law enforcement,

b. counterintelligence,

c. public safety,

d. aid to handicapped employees, and

e. service quality monitoring.

Be sure employees understand that multiple party conversations, third party monitoring, use of speaker phones, and secretarial note-taking are permitted only after unanimous consent of all parties involved in the telephone conversation. Include this type of information in your employee orientation and procedures.

2. Categories of recording and listening-in devices:

a. "Consensual" - all called parties of the telephone conversation have given consent to listening-in or recording the conversation.

b. "Nonconsensual" - none of the parties have given consent to listening-in or recording the conversation. This requires written approvals. Send requests to Director, BLM.

F. Telephone Service in Private Residences. This type of service is only permitted under Alternate Workplace Arrangements (Flexiplace). Requests of

this type are to be directed to BLM Director. If approved, the employee must sign an agreement which is kept on file in the home office. An example of such an agreement is shown in Illustration 5.

G. File and Records Maintenance. Refer to the Bureau Records Schedule for the authorized control and disposition of telephone bills, call detail reports, and inventories identified in section .13. Call Detail Reports, when personal identifiers are linked to them, are withholdable (exempt from release to the public) and are deemed to be subject to the Privacy Act. General Records Schedule and Bureau of Land Management Combined Records Schedules contain specific information for maintenance and distribution of all records generated by telephone systems from conception to disposition. This includes but is not limited to requests for approval, calling features, hearing and speech impaired needs analysis, auxiliary equipment, station assignments, billings and system inventories.

H. Release of Telephone Call Detail Documents. Covered under the Freedom of Information Act.

Chapter III. Procurement of Telephones and Services

Procurement of Telephone Systems and Services. All telephone equipment and/or services procurement must follow BLM procurement policy. Only a warranted Contracting Officer may make the purchase and that Contracting Officer should take part in the system planning and provide advice and assistance on procurement strategy.

Glossary of Terms

-C-

CD: Common Distributable charges. A GSA termination liability charge that may be imposed on an agency leaving GSA consolidated service.

CDR: Call Detail Report produced by AT&T FTS2000. This portion of the report provides call detail data on a per-agency basis, that help telecommunication managers choose efficient and effective telecommunications services.

EKey: Electronic Key System. Terminals and equipment in a local environment providing access to a selected line or function without operator assistance.

-F-

Flexiplace: alternative workplace arrangements for employees. It is a management option rather than an employee benefit and does not change the terms and conditions of appointment.

FTS2000: the mandatory intercity (long distance) service for the Government that is provided by AT&T through a GSA contract. This service is billed at the national level through GSA and is not part of the local service that is billed to the office by either the local telephone company or the local (Regional) GSA office.

-I-

ISDN: Integrated Services Digital Network. A telecommunications network that allows the simultaneous high speed transmission of voice, data, and video.

-L-

local service: telephone service within the local calling area.

This includes the on-premise equipment, maintenance, and service connections (Centrex, Private Branch Exchanges, Key Systems, etc.).

-O-

OPAC: "on-line payment and collection" procedures established by

Treasury for prompt payment of agency bills to GSA. Replaced SIBAC which provided the automatic transfer of funds for the payment of bills in the past.

-P-

PABX: (1) a private telecommunications exchange unit that

usually provides access to the public switched network and intra-office telecommunication. (2) a private automatic switchboard that provides dial service on a subscribers premise and serves only those stations with local and trunked connections.

-T-

TDD: Telecommunications devices for the deaf.