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**Financial Management**

**REIMBURSABLE TELEPHONE SERVICE**

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OPR: 374 CPTS/FMFL  
(SrA A. S. Velez-Rowland)  
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This instruction prescribes how accounts for reimbursable telephone service are recorded, billed, and collected. This instruction requires the collection and maintenance of information protected by the Privacy Act of 1974. The authority to collect and maintain the records prescribed in this instruction is Title 5, United States Code, Section 5512-5514.

**SUMMARY OF REVISIONS**

This revision updates functional office symbol throughout this instruction. New or revised material is indicated by a ( | ).

**1. Records of Accounts and Supporting Documents:**

- 1.1. The 374th Comptroller Squadron Accounting Liaison Office (374 CPTS/FMFL) maintains records of accounts to ensure the services received by authorized persons are reimbursed to the correct United States (US) Government appropriations.
- 1.2. The 374th Communication Squadron Wire Branch (374 CS/SCMDDS) sends a copy of local communications service order to the 374 CPTS/FMFL when an individual's billing account is established or changed. The copy is sent by means of a receipt system under DFAS-DER 7010-2, *Commercial Transactions at Base level*, and controlled by the service order or phone number.

**2. Creation and Distribution of Bills:**

- 2.1. The following forms are completed by 374 CPTS/FMFL:
  - 2.1.1. AF Form 1358, **Invoice Statement of Account**, for each individual and organization, based on data shown on the local communications service order received from 374 CS/SCMDDS. The bills indicate the subscriber's name, social security number (SSN), mailing address (to include the

box number), recurring charges, toll charges, and any added adjustments such as charges due to instrument damage. The basic telephone rate is prorated from the day the phone is installed through the day prior to disconnection.

2.2. Bills are distributed by 374 CPTS/FMFL as follows:

2.2.1. Telephone bills will be distributed no later than the 15th day of the following month. The bills cover a period from the 1st through the end of each month.

2.3. Customers who do not receive a bill or who have lost the original, report to 374 CPTS/FMFL and request a duplicate bill. The requirement to pay the amounts owed by the due date remains in effect.

### 3. Payment of Bills:

3.1. All telephone bills must be paid within 30 days of the invoice date. Bills may be paid:

3.1.1. By automatic military payroll deduction. This method of payment is mandatory for active-duty Air Force (AF) members subscribing to the service on or after 1 September 1984; it is optional for those subscribing before 1 September 1984. Deduction is made for 100 percent of the amount due for all active-duty AF members. Bills are deducted from the end-of-month paycheck and appear on the member's leave and earnings statement as a partial payment the following month.

3.1.2. By automatic Community Bank checking account deduction. This method of payment is available to any person or organization with an account at the Community Bank. Deduction is made for the total amount due when the Community Bank receives a current billing list from 374 CPTS/FMFL.

3.1.3. At the 374 CPTS Accounting and Finance Office (AFO) (374 CPTS/FMFP) (Building 314). Payment is accepted in person or by mail. When paying by mail, subscribers send a personal check or money order made out to the AFO to: AFO 374 CPTS/FMFL APO AP 96328. Include a copy of the bill with payment.

3.1.4. At the Community Bank within 30 days of the billing date. After the 30th day, the bills can only be paid at the AFO.

### 4. Late Payment and Delinquent Accounts:

4.1. Telephone Service:

4.1.1. When a subscriber's account becomes 45 days delinquent, telephone service will be terminated and subscriber's commander will be notified.

4.1.2. When a subscriber's account becomes 60 days delinquent, charges will be deducted from his or her pay.

4.1.3. Customers whose telephone has been involuntarily disconnected take the following steps if they wish to have the service resumed:

4.1.3.1. Pay amounts due in full. (Partial payments are accepted. DD Form 139, **Pay Adjustment Authorization**, is prepared and suspended for a specified number of days. If the subscriber fails to make payment as agreed, the form is sent to the Military or Civilian Pay Section as appropriate, for collection action.)

4.1.3.2. Send 374 CPTS/FMFL a letter signed by the unit commander stating why payments were not made on time and why the service should be restored.

4.1.3.3. Request 374 CPTS/FMFL provide verification in letter form stating the account has been paid in full.

4.1.3.4. Take the letter of verification and payment receipt to 374 CS/SCMDDS to have the telephone reconnected.

4.1.3.5. Pay the reinstallation charge.

4.1.4. Subscribers who are temporarily absent from their duty station due to temporary duty (TDY) or leave, are not exempt from paying their bills on time. To avoid termination, they may make advance payment to cover the bills during their absence; have their telephone temporarily disconnected; or have someone pay their bill during their absence.

## **5. Termination of Telephone Service and Final Bills:**

5.1. Before departing on a permanent change of station (PCS), extended TDY or whenever termination of telephone service is desired, the subscriber reports to 374 CS/SCMDDS (Building 653, Room 114) and completes a service order for telephone service termination, at least 2 days prior to the requested termination date. It is imperative that the terminating member bring the work order to 374 CPTS/FMFL at least 1 duty day after the termination due date. Payment of the final bill must be made by cash, check or money order before the individual departs the base.

5.2. When notified of short-notice separation by the 374th Mission Support Squadron Military Personnel Flight (MPF) (374 MSS/DPM), 374 CPTS/FMFL requests 374 CS/SCMDDS limit telephone service to B-1R on-base only. Subscribers pay the final bill in cash. If no cash payment is received, 374 CPTS/FMFL sends a DD Form 139 to the proper section for final collection.

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Commander