

**BY THE ORDER OF
THE BASE COMMANDER**

GRAND FORKS INSTRUCTION 33-107

1 JANUARY 1999



Communications and Information

**OFFICIAL LONG DISTANCE TELEPHONE
CALLS/TELEPHONE BILLING**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: This publication is available digitally on the AFDPO/PP WWW site at:
<http://afpubs.hq.af.mil>.

OPR: 319 CS/SCX
(Mr. Hegland/TSgt Townsend)
Supersedes GFAFBR 700-2, 25 Jan 1992

Certified by: 319 CS/CC (Lt Col, Jan Bruns)

Pages: 5
Distribution: F

This instruction establishes base requirements, prohibitions, and procedures for the management of long distance telephone service (FTS2000), cellular phone use, and telephone billing in accordance with AFI 33-111. This instruction applies to all personnel assigned to Grand Forks Air Force Base.

SUMMARY OF REVISIONS

Defines prohibited uses and commander and Telephone Control Officer responsibilities. Defines billing and validation procedures for FTS2000 and cellular telephones.

1. EXPLANATION OF TERMS:

- 1.1. CDR: CALL DETAIL REPORT. A list from the telephone switch detailing all the calls made from an extension. Provided to TCO's for monthly validation of long distance service.
- 1.2. COS: CLASS OF SERVICE. COS defines the service access level available on a telephone line such as; DSN, local, on-base only, local area, FTS 2000, etc. Telephone Management sets COS based on access needs.
- 1.3. CSO: BASE COMMUNICATION-COMPUTER SYSTEM OFFICER. Commander of the 319th Communications Squadron.
- 1.4. CSRD: C4 SYSTEMS REQUIREMENTS DOCUMENTS. This is an AF Form 3215. This form is used to submit telephone and computer requirements.
- 1.5. DSN: Defense Switched Network. The principal long-distance voice communications network in the Department of Defense (DOD). It provides rapid, low-cost long distance telecommunications for C4 users.

1.6. FTS 2000 CALLS: This is the ONLY authorized long distance carrier for the Air Force. Calls are for conducting official business only and to places where DSN service or OFF-NETTING is not available. The call requires use of commercial long distance lines. This service incurs toll charges billed to the Air Force. Use must be documented on an AF Form 1072

1.7. OFF-NETTING: Provides official telephone calls and authorized morale calls over DSN system to be extended to a local commercial number (dial the DSN number to reach the base operator of desired location then ask to be OFF-NETTED to your local commercial number).

1.8. TCO: TELEPHONE CONTROL OFFICER. Officer, civilian GS-5, or SSgt and above. Appointed by the squadron commander to coordinate and validate all telephone service requirements in an organization. TCOs validate all FTS 2000 long distance telephone calls and cellular use in their unit.

2. REQUIREMENTS/PROHIBITED USE:

2.1. Long distance calls will only be made for official business so urgent it cannot be adequately resolved by letter or message. Commercial voice calls are prohibited if the called party can be reached via DSN.

2.2. All long distance calls must be logged. Collect calls are prohibited and can only be accepted as a mission necessity and MUST be thoroughly and carefully documented.

2.3. Off-net calls (i.e., calls to another base via DSN that are connected to a local area commercial number by a government operator) must be used if possible. The base operator (dial 0) can provide some DSN numbers worldwide for Army, Navy, Air Force and other government agencies. If local DSN assistance operators cannot provide the necessary information, DSN 231-1331 is the Worldwide DSN Directory Assistance Operator.

2.4. All calls made from official government phones must be completed in the shortest amount of time possible.

2.5. Government funds cannot be used to pay for unauthorized/unofficial calls. Fraudulent, unauthorized telephone calls are the financial responsibility of the person placing the call. The CSO or designated representative will assist the applicable unit commander to identify individuals making unofficial calls. The violator will make payments for fraudulent service to 319 ARW/FM. A \$10.00 service charge may be applied IAW AFI 33-111, paragraph 30.1.3. Additional administrative action may also be taken.

2.6. Individuals are prohibited from contracting for any telephone services that will obligate the government without authorization from the CSO and 319 CONS/LGCD.

2.7. Long distance calls from a cellular phone are expressly prohibited unless an emergency or documented compelling need is validated. The fact a long distance call was for official use is not in itself a valid reason. If there are valid requirements for frequent calling in North Dakota outside the calling area there is a feature available for moderate cost called "Toll-free ND" that may be added to the standard cell package. Submit requests for this service with well documented needs on an AF Form 3215 signed by the squadron commander to 319 CS/SCX.

2.8. Cellular phone use while TDY must be avoided. All incoming and outgoing calls are long distance. Personnel requiring access to long distance service while TDY will need to obtain a calling card from 319 CS/SCX. If there are compelling mission needs to have a cell phone while TDY, submit jus-

tification to the CSO for approval in writing. Blanket approval may be given to organizations having frequent out-of-area travel, such as the Transportation Management Office. Any calls made must be documented indicating a compelling need and describe why no other option was available. Convenience to the user is not a valid reason.

2.9. Cell phone users need to be aware of the “roaming” feature. While roaming, long distance charges may be assessed. Document all cases for the TCO to validate when the cell bill arrives.

2.10. Toll free numbers must NOT be called via cellular phone unless a clearly documented requirement, such as an emergency, is indicated.

2.11. The toll free numbers assigned to the base MUST NOT be used from the local area. They incur a long distance charge EVERY time they are accessed.

2.12. Use of other than standard telephone equipment.

2.12.1. Users may purchase personal telephones for use on government lines with the permission of the squadron commander. If the instrument malfunctions and/or causes problems requiring expenditure of government funds to correct, the user will reimburse the government.

2.12.2. Cordless telephone use is discouraged. During a power outage they are inoperable and may pose a safety hazard due to inability to notify fire, police, and/or medical facilities. CSRDs submitted for requests to purchase a cordless telephone will acknowledge this and provide a paragraph detailing the emergency procedures to be used during any power outage.

2.12.3. Answering machines requests will be disapproved unless a valid reason NOT to use the available voice mail system is presented.

3. ACCESS TO LONG DISTANCE SERVICE.

3.1. The ONLY authorized access to long distance service is via FTS 2000.

3.1.1. Anyone requiring access must obtain a Personal Identification Number (PIN) from 319 CS Telephone Management. The PIN is a private number not to be disclosed to anyone else. A statement of responsibility will be signed before issue. Once issued, the owner is accountable for ALL calls placed via this number.

3.1.2. PIN numbers are provided to personnel having a valid need for frequent long distance access. An AF Form 3215 must be initiated to the 319th Communication Squadron Telephone Management section. The initiator’s supervisor and TCO must sign it. It must indicate anticipated frequency of use and mission relatedness.

3.1.3. A monthly computer product listing ALL calls made from the issued PIN numbers will be produced and validated by the TCO.

3.1.4. Once issued a PIN, access is obtained by dialing 3, then 1, then the area code and phone number (3-1-XXX-XXXX). A series of short “beeps” will be heard. After the beeps, enter the PIN to complete the call.

3.1.5. Use the 555-1212 option only after consulting the phone book, or one of several web sites providing call information such as www.switchboard.com and www.yahoo.com.

3.1.6. DO NOT use FTS 2000 for local calls. Calls from the base to all Grand Forks AND East Grand Forks, MN numbers DO NOT require long distance. Additionally, the 594 (Base/Emerado/Mekinock), 696 (Manvel), 893 (Bygland, MN), exchanges ARE NOT long distance calls.

3.1.7. FTS2000 must NOT be used to call another base, DSN MUST be used. Off-netting must be used whenever possible, see AFI 33-111 paragraph 15.

4. RESPONSIBILITIES.

4.1. Unit commanders.

4.1.1. Appoint primary and alternate TCOs. The TCO and alternate should be a position to adequately validate direct long distance calling. Only officers, civilians (GS-5 and above), or non-commissioned officers may be appointed as TCOs/alternate TCOs. Appointment of replacement primary/alternate TCOs should be accomplished at least 30 days prior to departure of the incumbent TCO to allow time for TCO training. Concurrent with appointment, request TCO training from 319 CS/SCBL-Telephone Management. The appointment of TCO should be on a yearly or longer basis.

4.1.2. Monitor TCO duties.

4.1.3. Review CDR and cell phone bills before returning to 319 CS/SCX.

4.2. TCO

4.2.1. Brief all FTS users on prohibited uses and stress documentation. Do not charge any calls, outgoing or collect, to any other government number or service.

4.2.2. Validate all FTS 2000 calls by comparing the AF Form 1072 with the CDR.

4.2.3. Ensure procedures are established for briefing newly assigned personnel on the base telephone system and criteria required for placing long distance calls.

4.2.4. Work with 319 CS/SCBL to identify the individuals making unofficial/unauthorized commercial telephone calls.

4.2.5. Be familiar with AFI 33-111, TELEPHONE SYSTEMS MANAGEMENT, and the detailed requirements and prohibitions in this instruction.

4.2.6. Act as telephone directory monitor and provide inputs to 319 CS/SCBL for changes to base telephone directory.

4.2.7. Maintain security and privacy of all FTS 2000 PINs assigned to individuals. DO NOT permit disclosure during the validation process.

5. Validation procedure for FTS 2000 calls.

5.1. 319CS Telephone Management will prepare a CDR monthly. It will be sent to the unit TCO for validation of all calls listed on the CDR by comparing them with the unit's AF Form 1072.

5.2. The TCO must compare the CDR with AF Form's 1072 being sure not to compromise the PINs. Any call listed on CDR and not the AF Form 1072 will require research by the TCO to determine if they were official or unofficial. If they were official, annotate the required information on the unit's AF Form 1072.

5.3. If the calls were unofficial, initiate an AF FORM 649 and annotate them in block 1. In the GROUP BILLING NUMBER block, insert the person's name that owns the PIN; DO NOT insert the PIN. If there are calls that cannot be verified, cross-reference the phone number with numbers listed on previous AF Forms 1072. If the calls are verified, do not write them in block 1 of the AF Form 649. Include the call(s) on the AF Form 1072. A service charge of \$10.00 will be added to all personal calls made via FTS 2000.

5.3.1. All calls listed on AF Form 649, block 1, require a TCO follow-up to determine why they were not billed.

5.3.2. Return all CDRs with copies of the AF Forms 1072 and the AF Forms 649 through the squadron commander to 319 CS/SCX for payment processing within 7 calendar days from the date the CDR is sent. If the primary and alternate TCOs are not available to sign the AF Form 649 and 1072, then the unit commander will sign after call validation is completed. The TCO must review the AF Forms 649 and 1072 within 45 days.

5.3.3. Organizations unable to meet the call validation suspense by forwarding the required documents through BITS must hand carry them to 319 CS/SCX.

6. Validation procedure for cellular telephone use and billing.

6.1. After 319 CS/SCX receives the cell bills from contracting, they will be reviewed for anomalies such as long distance calls, calls to 1-800/888/877 numbers, frequency of calls to other than 747 numbers, number of incoming calls, etc.

6.2. After review and annotation they are sent to the TCO. The TCO must review the charges with the user and validate all calls were for official use only except as provided for in AFI 33-111 paragraphs 5 and 20.

6.3. There are charges associated with ALL incoming and outgoing cellular calls. They MUST be for official use unless the mitigating circumstances in paragraph 20.2 are validated. Persons having cellular telephones are also responsible for incoming calls. An incoming personal call must be reimbursed by the user IAW paragraph 20.2 unless it was a wrong number, etc.

6.4. Personal calls are discouraged because of the time and materials required for reimbursement to the government, however ALL personal calls must be reimbursed to the government at \$.26 per minute plus an additional service charge of up to \$10.00 to cover processing costs. If there are any personal calls requiring reimbursement, the TCO prepares a DD Form 1131 if cash/check payment, or DD Form 139 if paid by allotment. After the form is completed, the TCO brings the form to 319 CS/SCX for a fund cite. The 319 CS Resource Advisor will calculate the service charge and insert the fund cite. The TCO will process the form to Finance for payment.

6.5. Calls from one cellular phone to another double the use rate on the pre-paid minutes and must be avoided whenever possible.

JAMES A. HAWKINS, Brigadier General, USAF
Commander