

8 SEPTEMBER 1995

Communications

**AUTHORIZATION AND PLACEMENT OF
LONG DISTANCE TELEPHONE CALLS**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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OPR: 6 CS/SCXR ()
Supersedes MACDR 700-5, 18 May 1994

Certified by: (Lt Col Mark L. Hinchman)
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This instruction establishes policy and procedures for the effective management and control of long distance telephone toll calls at MacDill Air Force Base (AFB). This instruction implements the policy and procedures established in AFI 33-111.

SUMMARY OF REVISIONS

This revision incorporates the requirements, information, and procedures formerly in MACDR 700-5, and updates general information.

1. APPLICABILITY. This instruction applies to all persons using the base telephone system or making official calls on MacDill AFB.

2. GENERAL. The base telephone system is provided for use in conducting government business only. Telephone service beyond the local calling area is provided by the following:

2.1. Defense Switch Network (DSN): This network provides unsecure long distance service to most military installations worldwide. Other military installation switchboards accessible through the DSN can be used to offnet calls into their local (commercial) calling area. Calls from commercial telephone numbers (e.g., home telephones) requesting DSN service from the MacDill AFB switchboard are considered off-base access. Special authorization is required in accordance with para **4.5**.

2.2. Commercial Long Distance Telephone Service: Telephone service to areas not accessible by either of the above is available through commercial telephone networks at an additional charge to the government. Because of its cost, this service should be used only when all other means of communications are unavailable.

NOTE: Access to the above services is determined by the class of telephone service authorized in accordance with MACDR 700-1 and para **4.5** of this instruction.

3. RESPONSIBILITIES:

3.1. Staff agencies and/or tenant organizations will:

- 3.1.1. Appoint a primary and alternate Telephone Control Officer (TCO). The TCO and alternate TCO should be staff sergeant, GS-5, or above.
- 3.1.2. Furnish 6th Communications Squadron, Telephone Accounting Office (6 CS/SCXR), with the name, duty phone, and a sample signature of the primary and alternate TCO on DD Form 577, Signature Card. The names will be reviewed annually and/or whenever a change occurs.
- 3.1.3. Submit request and justification for issuance of a permanent telephone control number for their organization to 6 CS/SCXR. This number is required to place commercial long distance telephone calls through the base switchboard.
- 3.1.4. Establish telephone control procedures to include provisions for official long distance toll calls after duty hours.

3.2. 6 CS/SCXR will:

- 3.2.1. Brief all newly appointed TCOs on their duties and responsibilities with respect to the control of commercial long distance telephone calls and the verification of bills for the same.
- 3.2.2. Issue permanent control numbers to requesting organizations.
- 3.2.3. Maintain monthly records of all base toll call charges.
- 3.2.4. Forward a list of toll telephone calls to each TCO for verification in accordance with paragraph 5. of this instruction.
- 3.2.5. Submit MACD Form 10, Telephone Listing/Inquiry or Rebill, and obtain listings from the commercial telephone company for those calls TCOs cannot identify. Advise TCOs of listing information for further investigation.
- 3.2.6. Advise unit commanders of unofficial toll calls made by members of their unit.

3.3. TCOs will:

- 3.3.1. Upon notification of their appointment, contact 6 CS/SCXR to schedule training.
- 3.3.2. Ensure all assigned personnel are trained on the proper use of the base telephone system. Limit the use of commercial long distance telephone service to those essential official calls that cannot be placed through the DSN system.
- 3.3.3. Authorize and assign control numbers for long distance toll calls placed through the base switchboard.
- 3.3.4. Maintain a record on AF Form 1072, Authorized Long Distance Telephone Calls, or other major command (MAJCOM) approved listing, of all official toll calls to be charged to their organization.
- 3.3.5. Verify bills for toll calls charged to their organizations in accordance with paragraph 5. of this instruction. Investigate to determine the nature of unidentified calls billed to their organizations and submit MACD Form 10 for those calls that cannot be verified.
- 3.3.6. Supplement procedures with further controls when necessary to satisfy local requirements.

- 3.3.7. Ensure, when applicable, MINIMIZE procedures pertaining to voice communications are followed.
- 3.3.8. Submit requests for off-base access to DSN to Mission Systems Flight (6 CS/SCM).

4. PROCEDURES:

- 4.1. Authorization of Toll Calls: A person desiring to make an official toll call will contact their appropriate TCO. The TCO will:
 - 4.1.1. Authorize the call after verifying it is for official purposes and the use of other means of communication (DSN, electronic message, or mail) is not possible.
 - 4.1.2. Assign a control number if the call is to be placed through the base switchboard. A new control number is required for each call placed.
 - 4.1.3. Instruct the calling party on the proper procedures for direct dialing a long distance call, or placing the call through the base switchboard operator.
 - 4.1.4. Record the pertinent information on AF Form 1072 or other MAJCOM approved listing. For calls placed through the base switchboard, the control number assigned to each call should be annotated under the "Additional Information" column ([Attachment 1](#)).
 - 4.1.5. Instruct the caller to report the approximate duration of the call to the TCO upon completion of the call. The caller must also inform the TCO if the call was not completed.
- 4.2. Placement of Calls. To place an official long distance telephone call from MacDill AFB, contact the appropriate TCO to obtain authorization. If the telephone extension to be used is authorized access to the commercial long distance telephone system, the call may be direct dialed. If the telephone extension to be used is not authorized access to the commercial long distance system, the TCO will assign a control number and the call must be placed through the base switchboard operator. To do this, dial 0 and give the operator the following: Name, rank, and control number. Upon completion of any long distance telephone call, inform the TCO of the approximate duration of the call.
- 4.3. Incoming Collect Calls. Individuals may accept collect calls for official business only. Immediately upon completion of the call, inform the TCO of the call, its duration, the extension used, and the telephone number and location from which the call was placed.
- 4.4. Official Calls Not Placed to or From MacDill AFB. Official calls placed from other than a base extension should be placed collect. If the call cannot be placed collect, the call can be charged to the individual's primary MacDill office extension. However, if no one is available to authorize the call at the extension to be billed, the commercial operator may refuse the call. If this happens, the individual must pay for the call, obtain a receipt if possible, and file for reimbursement through Accounting and Finance.
- 4.5. Off-base Access to DSN. Services are for official use only and will be requested by submitting a letter to 6 CS/SCM, using the format shown in [Attachment 5](#). Once approval is granted, the base switchboard operators will connect the calling party after they have identified themselves. The access list must be revalidated annually.

5. VERIFICATION OF BILLS FOR LONG DISTANCE TOLL CALLS:

5.1. At the end of each billing period, each TCO will be furnished a bill/listing of long distance telephone calls charged to their unit's telephone extensions. The Federal Telephone System (FTS) bill is sent by the applicable telephone company to the Defense Commercial Communications Office. They collate the bill for the various military installations, generate data tapes if requested, add on their surcharge, and mail the bills/tapes to the applicable installation. The 6 CS collates the bill for the applicable TCOs and distributes it to them. The above takes time and explains why the FTS bills are late getting to the applicable TCOs.

5.2. Each TCO will compare the listing of calls to those recorded on their AF Form 1072. Entries on the form will be adjusted to conform to valid details on the bill. Any calls on the bill that are not listed on the AF Form 1072, but are recognized after local inquiry as being official, will be added to the AF Form 1072. Refer any unofficial call on the bill for which a responsible party can be identified to the unit commander for corrective action. Inform 6 CS/SCX of action taken. After final adjustment, authenticate the AF Form 1072 with a last item entry and the statement, "I certify that a verification check has been performed on all of the above listed calls and payment is due". The AF Form 1072 will be signed by the TCO with the appropriate signature block ([Attachment 1](#)).

5.3. Final adjustment of the AF Form 1072 will be followed by the preparation of AF Form 649, Verification of Long Distance Telephone Calls ([Attachment 2](#)), in accordance with instructions on the reverse side of the form. Sections 1 and 2 of AF Form 649 will contain a "last item" entry. Section 1 will contain the statement, "The above (number) telephone calls charged to the official bill remain unverified." Section 2 will contain the statement, "The above (number) listed official calls were placed and recorded on AF Form 1072 but do not appear on the official bill. Payment is just and due". The TCO will retain a copy of the AF Form 1072 until disposed of as prescribed in AFR 4-20, Vol 2. TCOs will suspense calls previously submitted in Section 2 of AF Form 649 and, when calls appear on the present bill, they will be listed in Section 3 with the statement, "The above (number) calls were reported in Section 2 of AF Form 649 for the previous month and were validated as official".

5.4. After completion of the AF Form 649, any unofficial call listed in Section 1 that is to be rebilled to another number must be listed on a MACD Form 10 ([Attachment 3](#)). Mark the box to indicate that the listing is for rebill and list those calls to be rebilled with the appropriate rebilling information under the column, "Listing Name." For unofficial calls that will be paid in cash by the responsible party, call 6 CS/SCXR for an appointment. Any remaining calls listed in Section 1 of the AF Form 649 that cannot be identified should be listed on a separate MACD Form 10, marked to indicate that it is an inquiry listing. A listing that identifies the party called will be obtained from the telephone company and this information will be referred to the appropriate TCO for further investigation.

5.5. The original of the AF Form 649, when signed, will be sent with a copy of the AF Form 1072 and any required MACD Form 10 to 6 CS/SCXR for consolidation with similar certifications from other organizations as a basis for official certification of the total bill from the telephone company.

6. UNOFFICIAL LONG DISTANCE CALLS: Use one of the many pay phones for personal calls. By Air Force directive and Federal Statutes, any fraudulent use of a military telephone system is illegal. Using Air Force telephones to place personal long distance telephone calls to avoid payment of tolls is illegal by military standards and by civil laws. In any instance of an unauthorized long distance call, the offender's unit commander will be notified. Penalties for fraud calls can range from an Article 15 upward to five years in prison and a dishonorable discharge if prosecuted under the Uniform Code of Military Justice, or up to five years in prison and a \$1,000 fine if found guilty by a civil court. For this reason, com-

manders and TCOs should frequently brief all their personnel. Further, misuse of the base telephone system will be cause for downgrading of the authorized class of service or removal of service.

7. DOCUMENTATION: Dispose of any documentation created by this publication in accordance with AFR 4-20, Vol 2.

8. FORMS PRESCRIBED: MACD Form 10.

CHARLES T. OHLINGER III, Colonel, USAF
Commander

Attachment 2

SAMPLE AF FORM 649

MACDI 33-102

ATTACHMENT 2

8 September 1995

7

VERIFICATION OF LONG DISTANCE TELEPHONE CALLS <i>(Read instructions on reverse before completing this form)</i>				PERIOD COVERED	
TO: 6 CS/SCXR			FROM: SUPPLY	FROM 16 Jan 95	TO 15 Feb 95
				GROUP BILLING NUMBER 7045	
The billing statement of long distance telephone calls for the period covered has been compared with the record on AF Form 1072 maintained in this office. Calls as billed, subject to the exceptions listed below, are hereby verified as having been necessary in the interest of the government under conditions which precluded the use of other means of communication.					
1. CALLS LISTED ON BILLING STATEMENT BUT NOT ON AF FORM 1072 <input type="checkbox"/> NONE					
DATE OF CALL	PAGE NO.	LINE NO.	CITY AND STATE	TELEPHONE NUMBER	
7 Jan 95		2	2045 FORT MYERS FL	813-334-3401	
2 Feb 95		3	4582 MOOSIC, PA //////////LAST ITEM//////////	717-457-8251	
The above 2 calls listed were charged to the bill and remain unverified. (MacDill Fm 10 attached)					
2. CALLS LISTED ON AF FORM 1072 BUT NOT ON BILLING STATEMENT <input type="checkbox"/> NONE					
DATE OF CALL	CITY AND STATE			TELEPHONE NUMBER	
10 Jan 95	TARPON SPRINGS, FL //////////LAST ITEM//////////			813-526-5140	
The above call was recorded on AF Form 1072 but not billed. Payment is just and due.					
3. CALLS PREVIOUSLY VALIDATED ON AF FORM 1072 <input type="checkbox"/> NONE					
DATE OF CALL	PAGE NO.	LINE NO.	CITY AND STATE	TELEPHONE NUMBER	
9 Dec 94		2	2045 BILOXI, MS //////////LAST ITEM//////////	601-374-2937	
The above (number) calls were reported in Section 2 of AF Form 649 for the previous month and were validated as official.					
<u>E X A M P L E</u>					
DATE 20 Feb 95	TYPED NAME AND GRADE OF RESPONSIBLE OFFICIAL JANET STEWART, GS-07, DAF			SIGNATURE	

AF FORM 649, AUG 85 (EF)

PREVIOUS EDITION WILL BE USED.

Attachment 5

REQUEST FOR OFF-BASE ACCESS TO DSN

MEMORANDUM FOR 6 CS/SCM

FROM: Your Unit

SUBJECT: Request for Off-Base Access to DSN

1. Request off-base access to DSN and include the following:
 - a. An explanation of your requirements.
 - b. A statement that access will be used for official Department of Defense business only.
 - c. Acknowledgment that you will notify this office immediately of any changes to the access list.
 - d. Name and rank of individuals who will be requesting access. (Please limit to key personnel whose normal duties would require frequent access.) If only for a specific time period, so state.
2. Your point of contact and phone number.

SIGNATURE BLOCK OF TELEPHONE CONTROL OFFICER.