

20 MARCH 2002

Communications and Information

TELEPHONE TOLL CALL MANAGEMENT



COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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

OPR: 60 CS/SCXB (Ms. Thelma Peck)
Supersedes TAFB Instruction 33-103,
1 April 1998

Certified by: 60 CS/CC (Lt Col Hollace Lyon)
Pages: 3
Distribution: F

This instruction implements AFD 33-1, Command, Control, Communications, and Computer (C4) Systems. It also establishes policy and procedures for authorization, accountability, and control of long distance telephone calls. It applies to all 60th Air Mobility Wing and tenant unit personnel assigned or attached to Travis Air Force Base and to 349th Air Mobility Wing personnel.

SUMMARY OF REVISIONS

A bar (|) indicates revision from the previous edition.

1. GENERAL:

1.1. Positive controls are required to provide necessary telephone toll service within budget limitations while preventing unofficial toll calls. The Base C4 Systems Officer (60 CS/CC), unit commanders, and chiefs of operating agencies are responsible for implementing this instruction.

2. PROCEDURES:

2.1. Official Toll Calls – To place an official toll call, users with long distance access must dial 98+ the commercial number. All toll calls should be approved and logged by the unit Telephone Control Officer (TCO).

2.2. Unofficial Toll Calls – The telephone user will not place unofficial calls. Personnel placing unofficial telephone calls are subject to military/civilian disciplinary action at the discretion of the unit commander.

2.3. Placing Direct Dialed Toll Calls:

2.3.1. User requests TCO's authorization.

2.3.2. TCO determines that the call is official or that the communication can be made by no other means (letter, message, or Defense Switched Network (DSN)). When approved, the TCO logs all calls at the time the calls are made. Logs should include calling individual's name, extension, place called, number called, duration of call and person or company called. When the commercial bill is received, the TCO compares his or her log with the commercial bill and adjusts the log entries to correspond with valid entries on the commercial bill.

2.3.2.1. TCO inquires within the unit to resolve any calls on the commercial bill which are not on the log. If these calls are found to be official the TCO enters them on the log. The TCO should retain a copy of the unit's logs in accordance with (IAW) AFMAN 37-123, *Management Records* and AFMAN 37-139, *Records Disposition Schedule*. Calls that cannot be verified as official must be thoroughly investigated.

2.3.2.2. 60 CS/SCX will assist the investigation by providing as much information as possible to the TCO by including the name of the party called. If the combined efforts of the TCO and Base C4 Systems Officer fail to identify the caller, or if the call is determined to be a personal unofficial call, the call will be entered in Block 1 of AF Form 649, **Verification of Long Distance Telephone Calls**. The call will be turned over to the Service Provider for further investigation if required.

2.3.2.3. The result of the telephone company investigation will be returned to the TCO for further research and re-certification. This will be followed up with a revised AF Form 649 and TCO's log submitted to 60 CS/SCX.

2.4. Placing commercial carrier calls:

2.4.1. Outgoing commercial calls will be directly dialed.

2.4.2. Collection for unofficial calls:

2.4.2.1. Those making unofficial calls will give pertinent information to the TCO to initiate DD Form 1131, **Cash Collection Voucher**.

2.4.2.2. A three-percent federal tax will be added to the total phone bill. A one-half of one - percent 911 tax will be added to the total amount for calls placed within California.

2.4.2.3. Individuals will hand-carry DD Form 1131 to Accounting Liaison Section, Building 381, where a voucher number is issued and the collection logged in. Individuals will proceed to the cashier's cage to make payment. The clerk will take the form, money or check, and enter the collection.

2.4.2.4. Individuals will make three copies of the DD Form 1131 and hand-carry two copies to the TCO, keeping one for their personal file. The TCO in turn submits AF Form 649 with a copy of DD Form 1131 attached to 60 CS/SCXB.

2.5. Verifying Cellular Telephone Calls:

2.5.1. Cellular telephones are unique in the fact that all calls, even local area and incoming calls are itemized as if they were long distance calls. Due to that circumstance, calls made or received from the following prefix numbers do not have to be logged: 707-424-XXXX and 707-423-XXXX.

2.5.2. All other numbers must be logged and verified official using the same criteria as the direct dialed calls placed from a base extension. AF Form 649 must be submitted with the verified calls.

2.6. Collect Calls – Acceptance of incoming collect calls to Travis AFB is not authorized; individuals will be held accountable for the cost of the call.

2.7. Internet Calls – Using government owned computers and telephone lines for personal Internet Access is not authorized. Offenders are subject to disciplinary action.

2.8. All computer lines, Internet, telephone's, and fax lines are subject to monitoring by 60 CS/SCX, 60 CS/SCB and OSI.

3. DEFINITION OF TERMS:

3.1. Direct Distance Dialing (DDD) – The ability to dial directly through commercial lines to the distant number without operator assistance.

3.2. Incoming Collect Calls – A toll call received at Travis AFB billed to the Travis AFB number. (See paragraph 2.6.)

3.3. Outgoing Collect Call – A toll call placed from Travis AFB billed to the number called.

3.4. Enterprise Call – A call made at no charge to the caller (for example, 800 or 911 calls).

3.5. Third Party Billed Call – A toll call made between two numbers and billed to a third number.

3.5.1. Personal Credit Card Call – A toll call made between two parties and charged to a personal credit/calling card (for example, AT&T, MCI, SPRINT, etc.).

3.5.2. Military Credit Card Call – A toll call made between two parties and charged to a credit/calling card issued by 60 CS/SCX.

3.5.2.1. FTS 2000 Card – Used to place official toll calls within the United States and its territories from anywhere other than a Travis Air Force Base 424 and 423 exchange telephone.

3.5.2.2. MCI-ISVS Card – Used to place official toll calls to and from overseas areas (other than U.S. territories) not accessible via DSN. May be used anywhere, on or off base.

3.6. Official Toll Call – A call placed in the performance of one's duty. Ask yourself, "if somebody else was doing my job, would the same call be made?" If so, it is official, if not, it is unofficial.

3.7. Unofficial Toll Call – A call placed that is not duty related.

JEFFREY N. LEKNES, Lt Col, USAF
Director Wing Staff