

4 Oct 96

ADMINISTRATIVE TELEPHONE AND FACSIMILE COMMUNICATIONS  
EQUIPMENT AND SERVICES

A. REFERENCES.

1. DLSC/DRMS-R 4600.3, Dedicated and Common-Use Facsimile Service; DLSC/DRMS-R 4600.5, Audio Information Exchange (AUDIX); DLSC/DRMS-R 4605.3, Use of Telephone Communications Facilities for Official Long Distance Telephone Calls; DLSC/DRMS-R 4640.1, Administrative Telephones and Related Equipment. This directive significantly changes the aforementioned regulations and consolidates them into one directive and one instruction (both numbered 4640.1). Review this directive in its entirety.

2. DLAM 4605.6, Telecommunications Management Manual.

B. PURPOSE. Establish policy and assign responsibilities for using telephones and other voice or facsimile (FAX) communications equipment. This directive supersedes publications referenced at A1 above.

C. APPLICABILITY AND SCOPE. This directive applies to all organizational elements of the Defense Logistics Services Center (DLSC); Headquarters, Defense Reutilization and Marketing Service (HQ DRMS); and the DLA Systems Design Center (DSDC), Directorate of Reutilization and Marketing Management System.

D. DEFINITIONS.

1. Audio Information Exchange (AUDIX). An automated answering service using voice mail to record calls when users are absent. Users may also place messages on the AUDIX.

2. Command and Control Center(s) (CCC). Emergency facilities activated by DLSC/DRMS Emergency Planners during local, national, or global crises and contingencies.

3. Contracting Officer's Technical Representative (COTR). Employees specifically trained and appointed to interact and communicate with contractors and vendors.

4. Communications Service Authorization (CSA). Written agreement authorizing communications services from and to specific parties.

5. Defense Finance and Accounting System (DFAS). Organization charged with (DLA) financial administration, disbursement, and collections.

6. Defense Switched Network (DSN). Global DoD telephone system providing direct-dial access between most overseas and Continental U.S. (CONUS) services, agencies, and associated contractors and (U. S.) allies.

7. For Official Use Only (FOUO). Protected information denied arbitrary distribution unless authorized by the originators.

8. Federal Telephone System (FTS2000). CONUS-wide DoD telephone system managed by the General Services Agency (GSA) enabling authorized subscribers direct-dial access to commercial (long-distance) numbers.

9. Request For Service (RFS). Mandatory formal requests for communications' services, usually prepare by Telecommunications Control Officers (TCOs), and/or senior telecommunications' technicians.

10. Station Message Detail Report (SMDR). Automated record of toll calls processed through the telephone switch.

11. Telephone Custodial Representative (TCR). Specially trained and selected individuals responsible for requesting and documenting all telephone service requests for each organization.

12. Telephone Control Officer (TCO).

#### E. POLICY.

1. Services. DLSC provides cost-reimbursable telephone and FAX services to all Battle Creek Federal Center tenants and others, required to place and/or receive official calls and FAX transmissions. DLSC places restrictions and telephone trunk access and restrictions on Government telephone extensions (lines) per request by the appropriate TCR(s). For non-government users (contractors, vendors, etc.), determines telephone access and restrictions in accordance with specific written agreement(s).

2. Telephone Instrument Assignments. Assigns basic, single-line telephone set to non-supervisory and non-clerical employees; assigns digital display sets to command and directorate staffs; assigns multi-appearance telephone sets to division and branch-level staffs.

3. Special Telephone Equipment. Deaf telephone sets, hard-hearing hand sets, earphones, speaker phones, quorums, etc., are available and compatible with the telephone system.

4. Other Telephone Services and Equipment. Cellular phones and service, pagers, FTS2000 Calling Cards, FTS2000 800 service, and other special requirements are available upon request.

5. Vacant Positions. Telephones will not remain on vacant positions longer than 30 days (from vacancy date).

6. AUDIX Use. Call coverage and/or call forwarding activates AUDIX (voice mail), and is available when employees are absent or unable to personally answer their telephones. Directs call coverage and forwarding paths to manned positions during normal duty hours. DO NOT place priority or emergency calls on the AUDIX.

7. Long Distance Telephone and FAX Services. Official long distance telephone and FAX subscribers must use the most efficient and economical means. The DSN is the preferred long distance system.

a. Use the FTS2000 system for official long distance service when DSN is not available.

b. Use FTS2000 Calling Cards for official long distance calls to commercial numbers when unable to use the DSN or FTS2000 systems.

c. Prohibit all toll and collect calls (resulting in charges to the Federal Center) except special designations such as command-authorized extensions and/or FAX machines.

d. Personnel on TDY making official long distance calls back to DLSC, DRMS, or DSDC will use the most economic means available, e.g., DSN, FTS2000, or 800 service (when available). Does not authorized traveler collect calls back to the center.

e. Prohibits using long distance service for private or personnel business at Government expense.

f. Use of cellular phones for official calls only.

#### 8. FAX Service.

a. Effects routine FAX services over non-secure administrative telephone lines. Use these FAX machines or PC FAX boards only for transmission or receipt of unclassified or non-sensitive information.

b. Classified FAX service using secure telephone lines is available for transmitting or receiving classified and sensitive information. DLSC/DRMS CCCs provide secure FAX services.

#### F. RESPONSIBILITIES.

##### 1. The Chief, Communications Branch (DLSC-VSC), will:

a. Act as the Primary Level Field Activity (PLFA) Telecommunications Manager, performing all related duties in accordance with DLAM 4605.6, Telecommunications Management Manual.

b. Provide and administer telephone facilities and services required for DLSC, DRMS, and DSDC.

c. The PLFA Commander appoints a TCO in writing and briefs TCO on duties and responsibilities.

d. Develop, coordinate, and evaluate telephone requirements for DLSC, DRMS, and DSDC.

e. Manage and control telephone installations and repair service within DLSC, DRMS, and DSDC.

f. Prepare and issue CSAs for commercial telephone services unavailable from the host activity.

g. Annually review telephone facility requirements ensuring the use of the most efficient and economic means consistent with mission requirements.

h. Maintain this directive in a current status and review it annually.

##### 2. The DLSC-VSC TCO will:

a. Perform all TCO duties in accordance with DLAM 4605.6, Telecommunications Management Manual.

b. Prepare RFSs for installation, rearrangements, connections and disconnections on DSN and FTS2000, and FTS2000 800 services, including commercial trunks for the Federal Center.

c. Issue requests for telephone switch hardware and software changes or upgrades to the GSA Regional Telecommunications Office.

d. Review all monthly telephone service billing invoices.

e. Develop required CSAs and perform bi-annual recapitulations ensuring CSA funding.

f. Perform all required (telephone) COTR duties.

g. Schedule and conduct TCR training.

h. Maintain a telephone function file system that includes CSA account balance sheets.

i. Provide assistance to the DRMS Command Security Office (DRMS-I) as required.

3. TCRs will:

- a. Review this directive and ensure their respective directorates are in compliance.
- b. Complete scheduled TCR training.
- c. Prepare and submit DLSC Form 867s to DLSC-VSC requesting telephone services.
- d. Turn-in unused telephone equipment and inform DLSC-VSC of vacated positions.

4. The DRMS-I Command Security Officer will:

- a. Investigate long distance call listings on command or director request and identify any abuse of Government phones.
- b. Report investigation results to the appropriate commanders or directors and furnish copies to DLSC-VSC and DRMS-O.

5. The DRMS Comptroller (DRMS-O) will:

- a. Collect funds due the Government from individuals placing unofficial telephone calls.
- b. Process monthly telephone services invoices and forward to DFAS for payment.

G. EFFECTIVE DATE AND IMPLEMENTATION. This publication is effective this date. Implement upon receipt.

H. INFORMATION REQUIREMENTS.

- 1. DLSC Form 867, Telephone Service Request.
- 2. DLSC Form 1208, Acceptance and Return Receipt for Telephone Credit Cards.

/s/ DANIEL O'HERN for  
WILLIAM Y. T. TAKASAKI  
Deputy