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Communications and Information

TELEPHONE SERVICE

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This instruction implements Air Force Policy Directive 33-1. It established procedures for requesting, validating, approving, and certifying telephone services to both civilian and military personnel. It outlines the procedures for the control of long distance telephone calls and verifying bills for authorized calls. It applies to all units and tenant organizations assigned to the 913th Airlift Wing, Willow Grove Air Reserve Station, Pennsylvania with the exception of the 111th Tactical Air Support Group, Pennsylvania Air National Guard.

1. Terms explained:

1.1. Class "1" telephone service. This class provides telephone lines which permit access to Continental United States (CONUS), OCONUS Services (DSN, FTS, Tolls, etc.) for government official business. Class "1" services provided at this installation include all destinations.

1.2. Class "7" telephone service. This class provides telephone lines for transacting official government business on government installations, but it does not provide direct outdial access. Telephones provided with this service have incoming capability for receiving distant calls and commercial toll services and Defense Switching Network (DSN). They also have dial access to the Base operator for emergencies during normal working hours.

1.3. Defense Switching Network (DSN) access ratio. The ratio of 40 percent of telephones with DSN access to 60 percent not having DSN access. This limitation has been imposed by the U. S. Navy based on access line availability.

1.4. Communications-Computer Systems Requirements Board (CSRB). A board consisting of a Chairperson (Wing Commander or Group Commander), a senior representative from each major staff element or activity, and the communications-computer systems staff officer. This board assists the Commander in approving/disapproving or validating, that is, expressing agreement with, the need for and the use of communications-computer systems resources.

2. Procedures:

2.1. Telephone Service Request, AF Form 3215, **C4 Systems Requirements Document**, will be prepared by the office requiring the service. AF Form 3215 will require the signature of the respective commander in the "Requester Approval Authority" block of the form.

2.1.1. Requirements for class "1" services for units of the 913 AW are submitted to the Telecommunications Manager (913 CF/SCM), who in turn reviews and validates the service. Upon validation the Telecommunication Manager signs the AF Form 3215, approves and validates the service. Class "7" services for units of the 913 AW are submitted to the Telecommunications Manager for process to the Navy in the same manner as class "1" requests.

2.1.2. Request for telephone reallocations are submitted through the 913 CF/SCM for routine processing to the Navy utilizing AF Form 3215.

2.2. Annual certification of physical inventory of installed telephone equipment. The Unit Telephone Control Officer (TCO), as defined in AFI 33-111, is responsible for providing to the Telecommunications Manager, an annual certification that all installed telephone equipment in their units has been physically inventoried and is needed to conduct the unit mission. This certification will be accomplished during December of each calendar year and will be submitted in letter format listing the telephone extension number, the type of equipment in use (wall phone, desk, modem, etc.), the class of service and location (building and room number).

3. Responsibilities. The head of major staff functions will appoint a primary and alternate Telephone Control Officer (TCO) to authorize and control long-distance telephone calls for each Class "1" telephone assigned to their functions. The TCO and Alternate TCO will be a Staff Sergeant or above or GS-5 or above.

3.1. DD Form 577, **Signature Card**, will be used to appoint Telephone Control Officers and their alternates and will serve as the official designation of appointment. DD Form 577, with names and signatures of appointees will be submitted to the Telecommunications Manager.

3.2. The following are the minimum duties and responsibilities of each TCO:

3.2.1. Provide the Telecommunications Manager upon request an estimate of funds required by the activity for commercial long-distance telephone calls.

3.2.2. Maintain a record of the cost of unit telephone calls to compare with allotted funds.

3.2.3. Maintain a record on AF Form 1072, Authorized Long Distance Telephone Calls, of all official toll calls placed from within the unit. This form will also be used for Verification of authorized toll calls for official purposes only.

3.2.4. Verify bill to ensure all local calls are authorized.

3.2.5. Ensure unused telephone equipment is turned in.

3.2.6. Provide the Telecommunications Manager an annual certification that all installed telephone equipment in the unit has been physically inventoried and that it is needed to conduct the unit mission.

3.2.7. Disseminate customer education materials provided by the Telecommunications Manager.

4. Telephone Call Authorization Procedures:

- 4.1. A person desiring to make an official telephone call over commercial long-distance service will contact the unit telephone control officer for authorization. The telephone control officer will authorize the call after verifying that it is for official purposes and that the use of other means of communications, would impose excessive delays.
- 4.2. The control officer will assign the identifying number to the call and log all pertinent information on AF Form 1072.
- 4.3. The control officer will authenticate the completed AF Form 1072 on the line following the last entry, signifying that the calls as listed hereon were made for official purposes. A "last item" entry will be made immediately following the last call. The following statement will immediately follow the "last item" entry: "I certify that a verification check has been performed on all of the above listed calls and payment is due." For reasons of economy and where operationally feasible, long-distance calls will be placed over the government full-period, flat-rate private line (DSN) service, where access to these services is available.

5. Verification of long-distance Call Statements:

- 5.1. Long-distance billing statements will be broken down by the Telecommunication Office into sectional statements for verification by the respective TCO's. Toll charges will be verified by the TCO within 5 days after receiving bill from billing clerk.
- 5.2. Upon receipt of long-distance call billing statements, each control officer will compare the list of calls on the sectional statements with those recorded on the AF Form 1072. They will adjust the entries on the form to conform to valid details of calls on the bills. Any calls on the bills recognized after local inquiry as having been made officially from the control cost center, will be added to AF Form 1072 .
- 5.3. The final adjustment of AF Form 1072 will be followed by the preparation of AF Form 649, Verification for Long Distance Telephone Calls. When signed, the AF Form 649, will be sent to the Telecommunications Office (913 CF/SCM). It will be consolidated with similar certification from the control officers of other organizational units as a basis for official certification of the total bill from the company.
- 5.4. Sections 1 and 2 of AF Form 649 will contain a "last item" entry immediately following the last entry. Section 1 will contain the following statement: "The above (number) telephone calls charged to the official bill above (number) listed official calls were placed and recorded on AF Form 1072
- 5.5. TCOs will suspense calls previously submitted in Section 2 of AF Form 649, and when the calls appear on the present bill, they will be listed in Section 3. Section 3 will contain the following statement: "The above listed calls were reported in Section 2 of AF Form 649 for the previous month and were validated as official calls."

5.6. TCOs will retain a record copy of their AF Form 649 on file until disposed of as prescribed in AFMAN 37-139.

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Commander