

4/13/99

SUBJ: FEDERAL TELECOMMUNICATIONS SYSTEM CALLING CARDS AND  
GENERAL GOVERNMENT TELEPHONE USAGE

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1. **PURPOSE.** This order establishes policy, responsibilities, guidelines, criteria, and procedures for the use and management of Federal Telecommunications System (FTS) calling cards and Government-provided long-distance telephone systems and services.

2. **DISTRIBUTION.** This order is distributed to all supervisors in Washington headquarters, regions, and centers and all supervisors in all field offices and facilities.

3. **BACKGROUND.**

a. The Federal Aviation Administration (FAA) has the responsibility to initiate and coordinate all FTS telephone service requests in accordance with Order 4441.16, Acquisition of Telecommunications Systems, Equipment, and Services. FAA established management controls through the Designated Agency Representatives (DAR) to coordinate FTS network services with the General Services Administration (GSA) and the service provider. Each DAR establishes internal oversight functions to ensure that an effective verification system is developed, implemented, and maintained to avoid abuse of FTS services.

b. As the demand for FTS calling cards increases, the potential for misuse also increases. Recent American Telephone and Telegraph (AT&T) Federal calling card billing summaries indicate that calls are being made by employees through onboard airline and rail telephone systems. Airline and rail telephone systems are not a part of the FTS network and, as such, are subject to connection charges for each call. The charges for these transactions are often excessive.

4. **DEFINITIONS.**

a. **Business Call.** A business call is a telephone call made for the purpose of conducting official Government business.

b. **Personal Call.** A personal call is a telephone call made by an employee that is not associated with official Government business.

c. **Authorized Call.** In the Federal Property Management Regulation (FPMR) (Section 101-35), Order 1500.14A, Travel Manual, and some labor agreements, an employee is authorized to make some personal calls under certain defined circumstances. Authorized calls are paid for or reimbursed by the Government. Appendix 1, Examples

of Authorized Calls, contains examples of calls that may be considered authorized calls. Please refer to the FPMR, Order 1500.14A, and other union contracts where applicable.

d. **Unauthorized Call.** Personal calls beyond the conditions described in the FPMR, 1500.14A, all union contracts, and this order are unauthorized calls.

e. **FTS Network.** A private FTS Network, which is technologically advanced and cost effective, is designed to handle both the current and future communications needs of the various agencies of the Federal Government. There are two service providers for the FTS program: AT&T (Network A) and U.S. Sprint (Network B). FAA is currently assigned to Network A with AT&T. FTS network integrates voice, data, and video services to achieve ease of use, economy, and capabilities for the evolving to new, all-digital integrated facilities, such as the Integrated Services Digital Network (ISDN). The FTS network permits calling to and from three types of locations: on-net, off-net, and virtual on-net. Appendix 2, Placing Calls with FTS Network, contains more information on the types of calling locations, as well as the procedures of placing calls using an AT&T FTS calling card.

f. **Non-FTS Service.** Service that is provided through a commercial long-distance network is non-FTS service. For example, telephones located on airlines and trains are not part of the FTS network, thus calls made at those locations are subject to excessive connection charges.

g. **Issuing Authority.** The designated organization, office, or individual that is in charge of the general management of the FTS network and Federal calling cards. The Office of Acquisitions, Facility Management Division, ASU-400, serves as the issuing authority for headquarters; Telecommunications Management and Operations (TM&O) offices in regions and centers serve as the issuing authority for Federal calling cards and the FTS telephone network. The Leased Telecommunications Program Division, AOP-500, is the FAA FTS National Program Office that provides overall administration of the program.

h. **Requesting Authority.** Office managers/supervisors at Washington headquarters and regional and center locations are the requesting authority to "justify" the need for and coordinate the use and control of Federal calling cards.

i. **Cardholder.** The cardholder is the employee who has been issued a Federal calling card for his/her use to make official business calls while on official travel status or away from the office.

j. **Designated Agency Representative.** The Designated Agency Representative (DAR) are the agency's point of contact with the contractor for requesting FTS network services. The DAR is the only authorized agency person to place service requests with the contractor. DAR's are also responsible for overseeing service acceptance, verification of usage, account reconciliation, monitoring of network quality, escalation of

complaints, financing, and forecasting future telecommunications needs and costs. All FTS Federal calling cards are ordered through the DAR at headquarters and regions.

k. **Call Detail Report (CDR).** A CDR is a recurring report of long-distance telephone calls from the service provider showing the originating number, destination number, city and state, date and time of day the call was made, and the duration of the call.

5. **SCOPE.** This order covers the management and control of Federal FTS calling cards and general Government telephone systems usage by FAA employees and contractor personnel. This order establishes guidelines and policy for the distribution, management, proper use, and control of FTS calling cards and general Government telephone usage at the Washington headquarters, regions, and centers level.

6. **POLICY.** It is FAA policy to:

a. Ensure that FTS is the long-distance carrier choice on all Government telephone services, where available.

b. Provide FTS calling cards to employees having a frequent need to make official business telephone calls while on official travel status, including international travel, or away from their offices.

c. Budget and provide funds for FTS services and Federal calling cards in accordance with Order 1830.6B, Telecommunications Asset Management.

d. Review and validate all requests and justifications for calling cards on an annual basis.

e. Manage waste, fraud, and abuse of Federal calling cards and all forms of telecommunications services to ensure that these services are used only for Government authorized calls.

## 7. **GENERAL CRITERIA.**

a. The FTS network and Federal calling card service are designed to provide the Government with cost effective telecommunications services. Federal calling cards are normally requested by validation forms or letters with the appropriate justification and certification of need by the immediate supervisor/manager.

b. It is to the best interest of the agency to utilize FTS network services for all long-distance telephone calls including international calls. International calls (including Canada) can be placed by utilization of an FTS calling card if the individual user has been given the authority. Dialing procedures are identified on the back of the calling card (see also Appendix 2, Placing Calls with FTS Network).

c. FTS calling cards and general Government telephone systems are provided only for use in conducting official business. Unless specifically authorized, they are not to be used for making personal calls except as outlined in this order (see Appendix 1, Examples of Authorized Calls).

d. Telephones located on board airlines and trains are not part of the FTS network and connection charges are excessive. Accordingly, employees are not authorized to use the Federal calling card through airlines and rail telephone systems except in extreme emergencies. Emergency conditions under which these telephones may be used generally involve life threatening and/or Federal property destruction situations or events, anticipated or in progress. Examples of emergency conditions include potential or actual hijacking, bomb threats, hazardous material spills, etc., which could adversely affect the safety of human life.

e. FTS calling cards are normally not to be used to dial in for cc:Mail connections. Instead, use the toll-free number of FAA voice mail system for long-distance cc:Mail connections. In case a toll-free number is not available, the calling card can then be used as an alternative.

(1) For Washington headquarters, dial the toll-free number 1-800-842-8736, then put seven comas and enter the appropriate code (7-5655) to reach the cc:Mail system. Specifically, in cc:Remote setup, type in "18008428736,,,,,,75655" (not including the quotation marks) as the post office telephone in personal profile, or type "atdt18008428736,,,,,,7655" when dialing manually. Please note that several Washington headquarter offices located at satellite locations use different toll-free numbers to reach the cc:Mail.

(2) For regions and centers, follow local toll-free number system access procedures and/or cc:Mail dial-up options to get connected to cc:Mail.

(3) For Alaska Region and some FAA remote locations, it is routine to use the FTS calling cards to dial in for cc:Mail connections, because 800 toll-free service from Alaska is more expensive than the FTS calling card services and some FAA remote locations simply do not have access to 800 number services.

f. The FTS Network and Federal calling card are the property of the U.S. Government. Misuse of the Government telephone system and Federal calling cards will result in card withdrawal or cancellation and/or disciplinary action under the conduct and discipline procedures. In accordance with the National Resources Information Bulletin (NRIB), employees may not use or permit others to use Federal equipment or property, including telecommunications capabilities, for other than official business or officially approved or sponsored activities.

g. Employees are not authorized to make or accept collect calls via Government telephone systems.

h. FTS audio conferencing capabilities available through calling card may be used to supplement existing teleconferencing resources.

8. **RESPONSIBILITIES.** Appropriate procedures and responsibility assignment shall be established to control the use of Federal calling cards and general Government long-distance telephone systems and services with respect to reducing cost.

a. **Washington Headquarters.**

(1) **Issuing Authority.** The Office of Acquisitions, Facility Management Division, ASU-400, is responsible for oversight and evaluation of the Washington headquarters telephone systems and services program. The staff shall:

(a) Serve as the program management office for calling cards for all Washington headquarters offices and employees.

(b) Act as the FTS DAR for headquarters, a central point-of-contact for service requests and problem resolution.

(c) Maintain an inventory file of calling cards and users for each calling card account.

(d) Conduct an annual review to ensure that the justifications for the use of calling cards remain valid.

(e) Forward billings/CDR's for Federal calling cards to appropriate offices for review and certification on a monthly basis.

(f) Coordinate with FAA FTS Program Office within AOP-500 for contacts with GSA and AT&T to make sure that the agency's concerns are heard by GSA.

(2) **Requesting Authority.** The supervisors/managers of offices at all levels are responsible for the coordination of calling cards use, management, and control. This authority may be redelegated to staff members. As the requesting authority, they shall:

(a) Serve as the coordinators between the DAR and Federal calling card users within their own offices or designate personnel responsible for the coordination of FTS calling card usage.

(b) Identify and justify the need for FTS calling cards within their specific branches or divisions.

(c) Initiate service requests to the DAR for official action, by submitting AT&T FEDCARD (FTS) Validation Request Form and other request justification information, if there is any.

(d) Review billings/CDR's forwarded by ASU-400, which will allow employees and supervisors to certify that all calls made were for official business.

(e) Justify any calls made using airline or train telephones, and then submit reports to the DAR office.

(f) Take necessary steps to obtain reimbursement for unauthorized calls under established procedures, up to and including disciplinary action as appropriate (see paragraph 9c in this directive).

(g) Disseminate this order to all cardholders, other employees, and contractors in their organization, to ensure that all employees and contractors, particularly cardholders, are aware of their responsibilities and the agency policy in this order.

**(3) FTS Users and Calling Cardholders.** FTS users and cardholders shall:

(a) Use FTS services and calling cards for official business or officially authorized activities.

(b) Secure calling cards when they are not in use; and refrain from loaning calling cards to unauthorized personnel.

(c) Keep the number of authorized personal calls to a minimum (average no more than one call per day) in accordance with the agreements between the labor unions and the FAA; keep the duration of personal calls less than 5 minutes.

(d) Use the Government calling card or personal credit/calling card for making authorized personal or business calls while on travel. Allowable reimbursement may be requested via travel vouchers when using personal credit/calling card.

(e) Return calling cards in their possession upon retirement, transfer, or departure from the agency, by filling out FAA WA Form 4650-1, Property, Records, and Indebtedness Clearance Record, and following appropriate procedures; notify ASU-400 for further action.

(f) Immediately notify ASU-400 but do not contact AT&T directly when calling cards have been lost or stolen. Within 2 weeks of this notification, cardholders will followup with a memo detailing the circumstances of the loss or theft of the card.

**b. Regions and Centers.** Regions and centers shall establish administrative procedures and responsibility assignments similar to that of the Washington headquarters and in accordance with this order.

**(1) Issuing Authority.** The regional TM&O offices are responsible for oversight and evaluation of Federal calling cards and general telephone systems and services for their own regions or centers. As the issuing authority, regional TM&O offices shall:

(a) Designate regional FTS DAR(s) to act as a central point-of-contact, along with the Telecommunications Certification Officer (TCO), for regional service requests and problem resolution.

(b) Maintain a regional inventory file of cardholders, billing and service information for regions' FTS calling card accounts.

(c) Conduct an annual review to ensure that the justifications for the use of calling cards held by regional employees remain valid.

(d) Oversee the review and verification of billing information received from AT&T throughout the region.

(e) Forward billings/CDR's for Federal calling cards to appropriate offices for review and certification on a monthly basis, if the offices do not get CDR's directly from AT&T. (Note: AT&T provides flexible billing hierarchy that may allow CDR's to be sent directly to appropriate offices. The billing hierarchy setup may be different from region to region.)

(f) Coordinate with the FAA FTS Program Office within AOP-500 for contacts with GSA and AT&T to make sure that GSA hears the agency's concerns.

(2) **Requesting Authority.** The supervisors/managers of offices at all levels are responsible for the coordination of calling cards use, management, and control. This authority may be redelegated to staff members. As the requesting authority, they shall:

(a) Serve as the coordinators between the regional DAR and Federal calling card users within their own office.

(b) Identify and justify the need for FTS calling cards within their specific branches or divisions.

(c) Initiate service requests to the regional DAR for official action, by submitting appropriate validation request forms or letters (regions may have different local request forms).

(d) Review billings/CDR's forwarded by regional TM&O offices or by AT&T, which will allow employees and supervisors to certify that all calls made were for official business.

(e) Justify any calls made using airline or train telephones, and then submit reports to the regional DAR office.

(f) Take necessary steps to obtain reimbursement for unauthorized calls under established procedures, up to and including disciplinary action as appropriate (see paragraph 9c in this directive).

(g) Disseminate this order to all cardholders, other employees, and contractors in their organization, to ensure that all employees and contractors, particularly card holders, are aware of their responsibilities and the agency policy in this order.

**(3) FTS Users and Calling Cardholders.** FTS users and cardholders shall:

(a) Use FTS services and calling cards for official business or officially authorized activities.

(b) Secure calling cards when they are not in use; and refrain from loaning calling cards to unauthorized personnel.

(c) Keep the number of authorized personal calls to a minimum (average no more than one call per day) in accordance with the agreements between all labor unions and the FAA; keep the duration of personal calls less than 5 minutes.

(d) Use the Government calling card or personal credit/calling card for making authorized personal or business calls while on travel. Allowable reimbursement may be requested via travel vouchers when using personal credit/calling card.

(e) Return calling cards in their possession upon retirement, transfer, or departure from the agency, by filling out appropriate local employee clearance form; notify the regional DAR for further action.

(f) Immediately notify the regional DAR when calling cards have been lost or stolen. Within 2 weeks of this notification, cardholders will followup with a memo detailing the circumstances of the loss or theft of the card.

**9. MANAGEMENT OF WASTE, FRAUD, AND ABUSE.** Issuing and requesting authorities of offices, services, regions, and centers have the primary responsibility to ensure that the use of all forms of Government-provided telecommunications services, including general long-distance telephone systems and FTS calling cards, are for the conduct of official business only.

a. Special emphasis shall be placed on the ongoing review of calling card billing summaries to ensure that calls are certifiable and are within guidelines.


b. Further attention shall be given to revalidation of need for Federal calling cards when cardholders' job responsibilities change.



c. Refer to FPMR section 101-35.202, "Collection for unauthorized use," for procedural guidance when waste, fraud, or abuse is discovered and reimbursement to the Government is necessary.

**10. AUTHORITY TO CHANGE THIS ORDER.** The Associate Administrator for Air Traffic Services, ATS-1, may issue changes to this order necessary to manage calling card usage. The Administrator reserves the authority to approve changes that establish policy, delegate authority, or assign responsibility.

**11. EXCLUSION TO THIS ORDER.** If there is a conflict between this order and a labor agreement, the agreement shall prevail. If there is a conflict between this order and FAA or Governmentwide policies or directives like the FPMR, the latter shall prevail.



Jane F. Garvey  
Administrator



**APPENDIX 1. EXAMPLES OF AUTHORIZED CALLS**

Use of Government-provided local and long-distance telephone systems and services are for the conduct of official business. However, employees are permitted to make authorized personal calls that are considered necessary in the interest of the Government. Authorized calls are defined in paragraph 4c of this order. Examples of such calls include, but are not limited to:

1. Calls to home or doctor if an employee is injured or becomes sick at work.
2. A call to notify family when an employee traveling on Government business is delayed by business or transportation problems.
3. A brief call home, but not more than an average of one call per day, by an employee traveling on Government business in the United States. Note--Federal agencies that require employees to travel outside the United States may wish to implement similar guidance.
4. A call within the local commuting area to advise family of the change in schedule or to make alternative transportation or child care arrangement when an employee is required to work overtime without advance notice.
5. A brief call to a location within the local commuting area to speak to a spouse or a minor child (children) or those responsible for the child (children).
6. Brief calls to locations within the local commuting area that can be reached only during working hours, such as a local government agency, bank, or physician.
7. Brief calls to locations within the local commuting area to arrange for emergency repairs to home or car.



## APPENDIX 2. PLACING CALLS WITH FTS NETWORK

**1. TYPES OF CALLING LOCATIONS.** The telephone network is defined in paragraph 4e of this order.

a. **FTS On-Net.** On-net refers to any call, or portion of a call, terminating on the FTS network. On-net locations, such as the Federal buildings, are directly connected to the FTS network.

b. **FTS Off-Net.** Off-net refers to any call, or portion of a call, terminating off the FTS network. Off-net locations are not connected to the FTS network. These locations include public telephones, hotels, commercial business, etc. To utilize the FTS network from an off-net location, you must have an authorization code that allows you off-net access.

c. **FTS Virtual On-Net.** Virtual on-net locations are not directly connected to the FTS network, but reach the network through local telephone companies. Examples of these locations include remote offices, home, ranger stations, etc. In most cases, a virtual on-net location chooses FTS as its primary long-distance service.

## 2. PROCEUDRES FOR PLACING CALLS USING AT&T FTS CALLING CARD

### a. When in the United States:

(1) Dial 0+area code+telephone number (International: 01+country code+city code+telephone number ); or 10+ATT (10+288)+0+area code+telephone number if AT&T is not the long-distance carrier;

(2) Enter the card authorization code + PIN as instructed. For more information, call 1-800-433-3273.

b. **When outside the United States,** dial USADirect Access Code of country you are calling from. If unavailable, give local operator your international number and authorization code on the front of the card. For more information, call collect: 412-553-7458.



### **APPENDIX 3. REFERENCES**

1. U.S. Code, Section 1348, Telephone Installation and Charges, 1994.
2. Federal Property Management Regulation (FPMR), (101-35), General Services Administration, August 1996.
3. FTS2000 Reference Guide, 1997.
4. Order DOT 1350.2, Establishment of Departmental Information Resources Manual, Chapter 8, Telecommunications Management, 1993.
5. Order 1370.79, Internet Policy.
6. Order DOT 1500.11, Department of Transportation Travel Guiding Principals.
7. Order 1500.14A, Travel Manual.
8. Order 1830.3A, Telecommunications Management and Operations Policy.
9. Order 1830.6B, Telecommunications Asset Management.
10. Order 4441.16, Acquisition of Telecommunications Systems, Equipment, and Service.

