

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

SW 1770.28

SOUTHWEST REGION

6/10/94

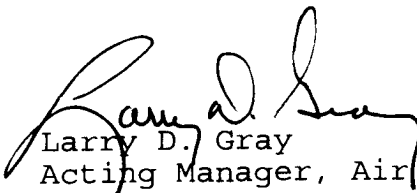
SUBJ: USE OF VOICE MAIL

1. **PURPOSE.** This order provides procedures for the use of voice mail within the Air Traffic Division and at all air traffic field Facilities.
2. **DISTRIBUTION.** This order is distributed to the section level in the Air Traffic Division and limited distribution to all air traffic field facilities in the Southwest Region.
3. **BACKGROUND.** The introduction of voice mail requires that procedures be established to ensure maximum efficiency. This order provides guidance to be followed by all personnel using systems with voice mail capability.
4. **RESPONSIBILITES.** Supervisors and managers are responsible for managing voice mail abuse and complaints. All employees are responsible for customer satisfaction and proper utilization of the voice mail system.
5. **PROCEDURES.**

Voice mail shall not be used to answer the telephone while the individual is at his/her desk. If the individual is on the telephone, voice mail may be used as a "roll over" for a busy signal.

The voice mail message shall indicate the whereabouts of the individual and length of time he/she is unavailable, e.g., in the office but away from the desk, out of the office for the afternoon, the day, the week, etc. This will require frequent updates to ensure the information is current. THE MESSAGE SHOULD NOT CONTAIN INFORMATION STATING YOU ARE OUT-OF-TOWN WHICH COULD CAUSE YOUR HOME TO BE VULNERABLE TO VANDALISM.

The voice mail message shall include alternative instructions for callers who need to speak to someone right away. When possible, these instructions shall include the name and number of a knowledgeable person in the individual's program area.


Larry D. Gray
Acting Manager, Air Traffic Division

Distribution: **A-X(AT)-4; A-FAT-0 (Limited)**

Initiated By: **ASW-500**