

CHAPTER 14
TELECOMMUNICATIONS MANAGEMENT

1. POLICY OBJECTIVES.

- A. Provide telecommunications support and equipment.
- B. Provide technical assistance relative to voice communications installations or changes as requested by Headquarters' Administrative Officers.
- C. Provide policies governing the management and control of telephone services.

2. FUNCTIONAL ORGANIZATIONS.

A. Headquarters.

1. Office of Administrative and Management Services (OAMS), Space Management Division (SMD).

- a. The Director, SMD, is responsible for developing Departmental policy with respect to the management of telecommunications programs; providing technical assistance to HUD Field Offices; and conducting Departmentwide operations relating to communications management.

1. The Telecommunications Services Branch.

- a. Oversees the telephone systems at Headquarters and satellite offices within the metropolitan Washington, DC area.
- b. Surveys and develops specifications for efficient telephone and communications services.
- c. Provide telecommunications equipment, i.e., facsimile, pagers, and special equipment and services.
- d. Maintains liaison with HUD Field Offices, General Services Administration (GSA), other Federal agencies, and private industry.

B. Field Offices.

1. Administrative Service Center (ASC), Administrative Resources Division (ARD).

- a. The ARD implements, administers, coordinates and monitors telecommunications service requests, and orders local telephone service.

3. REGULATORY AUTHORITIES.

- A. The Federal regulations and policies governing the management of telecommunications services are prescribed by the Office of Management and Budget (OMB), General Services Administration (GSA), General Accounting Office (GAO), and the National Telecommunications and Information Administration (NTIA). The basic laws and regulations are contained in 41 CFR 101-37.

4. PRIVACY ACT CONSIDERATIONS. None.

5. CONTRACT REQUIREMENTS.

- A. Authorized personnel are responsible for administering telecommunications contracts.

6. RECORDS RETENTION/DISPOSITION REQUIREMENTS.

- A. See HUD Handbook 2225.06, Records Disposition Schedules, schedule and HUD Handbook 2228.02, General Records Schedules, Schedule 11.

7. KEY CROSS REFERENCES. None.

8. ACRONYMS.

ACD	- Automatic Call Distribution
ACRS	- Administrative Client Request/Response System
ASP	- Aggregated Switch Procurement
CDR	- Call Detail Report
CPE	- Customer Provided Equipment
DARs	- Designated Agency Representatives
DPA	- Delegated Procurement Authority
FIRMR	- Federal Information Resources Management Regulation
FTS	- Federal Telecommunications Services
GAO	- General Accounting Office
GSA	- General Services Administration
IT	- Information Technology

LTOP	- Lease to Ownership Plans
NTIA	- National Telecommunications and Information Administration
NCS	- National Communications System
OMB	- Office of Management and Budget
PBX	- Private Branch Exchange
POTS	- Purchase of Telephones and Services
SIBAC	- Simplified intergovernmental Billing and Accounting Code
TDD	- Telecommunications Devices for the Deaf
TIAS	- Telephone Inventory Accounting System
TTY	- Teletypewriter
WITS	- Washington Interagency Telecommunications System

9. **FORMS REFERENCED AND/OR REQUIRED.**

HUD 200.19	- Record of Long Distance Commercial Calls.
HUD-26	- Custody Receipt for Government Property.
GSA Form 789	- Statement, Voucher and Schedule of Withdrawals and Credit.
Treasury Form	
TFS-7306	- Paid Billing Statement.

10. **REPORTING REQUIREMENT SUMMARY.**

A. **Annually.**

1. Annually survey telephone lines.

SECTION 1
DESCRIPTION

11. **GENERAL.**

- A. This chapter provides instructions governing the management of HUD telephone equipment and services to meet the needs of offices at minimum cost to the Government. It also describes available services, provides general policy guidelines for their use, and explains standard HUD procedures for requesting telecommunications services. Use of these instructions is mandatory. Any exceptions must be approved by the Director, Office of Administrative and Management Services. Requests must be documented by a full statement of the special conditions determined to warrant the deviation.

12. **MANAGEMENT AND CONTROL OF TELEPHONE SERVICES.**

- A. The first step of an office management program should be to increase each

employee's awareness of the need to reduce the rising cost of equipment and service. Economy, efficiency, and the ability of the telephone system to support the mission and goals of an office shall be the primary consideration in the selection of telephone equipment and facilities. At a minimum, the following shall be implemented to manage and control telephone services.

1. Establish a telephone awareness program. Office managers, telecommunications management specialists, employees, and contractors have the responsibility to maintain the lowest possible communications costs. Effective telephone awareness will re-enforce HUD's efforts to keep telephone costs to a minimum.
2. Telephones should be provided only for employees whose duties require them to place and receive official telephone calls.
3. One instrument should be standard practice in an office occupied by only one employee.
4. Telephones shall be deinstalled or inactivated promptly when a workstation is vacated.
5. Courtesy or guest telephones (sofa phones) shall not be routinely installed in offices or reception areas. However, Office Directors and above may request a courtesy telephone due to the larger size offices used by these individuals. Otherwise, requests for such service must be accompanied with written justification. The justification must indicate why the installation of such service is essential for operational effectiveness of the office and must be signed by the office manager.
6. Telecommunications facilities shall not be provided, using Government funds, to accommodate the use of employee-owned equipment in offices without prior authorization.
7. The number of telephone lines within an organizational unit should be determined only by the unit's normal functional needs and should be provided on the basis of actual requirements.
8. The importance of the above responsibilities should be emphasized to users by means of an of an active telephone management program. The effectiveness of such a program rests primarily upon the efforts of the first-line supervisors. However, the need for enforcement should be communicated effectively at all levels of supervision and management.

SECTION 2
PURCHASE OF TELEPHONES AND SERVICES

13. **PURPOSE.** This section provides information and guidelines for the selection, purchase, and ordering of telephone equipment and services under the General Services Administration's (GSA) Purchase of Telephones and Services (POTS) contracts for most Field Offices; in Washington, D.C., the Washington Interagency Telecommunications System (WITS); and where an Aggregated Switch Procurement (ASP) is in effect, the ASP contract will be governed.
14. **SCOPE OF THE CONTRACTS.**
- A. Currently, GSA contracts may serve as a vehicle for the purchase, installation, deinstallation, moves, changes, rearrangement, maintenance, and service of both contractor-provided and Government-owned telephone instruments, key and electronic systems, integrated voice/data terminals, telecommunications devices for the deaf (TDDs), cellular phones, digital Private Branch Exchange up to 500 lines, and miscellaneous telephone related equipment.
1. In addition to the purchase of new and used equipment, the GSA contracts can provide maintenance and services on most Government-owned telephone equipment. Cable and wiring is available in various sizes and .types for purchase and installation. Cross-connecting services are also available, and should be considered for use where existing wiring is available for reuse. These contracts cannot be used to service, maintain or repair equipment leased to the Government.
 2. Lease to Ownership Plans (LTOP's) are offered for acquisition of relatively expensive equipment such as a PBX. These LTOP's are installment purchase plans, and equipment ordered by this method must be capitalized as such for financial reporting purposes. Field Offices may purchase small PBX's at any time during the contract period. However, prior approval from HUD Headquarters and GSA must be obtained before purchase and must take place within 60 months after contract award to accommodate the 60 month LTOP period and preclude the Government from exceeding its 10 year contract period.
 3. The use of these contracts does not supersede an office's responsibility to submit a request to GSA for Delegated Procurement Authority (DPA) to procure PBX's and other major telecommunications changes identified in the Federal Information Resources Management Regulation (FIRMR).

15. MANDATORY AND NON-MANDATORY USE OF POTS CONTRACTS.

- A. Current POTS contracts will remain mandatory until a new POTS contract is awarded, at which time the POTS contracts will become optional for use by the field offices.
- B. Use of the POTS contractors is optional for all Government Agency locations not served by GSA consolidated systems. Offices considering procurement or maintenance of telephone equipment at these locations should consider the POTS contracts as an alternative.

16. POTS ADMINISTRATIVE SURCHARGE.

- A. GSA will recover its costs to administer the POTS contracts by a surcharge on the use of these contracts. GSA will also assess all POTS users a surcharge and drop the administrative cost of this program from the GSA consolidated local service program Common Distributable Charge. Offices will be advised by GSA regional bulletins of the amount and method of payment for the charges.
 - 1. **Billing procedures for the surcharge.** POTS users will be billed through the Simplified Intergovernmental Billing and Accounting Code (SIBAC) or receipt of a Statement, Voucher and Schedule of Withdrawals and Credits, GSA Form-789. SIBAC billing customers will receive a Paid Billing Statement for SIBAC transactions, Treasury Form TFS-7306, along with any backup documentation for verification. Simultaneously, the Office of Chief Financial Officer will transmit to the appropriate United States Treasury account orders to transfer funds from the agency account into the GSA Information Resources Management Services, Information Technology (IT) Fund. Non-SIBAC POTS users will receive a GSA Form-789, with backup documentation for payment. Field Offices should verify the bills and remit payment to GSA.
 - 2. In dealing directly with the POTS contractors or other procurement source vendors, offices will be responsible for ensuring that it complies with the provision of the "Prompt Payment Act." Simply stated, the Prompt Payment Act was passed by Congress to ensure the prompt payment of invoices rendered to the Federal Government. Under the Prompt Payment Act, Federal agencies are required to remit payment within 30 days following receipt of an acceptable invoice. If offices are unfamiliar with the provisions of the Prompt Payment Act, it is recommended that they contact the Office of Procurement and Contracts or a Field Contracting Officer.

17. EXCEPTIONS FROM THE POTS CONTRACTS.

- A. The Aggregate Switch Procurement (ASP) contract, currently in place in Vermont, New Hampshire, Massachusetts, Connecticut, Maine, and Rhode Island, provides for equipment (including CPE) and services at these locations. A separate POTS contract is not currently planned for these States.
- B. The Washington Interagency Telecommunications System (WITS) contract has replaced the POTS contract for the procurement of customer premise equipment and related service in the Washington DC area.
- C. Mandatory consolidated POTS contract users may request the GSA Regional Telecommunications Offices to exempt them from the mandatory use of POTS only if they have: (1) A special equipment or service need not available from the contractor; (2) a short term requirement that is more economically served by lease; or any other bona-fide reasons which are approved by HUD Headquarters and GSA Regional Telecommunications Office.

18. ORDERING AND FUNDING OF TELEPHONE SERVICE.

- A. GSA manages consolidated switching systems which provide long distance Federal Telecommunications System 2001 (FTS2001) service and local commercial service for the Department. Local service is provided by the local telephone company and not the contractors. All services related to assigning dial tone, telephone numbers, and optional features are ordered through GSA, via the Washington Interagency Telecommunications System.
 - 1. HUD Headquarters and Field Offices shall issue an annual purchase order directly to the appropriate GSA contractor for the purchase of equipment, services, and maintenance. Subsequently, purchase and work order requests shall be submitted directly to the appropriate contractor as the need arises.
 - 2. Offices using the GSA contracts have the primary responsibility for the administration of any orders placed. This includes placing orders directly with the contractor, inspecting, accepting or rejecting the service performed, and terminating orders for default when warranted. Any default actions must be coordinated with the appropriate GSA contracting officer.
 - 3. All Field Office telephone purchases, installations, moves, or changes shall be paid for by the appropriate Field Office. Funds for projected moves should be requested in the annual Field budget submission.
 - 4. Telephone services and facilities for Headquarters outstationed personnel in Field Offices shall be funded by the Field Offices.

19. TELEPHONE STATION EQUIPMENT.

- A. Telephone station equipment is a major element of telecommunications system costs and the most visible aspect of communications. Telephone station equipment requirements shall be determined through a detailed analysis of the function and operations of the applicable office. The primary considerations in the selection of telephone equipment and facilities shall be based on cost, performances, system features, and the ability of the telephone system to support the mission and goals of the organization.

20. SPECIAL EQUIPMENT AND SERVICES.

- A. Auxiliary telecommunications equipment, services, and system features, including but not limited to facsimile equipment, conference phones, telephone headsets, telecommunications devices for the deaf (TDD/TTY), courtesy phones or sofa phones, automatic call distribution (ACD) equipment, pagers, and automated attendants, are considered special needs. Therefore, the requesting office must submit a request with a detailed justification subject to review and approval of the Director of the Office of Administrative and Management Services or a designee; and in the Field by the Directors, Administrative Resources Division or a designee. Justification for the use of these devices should be based solely on need (as opposed to title or position) as related to the organizational goals, mission, and operational needs. Whenever any special type of installation is planned, management should review the request and approve only needed equipment, services, and system features.
1. **Facsimile Equipment.** Facsimile equipment may be requested when it is determined that the volume of facsimile messages is such that it is not feasible to use existing facsimile equipment within the organization or when existing facsimile equipment is not within close proximity.
 2. **Conference Phones.** Use of conference phones is limited to large conference rooms where there is a documented and recurring need for group participation in conversation. Requests for conference phone installations must be accompanied by written justification by an appropriate program director and include estimates of usage.
 3. **Telephone Headsets.** Telephone headsets may be requested under the following criteria.
 - a. For use by help desk personnel or data input operators where it is necessary to conduct a telephone conversation while accessing computer data related to the telephone conversation.

- b. For use by disabled employees who have a requested a headset as a reasonable accommodation.
- c. For use by sign language interpreters whose duties require them to use the telephone while signing to a hearing impaired employee.

4. **TTY Equipment for the Deaf.**

- a. **For Deaf Employees.** TTY equipment shall be provided to all hearing impaired employees who request it as a reasonable accommodation. If requested, the TTY equipment shall have a dedicated telephone line and shall have the capability of accepting printed messages in the event the hearing impaired employee is not available to receive the call. Also, the equipment shall include a lamp which will flash to alert the deaf employee that a call is being received.
- b. **For Office Coverage.** Headquarters and all HUD Field Offices shall have an advertised means by which a deaf person can access the Department via TTY. This can be accomplished by having a TTY machine at each HUD location or by advertising the TTY number for the Federal Information Relay Service, i.e., 1-800-877-TDDY (1-800-877-8339).

Where TTY equipment is installed in a public access area such as a reception area or building entrance, the standard logo specified by GSA indicating the presence of TTY or TTY-related equipment shall be displayed.

- c. **NOTE:** There are instances where hearing impaired personnel who use a hearing aid may require an amplified telephone handset for use on their telephone instrument. Also, for visually impaired employees, whose duties require them to answer calls on multi-line telephones, tone, voice, or tactile adapters are available which provide information on the status of telephone lines. For additional information contact the Headquarters Telecommunications Services Branch.

- 5. **Courtesy Phones or Sofa Phones.** Courtesy phones or sofa phones may be requested by Office Directors and above. However, an adequate justification must accompany the request.

6. **Automatic Call Distribution Equipment (ACD).** ACD equipment, i.e., equipment that receives a telephone call and places the caller on-hold until the next available operator can assist them, may be requested where there is an inordinate volume of calls being received by a limited number of staff. ACDs are generally used in a "help desk" environment. A detailed justification showing volume of calls and specifically stating the mission goals must accompany all requests for ACDs.
7. **Pagers.** Pagers may be requested where it can be adequately documented that the user must be accessible *immediately* in order to accomplish the goals of the mission. Pagers are issued to Government employees, only.
 - a. **Criteria for Obtaining a Pager.** Examples of the criteria necessary to request a pager include but are not limited to the following:
 1. Persons responsible for providing essential building services, such as, electricity, water, heating and air conditioning, elevator, etc.
 2. Persons responsible for providing or maintaining essential work related equipment or services, such as, telephone systems and computer systems.
 3. Principal staff, where directed by the Executive Assistant to the Secretary, in order to provide immediate assistance to the Secretary or the Secretary's staff.
8. **Pager Responsibility.** Pagers are considered personal property items and as such, employees must sign a Custody Receipt (Form HUD-26) accepting monetary responsibility for the pager in the event it is lost.
 - a. **Returning or Reassigning Pagers.** If a Headquarters employee is transferred to another organization or leaves the Department, their pager must be returned to the Property Supply Branch. In the Field, pagers must be returned to the employee's Administrative Officer. Under no circumstances can an employee personally reassign a pager to another employee. In Headquarters, this can be done only by the Telecommunications Services Branch. In the Field, this can be done only by the employee's Administrative Officer.
 - b. **Types of Pager Service and Equipment.** The type of pager service and equipment provided to an employee depends upon the requirement specified in the justification as well as the availability of funds.

1. **Paging Services.** There are three types of paging *services* available: local, regional, and nationwide.
 - a. **Local Paging Service.** Local paging service can generally transmit a paging signal within 90 miles of the city from which the paging service provider is located.
 - b. **Regional Paging Service.** Regional paging service can generally transmit a paging signal within 20 miles of every major metropolitan area within a region of the country. For example, depending on the service provider, in the northeast the paging signal coverage area may be Maine to Southern Virginia.
 - c. **Nationwide Paging Service.** Nationwide paging service can generally transmit a paging signal within 20 miles of every major metropolitan area within the United States, including Puerto Rico.
- c. **NOTE:** The terms "regional" and "nationwide" service should not be taken literally. Regional and nationwide paging services generally transmit signals only within 20 miles of a major metropolitan area located within the coverage area.
- d. **Paging Equipment.** Three types of pager *equipment* are available:
 1. **Numeric Pagers.** Numeric pagers receive only numeric digits, i.e., telephone numbers. The caller dials the pager number and at the tone enters the telephone number they want the pager user to call.
 2. **Alpha/Numeric Pagers.** Alpha/Numeric pagers can receive both numeric digits (numbers) and alphabetical characters. The caller dials the pager number and is prompted to either enter the telephone number they want the pager user to call, or they may select an option which allows them to dictate a brief message to the pager user.
 3. **Alpha/Numeric Two-Way Pagers.** Alpha/Numeric Two-Way pagers operate the same as described in item d.2. above (Alpha/Numeric). In addition, the two-way pager can also transmit a paging signal to another two-way pager user.

9. **Pager Service Signal Limitations.** Paging services transmit radio signals via airwaves, using a combination of satellites and radio towers, very similar to a local AM or FM radio station. Therefore, reception of a signal is not guaranteed. Environmental conditions as well as natural and man made impediments, such as mountains, tunnels, sub-basements, etc., can garble or stop a paging signal.
10. **Annual Certification of Pagers.** Pagers shall be reviewed annually to determine if pager use is still required. Administrative Officers will be requested to recertify pagers to ensure that the original justification for pager use is still applicable.

21. TELEPHONE LINES.

- A. The number of telephone lines in a system is a major determinant of overall system cost. The following guidelines should be used when deciding on the number and type of lines to be used.
 1. **Primary Line.** A primary line should be used with at least one specific station to be cost-effective. A monthly charge is assessed by GSA and the telephone company for each line. An occasional "busy" signal is not sufficient justification for additional lines. The following guidelines shall be applied when analyzing requests for telephone line services:
 - a. Where an additional requirement cannot be documented, one-line shall be standard for two employees, a two-line rotary for three to four employees, and a three line rotary for up to eight employees. Two to three lines to a group of common users shall be standard practice as opposed to separate lines for each user.
 - b. The use of rotary lines provides for a considerable increase in the incoming call handling capability of a group of lines over a similar number of individual non-rotary lines. In a single line system, rotary line groups of two or three are especially recommended for installation at answering stations to which busy or unanswered lines are forwarded.
 - c. The number of lines available for pickup on a given instrument should be sufficient for, but not in excess of, the number essential for conducting the assigned function.
 - d. Changes of Field Office telephone numbers shall be immediately reported by memorandum to the Space Management Division.

22. **SURVEYS AND INVENTORIES.**

- A. An annual survey and inventory program shall be conducted to ensure the continuing cost-effective use of telephone station equipment, lines, and services.
1. **Purpose.** The purpose of the survey and inventory program is to develop an up-to-date record of existing telephone lines and to improve service without incurring excessive cost.
 2. **Procedures.** To ensure the continuity of this program, the following procedures are recommended.
 - a. Each office using GSA-consolidated services will annually receive a Telephone Inventory Accounting System (TIAS) computerized inventory listing of telephone lines and services by May 1, as recorded by GSA on March 31. Offices should validate the inventory listing and return it to the appropriate GSA office by June 30. Offices that are not receiving GSA-consolidated services should implement and maintain a survey and inventory program of telephone station equipment and services.
 - b. Conduct desk-to-desk surveys. This is the most effective means to ensure that existing telephone station equipment, lines, and features are in accordance with current needs and to verify location of the same.
 - c. Upon completion of the survey, all discrepancies between GSA's TIAS records and the desk-to-desk survey should be reconciled so that appropriate correction can be made to update records.

SECTION 3 **USE OF TELEPHONE SERVICES**

23. **GENERAL.**

- A. The Federal Telecommunications System 2001 (FTS2001) intercity network and other Government provided long distance telephone services are to be used to conduct official business. These networks are to be used for placement of calls instead of the commercial toll network to the maximum extent practicable. Provisions are included herein regarding permissible and non-permissible long distance calls on Government telephone systems by furnishing example of permissible official business calls and by providing standards to be applied when collecting money from persons making unauthorized calls over Government

telephone systems. The intent is to permit Federal employees to make reasonable use of Government telephone systems and at the same time, to guard against abuse of telephone use. It is therefore, the responsibility of managers and supervisors to properly manage telephone usage within their jurisdiction.

24. **POLICY.**

- A. The policy governing official use of the Government telephone system allows employees to make brief personal calls at Government expense when the telephone call does not adversely affect the performance of official duties by the organization, is reasonable in duration and frequency, could not have been made at another time, or is made while traveling on official business. The intent of this policy is that the employee must initiate the call and not the family member located within the vicinity of the employee's duty station. The following are examples of such calls.
1. Calls to notify family or doctor when an employee is injured on the job.
 2. An employee is required to work overtime without advance notice and calls within the local commuting area (the area from which the employee regularly commutes) to advise his or her family of the change in schedule or to make alternate transportation or child care arrangements.
 3. An employee makes a brief call to locations within the local commuting area to speak to spouse or minor children (or those responsible for them, e.g., school or day care center), to call a family physician who can only be contacted during the workday, or to a location to make arrangements for emergency automobile or residential repairs.
 4. The following guidelines apply to reimbursements for use of the Government telephone system while traveling on official business.
 - a. The call must be brief, and in accordance with the HUD Travel Handbook. A statement must be on the Travel Voucher (Standard Form 1012) designating the points between which service was rendered, the cost, and the date of each call.
 - b. The call(s) must be to the employee's permanent duty station or within the vicinity of the residence from which the employee reports for duty each day. All exceptions must be approved on a case-by-case basis.
 - c. Payment for calls will only be authorized when the travel period is more than one night, within the U.S., or other places where the employee is authorized to travel on official Government business.

The total number of calls claimed for each trip may not exceed one call per day.

- d. Employees are encouraged to use the Federal Telecommunications System 2001 (FTS2001).
 - e. Charges for official commercial telephone calls (personal telephone credit cards may be used), telegrams, cablegrams, or radiograms on official business may be allowed provided a statement is furnished showing the points between which service was rendered, the date, and amount paid.
 - f. Approving officials are permitted to approve vouchers claiming calls made using coins at a pay telephone if the amount claimed is reasonable for the area from/to which the call is made.
 - g. Claims for telephone calls made while on official travel must include a copy of the Travel Order Request and Authorization Form (HUD-25), and the paid Travel Voucher (Standard Form 1012). However, if a US Sprint telephone credit card is issued and used to access the FTS2001 network from a commercial off-net phone number, (e.g. from a hotel or pay phone) a claim is not necessary.
 - h. In addition to the daily calls referred to in Paragraph c., employees may be reimbursed for brief, personal calls to inform family members of a change in travel schedule due to official business needs or transportation changes or delay.
 - i. Employee must reimburse the Department for the cost of any unauthorized calls made via the FTS2001 and the commercial network.
5. Observe the following when using a Government telephone.
- a. The authorized use of Government telephone systems (including calls over commercial systems which will be paid for by the Government) shall be limited to the conduct of official business. Government telephones used as a point of contact for an unofficial activity or organization, or the abuse of Government telephone systems, is strictly prohibited and could result in an employee being reprimanded, suspended, or dismissed.
 - b. **Local Directory Assistance.** Local Directory Assistance is discouraged as the Department is charged for this service. Headquarters employees may obtain needed directories from the Telecommunications Services Branch. Field employees should

contact their Administrative Officer.

- c. **Long Distance Directory Assistance.** Employees should obtain long distance numbers from directories or other sources, maintain a list of frequently called numbers, and only use long distance directory assistance to obtain a phone number when no alternative is possible.
 - d. Whenever available, always use the FTS2001 for long distance calls. If FTS2001 service is not available, the commercial long distance network may be used.
 - e. Listing of long distance calls placed over the commercial long distance network and FTS2001 off-net calls are examined. Supervisors are required to certify that such calls made from numbers assigned to their offices were made for official Government business.
 - f. If it becomes necessary to use the commercial long distance network, a HUD 200.19, Record of Long Distance Commercial Calls, must be completed and submitted.
 - g. Acceptance of incoming collect calls is prohibited, except for calls from employees in travel status who do not have FTS2001 available. A HUD 200.19 must be completed.
6. Personal calls that must be made during working hours may be made from Government telephones using the commercial long distance network provided there is no expense to the Government and calls are:
- a. Charged to the employee's home phone number or other non-Government number (third number call).
 - b. Made to a 800 toll-free number.
 - c. Charged to the called party if a non-Government number (collect call).
 - d. Charged to a personal telephone credit card.

7. **Collections.**

- a. Offices should collect for any unauthorized calls made by an employee or other person where it is cost-effective to do so. Each call will be valued and collection made in accordance with listing below. Reimbursing the Government for unauthorized calls does not exempt an employee from appropriate administrative, civil, or criminal action. Collections shall be composed of two parts:
1. The value of the call shall be based on commercial long distance rates rounded to the nearest dollar.
 2. An amount rounded to the nearest dollar to cover the offices' administrative costs, for example, to determine that the call was unauthorized and to process the collection.

8. **Privacy Act Consideration.** Offices shall be familiar with the Office of Management and Budget (OMB) guidance on the Privacy Act implication of call detail programs to manage employees' use of the Federal Telecommunications System.

9. Offices should not install additional telephones or increase levels of service on existing telephones merely to accommodate circumstances for calls that may constitute unauthorized use of Government telephone systems.

25. **ORIENTATION AND TRAINING.**

- A. Managers should include training in the use of the Government's telephones, equipment, and services as part of an employee's initial orientation and reinforce the training at periodic intervals thereafter. Training should include the proper use of telephone techniques and the Federal Telecommunications System 2001 (FTS2001) network. Training also serves to emphasize the role of employees in holding down communications costs. User training for employees is also essential when new telephone equipment is installed.

26. **MONITORING OF TELEPHONE CALLS.**

- A. As a matter of Department policy, except with prior consent, listening-in and recording of telephone conversations is strictly prohibited. No unannounced telephone recording devices or transmission cutoff equipment of any kind shall be installed or used in the Department.

27. **FEDERAL EMERGENCY CONDITIONS.**

- A. The Administrator, General Services Administration, shall plan for and provide,

operate, and maintain appropriate telecommunications facilities designed to meet the essential requirements of Federal civilian departments and agencies during an emergency within the framework of the National Communications System (NCS). Plans and programs of the Administrator will be in agreement with National telecommunications policies, plans, and programs.

1. **Reduction In Use During Emergency Conditions.** To minimize possible disruptions to the orderly processes of Government and to ensure that outgoing calls can be made during an emergency by those officials responsible for resolving problems arising therefrom, it is imperative that each employee forego or drastically limit the use of the telephone during such emergency. When an essential call must be made during an emergency, the caller should strive for the utmost brevity in completing the conversation. Also during an emergency, official business unrelated to the emergency which would normally be conducted by telephone should be delayed, where possible, until demands on telephone facilities have subsided, or should be conducted by alternative means of communications.

28. **TELEPHONE SERVICE IN PRIVATE RESIDENCE.**

- A. The United States Code, annotated, 31 USC 679 provides: "Except as otherwise provided by law, no money appropriated by any Act shall be expended for telephone service installed in any private residence or private apartment or for tolls or other charges for telephone service from private residences or private apartments, except for long-distance telephone tolls required strictly for public business, and so shown by vouchers duly sworn to and approved by the head of the office in which the individual using such telephone or incurring the expense of such tolls be employed...."

29. **ANNOYING OR OBSCENE TELEPHONE CALLS.**

- A. HUD employees receiving annoying or obscene telephone calls should discourage the caller by hanging up promptly. This should not be done angrily by slamming down the telephone receiver; this action may result in a call back. Under no condition shall an employee remain on the line listening or conversing with the caller.
 1. Headquarters office managers shall notify the Security Office for investigation and/or action when annoying or obscene calls are received repeatedly.
 2. Office managers in Field Offices should contact the Federal Protective Service and the Director, Administrative Resources Division.

30. FTS2001 INERCITY NETWORK.

- A. The Federal Telecommunications System 2001 (FTS2001) is the primary and recommended telephone system for authorized HUD employees to use in the conduct of Federal Government business. Calls from telephones on the FTS-2001 network are identified as either on-net or off-net. The FTS2001 on-net calls are calls placed within the FTS2001 network which provides direct station-to-station and intra-government dialing for Federal agencies in all 50 states. The FTS2001 off-net calls are long-distance call made from a Government telephone on the FTS2001 network (on-net) to telephones (Government or commercial) not on the FTS2001 network in all 50 states, Puerto Rico, and the U.S. Virgin Islands.

Full understanding of responsibilities and regulations governing the system will ensure the continued efficiency and cost effectiveness of the system. FTS2001 IS TO BE USED FOR OFFICIAL GOVERNMENT BUSINESS ONLY. The Department pays GSA on a time and distance basis for all FTS2001 intercity calls.

31. ORDERING FTS2001 SWITCHED VOICE SERVICES.

- A. Designated Agency Representatives (DARs) are appointed as the contacts with US Sprint for ordering FTS2001 network services and features, and are the only officials authorized to place orders with US Sprint. If additional DARs are required, submit name(s) in the form of a memorandum to the Director, Office of Administrative and Management Services or designee, which will insure that the name(s) are submitted to the General Services Administration (GSA) and US Sprint. The DAR must complete and submit HUD Form 21028 with a cover letter to US Sprint via facsimile, or transmit a request via US Sprint Telemail message service while simultaneously providing the Office of Administrative and Management Services with a copy of the request.

32. US SPRINT FONCARDS.

- A. The FONCARDS are to be obtained directly from US Sprint by the DAR. Before FONCARDS are requested, offices must determine that their use is necessary to conduct official business. The issuance of US Sprint FONCARDS shall be carefully administered. Therefore, offices must establish procedures to control them and their use.
1. Requests for US Sprint FONCARDS shall be justified and submitted to the Director, Space Management Division.
 2. In no case shall Department issued FONCARDS be used for making unofficial personal calls even though it may be the intention of the user to pay the charges when the call is billed.

3. Holders of FONCARDS are responsible for all calls charged. FONCARD invoices are subject to audit procedures.
4. Lost or stolen FONCARDS must be reported immediately to the issuing office to ensure that the card is voided and a replacement issued. Report of lost or stolen card shall be supported with a full explanation as to the circumstances surrounding the situation.
5. The collection and return of FONCARDS is the responsibility of the issuing office when an employee's duties change or tenure is terminated.
6. The issuing office is responsible for immediately notifying US Sprint of FONCARD cancellation.
7. The issuing office is responsible for requesting credit for any billings subsequent to notification of cancellation to US Sprint.

33. TOLL-FREE LINE.

- A. Toll-free telephone service is any arrangement that allows the public to make long-distance telephone calls to authorized locations at Government expense. Requests for such services require approval. Designated Headquarters and Field officials must submit a clear written finding to the Director, Space Management Division, citing the following facts: (a) why service is essential to mission accomplishment; (b) why service is necessary to meet program requirements; or (c) is service required by statute, Executive Order, or other regulations. Additionally, all requests must include a description of the present arrangements for conducting business, estimated number of calls, estimated monthly hourly usage, and such other information that will assist in the evaluation of the request.

34. CELLULAR SERVICE AND EQUIPMENT.

- A. Cellular service is an arrangement for use of radio frequency transmission of voice or data. Cellular equipment should not be used for transmission of sensitive or classified information since radio frequencies are easily intercepted. Offices must determine that use of cellular technology is necessary to conduct official business.

1. Request for Cellular service and equipment shall be justified and submitted via ACRS.
2. In no case shall Department issued Cellular equipment be used for making unofficial personal calls even with the intent to pay for the calls.
3. Users of Cellular equipment are responsible for all calls charged and are subject to audit.
4. Lost or stolen Cellular equipment must be reported immediately to the issuing office. Report of lost or stolen equipment shall be supported with a full explanation as to the circumstances surrounding the situation.
5. Issuing organizations should require individuals who receive cellular equipment to sign a Form HUD-26 (Custody Receipt for Government Property on Personal Charge) to establish responsibility for safeguarding the equipment. This will also provide a means to assure return of the equipment if the employee leaves the Department.
6. The collection and return of Cellular equipment is the responsibility of the requesting organization when an employee's duties change or tenure is terminated.

SECTION 4

LONG-DISTANCE TELEPHONE CALLS.

35. GENERAL.

- A. This section provides guidance to HUD Offices on ways to manage and control long-distance telephone services. While the guidance is directed primarily to offices which use GSA's FTS2001 intercity services, it should also be used by those offices who manage their own intercity telecommunications systems. The term "commercial long-distance" as used herein means a long-distance call placed from a Government telephone by dialing "9,1", the area code, and the seven-digit telephone number, or a long-distance collect call received and accepted on any Government telephone. This includes all calls to or from most points outside the United States. All long-distance calls shall be limited to urgent official business which cannot be transacted in a reasonable period by a less expensive means. Commercial long-distance costs are subject to audit procedures.

1. Each office should ensure that.
 - a. The FTS2001 long-distance network is used only for official business.
 - b. Commercial long-distance calls are permitted only when FTS2001 service is not available. Commercial long-distance bills must be certified in accordance with 31 USC 1348.
 - c. Only the appropriate level of telephone service is used.
 - d. Information in the Call Detail Report (CDR) is properly managed and analyzed to detect inefficient and inappropriate use of Government long-distance telephone services.
 - e. Collect calls are prohibited except in special or emergency situations. An example is a situation when an employee is on travel status and the FTS is not available. Alternatives to making collect calls is to pay for the call and submit a travel voucher for reimbursement or use a Department issued US Sprint telephone credit card. A record of calls must be kept to expedite telephone invoice certification.
 - f. Unofficial calls such as audio test calls (e.g., dial-a-joke, dial-a-horoscope) are electronically blocked where technically feasible and cost-effective.
 - g. Automated reports are used to identify lines on which no long-distance calls were made and which may be disconnected.
 - h. Publicity programs are used to help make employees aware of agency efforts to manage and control long-distance telephone services.

SECTION 5
CERTIFICATION OF TELEPHONE BILLS.

36. **TELEPHONE BILLS.**

- A. Invoices for the use of telephone services, including credit cards, must be certified by program officials who have designated responsibility for certification of bills. Itemizations shall be certified and returned to the Space Management Division in Headquarters or the Administrative Resources Division Director in the Field. Should it be determined that certain calls on the invoice are not official, immediate action must be taken to gain reimbursement to the Government. A check or money order payable to the Department of Housing and Urban Development covering the charge shall be forwarded with the invoice. Payment does not exonerate the employee and disciplinary action may be taken. Authority to certify invoices may be re-delegated by designated officials. This certification shall read as follows:

"Pursuant to Section 4 of the Act approved May 10, 1939 (53 Stat. 738), I certify that the use of telephones for the official long-distance calls listed herein was necessary in the interest of the Government.

_____ (Signature) _____ (Title) _____

Any calls or services which are not validated should be referred to the utility company rendering invoices for an explanation of questionable charge(s).

1. **Invoice Review and Certification.** Commercial telephone charges for local service, long-distance calls, and GSA consolidated services should be reviewed regularly if cost are to be controlled. Heads of offices or their designees must certify that all long-distance telephone charges were incurred in conducting official business.
- B. **Monthly Commercial Billing.**
1. **Local Calls.** There is usually an additional charge for each local call to a non-Government telephone within the local dialing area.

If the call is placed to an area beyond the originating area, multiple message unit costs may apply. Automatic metering equipment tabulates the number of calls for billing purposes. The accumulation of local calls is shown on the monthly telephone bill as a lump-sum dollar amount.

2. **Local Service Charges for Lines, Special Features, etc.** The telephone bill lists the line number, location, and telephone features. The person reviewing the local service bills should be aware of any change in services. Invoice review can detect errors, such as charges for lines not in use or incorrect. Charges for telephone features vary widely, depending on local tariffs for systems leased from tariffed telephone companies and pricing schemes of vendors on non-tariffed telephone systems. Offices should maintain an accurate inventory of telephone equipment and lines (purchased or leased) and review telephone bills for accuracy.
- C. **Commercial Long-distance Calls.** HUD Offices are billed for commercial long-distance calls directly from the local telephone company or servicing long-distance carrier. Persons making long-distance commercial calls should be requested to verify them. Calls that cannot be certified as official must be reported for appropriate action (e.g., reimbursement to the Government, or disciplinary action). All collect calls and commercial long-distance calls need to be verified as official Government business and verification given to the person who certifies the telephone charges as a check against the commercial bill.
 - D. **Quarterly FTS2001 Intercity Billing.** GSA provides long-distance telecommunications service to Government agencies through the FTS2001 intercity network. Each agency's share of the FTS intercity network cost is determined by automatic and electronic sampling. Based on time and distance, the billing system represents the actual cost of a call. The bills are based on traffic usage during the most recent quarter. This method reflects increased or decreased usage on a time and distance basis. All calls, 24 hours per day, seven days a week, are sampled for billing.

SECTION 6 **TELECONFERENCING SERVICES.**

37. **GENERAL.**

- A. Teleconferencing Service is particularly suited for bringing people together in distant locations to conduct meetings, consultation, decision making, etc., over the telephone from their respective offices or in a conference room. This service is maintained in response to the need to conserve energy and reduce travel expenses within the Federal Government.

Teleconferences cannot take the place of every conference or meeting, but when they can, officials are urged to consider teleconferencing as an alternative to business travel.

38. **FTS2001 CONFERENCE SERVICE (U.S. SPRINT).**

- A. Teleconference calls may also be arranged through U.S. Sprint via the Department's FTS2001 contract. An unlimited number of lines may be reserved for this service. Conference calls may be conducted 24 hours a day, 7 days a week. Arrangements for this service can be made by contacting the U.S. Sprint Teleconference Coordinator at 1-888-543-8027.

39. **TELEPHONE SET CONFERENCING.**

- A. Teleconferencing is a feature available on all Headquarters telephone sets and most Field Office telephone sets. This feature allows the user to conduct a conference call involving at least three participants, including the originator, without special equipment or use of the U.S. Sprint Teleconference Service.

SECTION 7
TOLL-FREE TELEPHONE SERVICES

40. **GENERAL**

Toll-free telephone service is any arrangement that allows the public to make long-distance telephone calls to authorized locations at Government expense. The service is managed by the Office of the Chief Human Capital Officer (OCHCO), Office of Facilities Management Services, Telecommunications Management Branch (TMB). OCHCO-provided toll-free numbers are available to HUD Program Offices. In order to maintain the efficient and cost-effective use of HUD toll-free numbers, requests for such services require the approval of the Chief Human Capital Officer (CHCO).

41. **REQUESTING TOLL-FREE NUMBERS**

- A. Requests for toll-free numbers must be submitted by the Program Office's Assistant Secretary or designee to the Chief Human Capital Officer along with a clearly written justification, explaining:
1. Why service is essential to mission accomplishment or program requirements;
 2. If the service is required by statute, Executive Order, or other regulations;
 3. When, where, and how long service is needed;
 4. Description of the present arrangements for conducting business;
 5. How operations can be maintained without the provision of the toll-free number;
 6. Program Office's point of contact responsible for this service;
 7. HUD point of contact or GTM/GTR and telephone number;
 8. Estimate of number of calls per month.
- B. Upon approval, the Program Office's point of contact shall provide the following information to OCHCO:
1. Point-to number – where toll-free number should ring.
 2. Who will answer the toll-free number, i.e. HUD staff or contractor.
 3. Points of interconnection or other enhancements.
- C. Program Offices shall contact OCHCO to report service outages or contractor changes that affect call center and answering services to the toll-free number.

42. **OWNERSHIP OF TOLL-FREE NUMBERS**

HUD retains ownership of all toll-free numbers provided. If service to the OCHCO-owned toll-free number is transferred to another service provider (with HUD approval), then the new service provider must sign a waiver of its rights to the number at time of contract or assignment. HUD retains the rightful ownership of the toll-free numbers. Contractors and service providers must return HUD-owned toll-free numbers to HUD upon demand.

43. **PROVIDING TOLL-FREE NUMBERS**

OCHCO will notify the Program Office's point of contact of the approval and activation of the toll-free number.

44. **ANNUAL SURVEYS**

Annually, Program Offices shall survey its customers to obtain feedback on the services supported by the toll-free number. Program Offices shall maintain copies of the surveys on file. Sample Survey follows.

Program Offices shall:

1. Survey customers and analyze survey results to determine the level of customer satisfaction.
2. Review key performance indicators, such as one-stop customer experience and the customer service representatives' ability to respond to frequently asked questions (FAQs).
3. Review quality of services provided by toll-free customer service representatives.

45. **MONITORING TOLL-FREE NUMBER USAGE**

- A. Annually, OCHCO will notify Program Offices of low usage of its toll-free numbers. Low usage may result in cancellation of the toll-free number. Program Offices will be given 30 days in which to provide a justification to retain the toll-free number.
- B. Annually, OCHCO will request a sampling of survey results for review and compliance. If requested, a Program Office shall submit a report to OCHCO indicating steps it has taken to address and improve customer service.

Program Offices shall:

1. Review customer satisfaction levels.

2. Address through training improvements that can be made for better customer service if less than 51% of customers respond as satisfied with the toll-free service.

SAMPLE TOLL-FREE SURVEY

Thank you for participating in our Customer Satisfaction survey. Your input will provide value feedback in support of our program.

1. The time it took for the Customer Service representative to answer the phone.
 - Completely Satisfied
 - Satisfied
 - Dissatisfied
 - Extremely Dissatisfied

2. The courtesy, respectfulness and professionalism demonstrated by the Customer Service representative.
 - Completely Satisfied
 - Satisfied
 - Dissatisfied
 - Extremely Dissatisfied

3. The ability of the Customer Service representative to provide one-stop customer experience as evident by the Customer Service representative's ability to answer frequently asked questions.
 - Completely Satisfied
 - Satisfied
 - Dissatisfied
 - Extremely Dissatisfied

4. What was your overall experience with the Customer Service representative on this call?
 - Completely Satisfied
 - Satisfied
 - Dissatisfied
 - Extremely Dissatisfied

5. We invite you to provide further comments on any of the answers above or suggestions on how we can improve our services.