ADMINISTRATIVE INSTRUCTION NO. 1

SUBJECT: Telephone Service

(b) DoD Instruction 5335.1, "Telephone Station Equipment, Use and Service in the National Capital Region," May 14, 1971
(c) Administrative Instruction No. 1, "Long Distance and Local Telephone Calls," July 16, 1971 (hereby canceled)

1. PURPOSE

This Instruction prescribes policies and procedures pertaining to the acquisition and use of administrative telephone service, billing, and accounting for such services in the National Capital Region (NCR).

2. POLICY

2.1. Telephone installation will be limited to the simplest and most economical combination of lines, instruments, and auxiliary devices capable of satisfying basic and normal communications requirements without imposing unreasonable delay on the transaction of official business. Prestige and convenience features that are "nice-to-have," but unessential are not authorized (see enclosure 1 to reference (b)).

2.2. Telephones will be used only for official business except in cases of emergency.
2.3. DoD Telephone Directories will be distributed on an as needed basis, but will not exceed one for each instrument.

3. **APPLICABILITY**

This Instruction is applicable to all organizational entities of the Office of the Secretary of Defense and other activities deriving administrative support from Washington Headquarters Services.

4. **RESPONSIBILITIES**

4.1. The Heads of Organization Entities, (i.e., Under Secretaries of Defense, Assistant Secretaries of Defense, Assistant Secretaries of Defense, Assistants to the Secretary of Defense or equivalent) are responsible for:

   4.1.1. Designating an individual who will represent his/her organization with the Space Management and Services Directorate, Washington Headquarters Services (WHS), on all matters concerning acquisition and use of administrative telephone service.

   4.1.2. Emphasizing to all personnel that telephone equipment is provided for the transmission of "Official Government Information" only.

   4.1.3. Insuring compliance throughout their respective organizational entity with the policies and procedures contained in this Instruction and reference (b).

   4.1.4. Evaluating and justifying all requests for telephone service originating within the organizational entity.

   4.1.5. Ensuring that all telephone equipment is being fully utilized and requesting that surplus equipment be disconnected.

   4.1.6. Requesting listings/changes in the alphabetical section of the DoD Telephone Directory.

4.2. The **Deputy Assistant Secretary of Defense (Administration)** is responsible for:
4.2.1. Providing policy guidance and staff supervision for the use of all commercial telephone equipment.

4.2.2. Designating a WHS Telephone Service Control Officer to serve as the point of contact to accomplish coordination with the DTS-W, to administer the Telephone Service Management Program for organizations supported by the WHS, and to certify C&P/DTS-W invoices for payment.

4.2.3. Reviewing and approving or disapproving in accordance with the policy contained herein and reference (b) all requests for the installation, relocation, or removal of commercial telephone equipment for organizational entities covered by this Instruction.

4.2.4. Insuring that WHS budget requests and financial plans provide appropriate funding support for NCR telephone service.

4.2.5. Updating the DoD Telephone Directory Organizational Section (yellow pages) based on information received from the Heads of organizational entities supported by the WHS.

4.3. The Telephone Service Control Officer, WHS, is responsible for:

4.3.1. Reviewing all requests for telephone services for the purpose of determining compliance with the guidelines as set forth in reference (b). When requested service requirements exceed the guidelines, ensure that required written justification accompanies the request.

4.3.2. Reviewing internal requirements to determine actual need taking into account the potential impact of pending reorganizations and manpower changes.

4.3.3. Serving as the sole point of contact with the DTS-W for requisitioning telephone station equipment and services.

5. PROCEDURES

5.1. Obtaining New or Change Equipment/Service

5.1.1. Designated Organizational Representatives shall submit requests in memorandum form, signed and justified, to arrive in the Office Services Division, Space Management and Services Directorate, WHS, in three copies at least 3 weeks prior to
the date the service will be required. (If the service required is complex, quite extensive, or involves unusual problems, consult with the Telephone Control Officer to obtain advice and guidance prior to preparing the formal request.) Include in the memorandum:

5.1.1.1. The type of service required; e.g., new installation, removal, relocation, when justified, increase or decrease in service, etc.

5.1.1.2. The building and room numbers where the service is required.

5.1.1.3. A diagram indicating the location of each instrument, showing where each number should ring and the required capability (buzzer, pick-up branches, hold) of each position.

5.1.1.4. If the request involves an exception to OSD policy, a detailed justification will be submitted. In such instances the basic request will be signed at the Principal Deputy level or higher.

5.1.1.5. Any additional information that will serve fully to explain and/or justify the desired service.

5.2. Processing Changes in the DoD Telephone Directory

5.2.1. Organizational Representatives will:

5.2.1.1. As changes occur in the alphabetical section of the DoD Telephone Directory, forward a properly completed DD Form 218 (Department of Defense Telephone Directory Alphabetical Section Change Order) to the Office Services Division, WHS, for transmission to the Defense Telephone Service - Washington.

5.2.1.2. As changes occur in the Organizational Section (yellow pages) of the DoD Telephone Directory, provide this information to the Director, Organizational and Management Planning, Office of the Deputy Assistant Secretary of Defense (Administration), for consolidation and transmission to the DTS-W on DD Form 218-1 (Telephone Directory Classified Section Change Order).

5.3. Long Distance Service

5.3.1. Long distance telephone service is available from designated unrestricted telephone numbers through the DoD Automatic Voice Network (AUTOVON), Wide Area Telephone Service (WATS) or Foreign Exchange (FX) line.
Instructions for direct-dial access to these systems are contained in the DoD Telephone Directory.

5.3.2. Calls made over long distance circuits must be limited to official business that is directly essential to mission accomplishment and that cannot be transacted by letter or electrical message in order to keep costs to a minimum.

5.3.3. Calls dialed directly into the long distance system will be automatically registered on magnetic tape. A monthly printout of calls made will be provided to each organizational entity supported by the WHS.

5.3.4. Designated organizational representatives will be responsible:

5.3.4.1. For reviewing the listing of long distance calls for their organization and certifying that all calls were for official business;

5.3.4.2. Where a call is determined to be personal rather than official, initiating action to have the originator make appropriate payment for the call through the Director, Budget and Finance, Washington Headquarters Services.

5.4. Payment for Telephone Services

5.4.1. The Defense Telephone Service - Washington shall:

5.4.1.1. Develop and maintain equitable formulas, and detailed equipment and usage records upon which costs for telephone services will be based.

5.4.1.2. Prepare and submit monthly billings chargeable to the OSD and other activities supported from the WHS, to the Director, Space Management and Services, WHS.

5.4.2. The Director, Space Management and Services, WHS, will review monthly DTS-W billings for accuracy and validity and submit the billings unsigned to the Director, Budget and Finance, WHS, with a statement that they are considered proper for payment.

5.5. The Director, Budget and Finance, the WHS, will:

5.5.1. Execute a quarterly "Reservation of Funds for Telephone Services" and submit it in quadruplicate to the DTS-W. This will be used for the establishment of financial obligations to cover the costs of telephone services received as outlined in reference (b).
5.5.2. Process DTS-W billings for payment. This includes:

5.5.2.1. Verifying the validity and accuracy of the accounting classifications cited on the billings.

5.5.2.2. Ensuring that funds are available and certifying the billings for payment.

5.5.2.3. Forwarding the certified billings to the appropriate finance office on a timely basis to assure prompt payment/reimbursement to the DTS-W.

6. **EFFECTIVE DATE**

This Instruction is effective upon publication.

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