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607.1 PURPOSE AND SCOPE To establish procedures for managing and operating administrative telephone services and equipment BPA-wide.

607.2 DEFINITIONS


A. Administrative telecommunication facilities are voice telecommunications systems and/or circuits that are planned, managed, and used to conduct the business of BPA in support of its mission. Includes telephone handsets, video/audio teleconferencing equipment, customer premise equipment, cellular telephones, facsimile machines, pagers and related devices installed in offices and used primarily for administrative purposes. Telephone systems in the Portland-Vancouver area and in field offices which are indirectly connected to BPA's microwave or carrier communication facilities through leased lines are included in this definition. (Exception: When considering services involving BPA-owned operational telecommunication switchboards or key telephone sets, the procedures for obtaining such services are as established in *BPA Manual* Chapter 608, Operational Telecommunications and Control Facilities.)

B. Form BPA 1450.07, Telephone Request
\\HQ7F01\WRKFORMS\WEB\Web Forms\B1450_07.doc.

607.3 RESPONSIBILITIES

A. Telecommunications Services, Information Resources, is responsible for:

1. Planning, budgeting, requesting, and approving installation of telecommunication facilities and services for administrative purposes in the Portland-Vancouver area;
2. Oversight of field office administrative communications systems with scheduled annual inspections;
3. Providing telephone, information, and directory services;
4. Maintaining liaison with telephone companies and GSA on office administrative communications matters;
5. Evaluating leased-line requirements for BPA-wide interoffice voice/data/video communication facilities;
6. Training on Headquarters voice mail system, cellular phones, facsimile machines, video and audio teleconferencing equipment and use of telephones;
7. Conducting telephone equipment effectiveness surveys;
8. Submitting required reports to the Department of Energy; and

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9. Maintaining annual inventories of administrative customer premise equipment serviced by both the Portland east side and Ross complex switching systems.

B. Regional Managers are responsible for planning and budgeting for administrative telecommunication facilities located wholly within their respective Regions. (Facilities which transect more than one Region or which relate primarily to Headquarters functions are planned and budgeted by Telecommunications Services, Information Resources.)

C. Supervisors are responsible for proper use of the telecommunications system by their staff to include, but not limited to, the effective use of FTS 2000, long distance telephone service, voice mail (VMX system), cellular phones, facsimile machines and audio/video teleconferencing equipment.


D. Information Resources Coordinators and/or Staff Managers are responsible for determining class of service, template requirements, optional equipment and feature requirements, and submission of directory changes.

E. Headquarters organizations operating temporarily in the field (for example, survey and construction activities) determine and budget for their own communication needs.

607.4 INSTALLATION OF FACILITIES: Administrative telephone services are available for BPA offices regionwide. In the Portland-Vancouver area, Telecommunications Services, Information Resources, processes requests for telephone service additions, moves, or changes; and assists in the analysis of telephone system requirements. In all areas other than Headquarters, telephone actions are requested through the Office Facilities representative responsible for that location. Requests for assistance in telephone system selection, analysis, or design should be submitted through normal administrative channels to Telecommunications Services.

A. In the Portland-Vancouver area, supervisors complete and submit a form BPA 1450.07, Telephone Request, \\HQ7F01\WRKFORMS\WEB\Web_Forms\B1450_07.doc to the responsible Staff Manager for approval and forwarding to Telecommunications Services for all required telephone actions. When installing new or moving existing telephones, a floor plan denoting both present and proposed location will be submitted. Upon receipt of form BPA 1450.07 by Telecommunications Services, a control number is assigned. A due date for completion of action is coordinated and passed to the originator. Requested action or service is then scheduled and completed.

B. In Field Offices, Field Construction Offices, and Field Shops, supervisors submit requests to the appropriate Staff Manager. In consultation with Telecommunications Services, the Staff Manager either makes the necessary contacts with the telephone company, including preparation of a Purchase Order, or submits form BPA 1450.07, Telephone Request, to Telecommunications Services. In the latter case Telecommunications Services prepares the necessary procurement documentation.

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607.5 REMOVAL OF FACILITIES

A. Telecommunications facilities which are either excess to an organization's needs or which will not be in use for 90 days or more must be promptly reported to Telecommunications Services, in accordance with 41 CFR-201.38.

B. In the Portland-Vancouver area, form BPA 1450.07, Telephone Request, \\HQ7F01\WRKFORMS\WEB\Web Forms\B1450_07.doc is submitted through the appropriate Staff Manager to Telecommunications Services.

C. In Field Offices, Field Construction Offices, and Field Shops, the request for removal is sent to the appropriate Staff Manager. Use of form BPA 1450.07 is optional with the Regions. A copy of the disconnect order is to be forwarded to Telecommunications Services.

607.6 VOICE MAIL (VMX SYSTEM): Voice mail is a tool designed to improve communications, save employee time and make more efficient use of limited resources. The following rules have been established to insure proper use of the system. Supervisors must:

A. Establish organizational guidelines for employee elective call forwarding to voice mail. (Note: if the caller has the option of transferring out of voice mail, a call answering point, as described in D below needs to be established.)

B. Ensure that all voice mail messages receive a prompt response.

C. Screen all employees' voice announcements and correct where needed.


D. In those organizations electing not to utilize voice mail, supervisors must designate a call answering point(s). This answering point should be the forwarding point for busy lines and/or unanswered calls. This position must be staffed during duty hours and these regulations must be supported and enforced by the supervisor. The answering point must be prepared to take messages.

607.7 CONTROL OF GOVERNMENT TELEPHONE SYSTEMS AND CERTIFICATION OF LONG DISTANCE CALLS: Employees must:

A. Place official outgoing long distance telephone calls via FTS 2000. Audio and/or video teleconferencing will be used in lieu of travel to the extent practicable.

B. Obtain an FTS 2000 calling card in lieu of a commercial calling card if he/she has a requirement to make more than \$10.00 of long distance calls annually.

C. Use commercial long distance telephone service only when the call cannot be completed through FTS or other leased lines.

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D. Authorize and accept incoming collect calls only when required for official business purposes.

E. Maintain records of authorized toll calls (C and D above) and be prepared to verify the bills for such services as official and essential.

1. Official business calls may include emergency calls and other calls BPA determines are necessary in the interest of the Government. Telephone calls may be properly authorized as necessary in the interest of the Government, when they:


- a. Do not adversely affect the performance of official duties by the employee or the employee's organization;
- b. Are of reasonable duration and frequency;
- c. Could not reasonably have been made at another time; and
- d. Are provided for in a collective bargaining agreement that is consistent with the requirements of this chapter.

2. Examples of circumstances that constitute authorized use, when consistent with the criteria in paragraph 607.7E1 (above) are:

- a. Calls to notify family, doctor, etc., when an employee is injured on the job.
- b. An employee traveling on Government business, delayed due to official business or transportation delay, may call to notify family of a schedule change.
- c. An employee traveling for more than 1 night on Government business may make a brief call to his or her family or residence in accordance with BPA travel policy.
- d. Calls to notify family members or to make alternate transportation or child care arrangements (within the local commuting area--the area from which the employee regularly commutes), when an employee is required to work overtime without advance notice.
- e. A brief daily 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 see how they are.
- f. Brief calls to locations within the local commuting area that can be reached only during working hours, such as a local government agency or physician.
- g. Brief calls to locations within the local commuting area to arrange for emergency repairs to employee's residence or automobile.
- h. A "brief" call is considered to be 3-5 minutes. If possible, such calls should be made during lunch, break, or other off-duty periods.

3. No other calls may be placed even if the employee's intention is to reimburse the Government for the cost of the call. Personal calls that must be made during working hours may be made over the commercial long distance network if the call is:

- a. Charged to the employee's personal telephone calling card, home phone number or other non-Government number (third party call);

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- b. Made to an 800 toll-free number; or
- c. Charged to the called party if a non-Government number (collect call).

607.8 PENALTIES FOR MISUSE OF GOVERNMENT TELEPHONES: Government regulations (FIRMR 201-38-007) make provisions for agencies to collect from employees for any unauthorized calls. Collections shall be the value of the call and an amount to cover BPA's administrative costs to determine the call was unauthorized and to process the collection. Abuse may also result in criminal, civil, or administrative action including suspension and dismissal.

607.9 OVERSIGHT OF FIELD AND DISTRICT OFFICE COMMUNICATIONS SYSTEMS

A. Telecommunications Services will schedule and perform on-site appraisals of Headquarters and Field Administrative Telecommunications services and equipment annually.

B. Field appraisals are designed to accomplish the requirements of section 607.3A, and the following

1. Annual certification of telephone service.
2. Annual review of incoming inter-city toll free telephone service.
3. Federal telephone service access terminal equipment review.

607.10 CELLULAR TELEPHONES

A. Cellular telephones are to be used only for official business calls.


B. All long distance calls are to be made via FTS 2000.

C. In order to limit "roaming" charges, cellular telephones should be issued according to the area code and prefix where they will be used most often.

D. Pagers and pay phones should be used in lieu of cellular telephones whenever possible.

E. In order to reduce costs, cellular telephones should not be used to make or receive calls from inside a BPA-owned or occupied building or when near a pay phone.

F. Do not forward office telephones to a cellular telephone. Employees doing so run the risk of inadvertently receiving personal phone calls and, as such, may face administrative action (per paragraph 607.8 above).

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G. Monthly bills will be sent to each Group’s cellular inspector for review and forwarded to the individual users for verification signature. Billing errors should be brought to the attention of Telecommunications Services’ cellular COTR per DOE directive 1450.3A (Call Control/Verification Programs and Authorized User of Government Telephone Systems).

607.11 REFERENCE: Order DOE 1450.3A, Call Control/Verification Program and Authorized Use of Government Telephone Systems, dated 4-9-92, which provides DOE policy on authorized use of Government telephone systems and establishes DOE policy on call control/verification programs.