
**USE OF TELEPHONE SERVICES – FEDERAL TELECOMMUNICATIONS SYSTEM
(FTS) AND COMMERCIAL LONG DISTANCE**

1. **PURPOSE.** The purpose of the circular is to provide policy guidelines for establishing internal controls to insure proper use of the Federal Telecommunications System (FTS) Intercity Voice Network and to minimize the use of commercial long distance calls.
2. **POLICY.** It is the policy of this Bureau to ensure that the Federal Telecommunications System (FTS) is used in the most economical manner for conducting official Bureau business only.
3. **SCOPE.** This circular is applicable to all Bureau components who utilize the telephone for Bureau business.
4. **SUPERSESSION.** This circular supersedes Circular C 70-2, dated November 21, 1978, "Use of Telephone Services, Federal Telecommunications System (FTS)".
5. **BACKGROUND.** The FTS Intercity Voice Network was established to minimize the cost of official long distance calls made by Federal agencies. The system is under the overall management of the General Services Administration and costs are prorated to the agencies served by the FTS on the basis of usage.
6. **GUIDELINES.**
 - a. **OFFICIAL CALLS.** Bureau employees shall use the FTS Intercity Voice Network in lieu of commercial telephone facilities except for long distance calls to locations not served by FTS; and urgent calls which cannot be delayed when the FTS lines are busy.
 - b. **PERSONAL USE.** FTS intercity telephone service and Government – provided commercial telephone services are for official Government business only. Personal use of Government facilities or commercial facilities paid by the government is prohibited by Treasury Directive TD 73, Section 52.A.
 - c. **FTS COST** There appears to be a widespread misconception among FTS users that the Bureau pays the same amount for the FTS regardless of the number of calls made. This is not true. The Bureau's FTS costs are based upon calling volume.
 - d. **ELECTRONIC CONTROLS.** Managers should consider applying electronic controls to the telephone lines not officially required for commercial and FTS long distance use. These controls can be used to block commercial and FTS long distance calls while permitting local dial "9" calls to be made. The Bureau

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Telecommunications representative can advise you of the controls available in a particular area.

7. CONTROLS. The Office of Management and Systems distributes a monthly FTS Detail Usage Report. This report furnishes managers with a 20% sampling of FTS calls for the given month. In addition, for all commercial toll calls each office is required to submit BEP form 8504 "Commercial Toll Call Record and Certification". To conform with C&P telephone bill the 8504 report should reflect toll calls made from the 16th of the previous month thru the 15th of the present month.

Each manager will review the reports. Any employee who has misused the systems will be expected to reimburse the Bureau.

8. RESPONSIBILITIES.

a. It is the responsibility of each Bureau manager and/or supervisor to make every effort to use FTS and Commercial Long Distance only in those instances where it is necessary, desirable, or the economics of the situation dictates its use.

b. The Bureau Telecommunications Representative, Management Information Systems Division, Office of Management and Systems, is responsible for monitoring FTS and Commercial Long Distance activity, reviewing usage data, advising management, and reporting as appropriate.

c. The Bureau Telecommunications Representative will answer questions on any fact of the FTS and Commercial Long Distance services and provide information pertinent to usage. This representative can be reached on 447-0853 or 447-0460,

9. OFFICE OF PRIMARY RESPONSIBILITY. Management Information Systems Division, Office of Management and Systems.

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Kenneth J. Kelscheur
Acting Assistant Director (Administration)

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