

CHAPTER 2. TELEPHONE EQUIPMENT AND SERVICES

Section 1. Description

- 2-1. GENERAL. This Chapter provides instructions governing the managing of internal HUD telephone equipment and services to meet the needs of offices at minimum cost to the Government. It contains descriptions of equipment and services, procedures for analyzing requests, and conducting utilization surveys. These instructions are mandatory by all offices. Any exceptions must be approved by the Director, Office of Administrative and Management Services, in accordance with Paragraph 1-7. Requests must be documented by a full statement of the special conditions determined to warrant the deviation.
- 2-2. MANAGEMENT AND CONTROL OF TELEPHONE SERVICES. The first step of an office's 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 considerations in the selection of telephone equipment and facilities. Appropriate steps must be taken to control costs. Telephone facilities shall be provided only to meet actual day-to-day needs.
- a. Telephones shall be provided only for employees whose duties require them to place and receive official telephone calls.
 - b. A single instrument shall be installed to serve the needs of two or more persons at adjacent desks where call volume is sufficiently low.
 - c. One instrument is considered standard in offices occupied by a single employee.
 - d. Telephones shall be removed promptly when a work station is vacated or is expected to be vacant for 3 months or longer.
 - e. Courtesy or guest telephones shall not be routinely installed in offices or reception areas. Requests for such service must be accompanied with written justification. The justification must indicate why the installation of such service is essential for the operational effectiveness of the office and must be signed by the Office Head.
 - f. Telecommunications facilities shall not be provided, using Government funds, to accommodate the use of employee-owned equipment in offices.

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- 2-3. ORDERING AND FUNDING OF TELEPHONE SERVICES. Request by

organizational components for telephone services shall be submitted on form HUD 505 (Appendix 4). Orders for changes and installations are subject to Paragraph 1-6 thru 1-9. Field Office staff responsible for the actual ordering should be familiar with this Handbook, approved Regional standards, Federal Procurement Management Regulations (FPMR's), and local General Services Administration (GSA) procedures and forms. Actual ordering for Headquarters offices is accomplished by the Communications Management Branch.

a. Orders shall be processed and submitted as far as possible in advance of the date services are required. When feasible, on site inspection shall be made of the area covered by the request to analyze the proposed change(s).

(1) All Field Office telephone moves or changes shall be paid for by Regional Offices. Funds for projected moves should be requested in the annual Regional budget submission.

(2) Telephone services and facilities for Headquarters outstationed personnel in Field Offices shall be funded by the Regional Offices.

(3) Data communications services and equipment is funded by the Office of Information Policies and Systems.

2-4. TELEPHONE STATION EQUIPMENT. Telephone station equipment and features are a major element of telecommunications system costs and the most visible aspect of communications. Mandatory considerations to be used in selecting station equipment are cost, performance, and the features of alternative arrangements, i.e., electronic features.

a. Standard Desk Telephone. This is the basic unit of telephone station equipment ordered by HUD. It can be used as a main or extension station.

b. The Six-Button Set. This set is designed to pick up from two to five lines and generally is equipped with a hold feature. This set shall be provided only where call volumes and work methods require an instrument to have access to more than one line or at central answering locations to permit answering of calls for several persons on more than one line.

(2-4) c. 10 - 30 Button Sets. Where a six-button key station will not provide a sufficient number of lines, 10-button or more key equipment may be required to provide adequate coverage. The need for this equipment often can be eliminated by limiting the lines appearing on each station. These instruments are designed for exclusive use at central answering locations and shall not ordinarily be installed on the desk of the Office Head or Principal

Staff.

- (1) Installations at other than answering points shall be determined by an analysis of all station equipment options with mission and cost being the primary considerations in the ultimate selection.
- (2) Convenience, individual preference or grade level are not valid justifications.

d. Touch-Tone Instruments. Generally, this service is installed under the following conditions, provided instruments can be substituted for regular service without modification to the switchboard:

- (1) When provided without additional cost under a general tariff applicable to all instruments associated with the same private branch exchange (PBX) arrangement.
- (2) When certification or determination is made that a touch-tone instrument is necessary for a physically-handicapped employee to perform his/her official duties.
- (3) When used as an input device in a data communications or Word Processing system.
- (4) When certified in writing by a designated official that, due to special operating requirements, touch-tone instruments are essential to the effective or economical execution of office responsibilities.

2-5. SPECIAL EQUIPMENT AND SERVICES. Whenever any special type of installation is planned, a review shall be made of the total cost; cost will be considered with respect to the actual need. Some items are portable and easily stolen. Offices must take necessary steps to prevent theft.

- a. Auto-call devices, such as Bell Boy, shall be provided only for use in connection with emergency activities and where specific operating situations require use.

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- (2-5) b. Color telephones are permitted only where required to identify emergency or security telephone lines or where instruments may be installed without an additional charge.
 - c. Monitoring and listening devices, transmitter cutoff switches, and other devices for monitoring telephone conversations are prohibited.
 - d. Automatic answering devices shall be installed only when there is a valid need to leave a message on unattended telephones. All installations must be approved by the Director, Office of Administrative and Management

Services.

- e. Speakerphones shall be limited to only those offices where there is a recurring need for group participation in conversation and where hands-free answering is essential. Frequently, this unit is chosen as a status symbol. This item has been designated as restrictive by OMB Bulletin 79-12 and installations shall be minimized. Requests for speakerphone installations must be accompanied with written justification by an appropriate program director showing estimated daily usage.

NOTE: It is Department policy that all parties present be identified when using a speakerphone.

- f. Automatic dialing equipment may be provided when the average number of calls placed each day exceeds 50 and when the same numbers are called on a repetitive basis.

NOTE: Auxiliary station equipment and features, including but not limited to automatic-dialing equipment, courtesy phones, speaker phones, and automatic-ring lines (hot lines) are frequently requested as convenience items as opposed to actual needs. Most of these items are designated by OMB Bulletin 79-12 as restricted and must be minimized. Also, they must be justified annually on the basis of mission, goals, and operation needs.

2-6. TELEPHONE LINES.

- a. Primary Line. A primary line should be associated 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 line is not justification for additional lines. The following standards and guidelines shall be applied when analyzing requests for key telephone services:

2-4

8/83

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- (2-6) (1) 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.
 - (2) 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 nonrotary lines. For example, one line may only handle an average of 20 calls per day, but two lines in a rotary can handle up to 100 and three lines about 180 calls.

- (3) The number of lines available for pickup on a given instrument should be sufficient for, but not in excess of, the number essential for conduct of the assigned function.
 - (4) Call volume, rather than individual preference or grade level, shall determine the number of lines provided. An employee shall not be provided with more than one line for the performance of individual duties without, call volume justification.
 - (5) Changes of Field Office telephone numbers shall be immediately reported by memorandum/teletype to the Communications and Space Management Division, Headquarters and Regional Office Administrative Services Division. In Headquarters, each Administrative Officer will receive automated listings for updating. The updated listings will provide correct data for the telephone directory and HUD locator.
- b. Automatic Ringing Private Lines. These lines, sometimes referred to as "hot lines," are prohibited except where required on an emergency basis or when immediate uninterrupted service is essential. Private lines have very limited application and are not recommended for general office use.
- c. Intercommunicating Lines. "Intercom" lines or systems shall be provided only where necessary for the distribution of incoming calls to a group of stations sharing the same lines. Intercom systems are not designed for interoffice convenience nor extensive conversations. Installations for these purposes are prohibited.

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- (1) Intercom systems are expensive and installation shall be limited to actual requirements for announcing calls.
 - (2) Manual intercoms are used when only a few stations must communicate with each other. They have only one talking path.
 - (3) Dial intercoms allow up to 36 stations to use a single talking path to intercommunicate with each other. This intercom usually is more economical, if more than three stations are desired, and are more practical for large offices.
 - (4) Installations of double link dial intercoms (any type) are prohibited.

2-7. CENTREX II AND III/ESS - CUSTOM CALLING SYSTEMS. "Electronic Switching System (ESS)" refers to a computerized telephone

system with software control. Typically, ESS incorporates a variety of station features which may be preprogrammed or station-user activated by entering codes from the telephone set. This service, often referred to as "nonkey or single-line telephone systems," is offered in many areas by local telephone companies. Implementation of this type of system generally results in an increase of telephone lines while reducing the number of key telephone station equipment.

- a. Station Equipment. The range of station equipment selected is determined by the capabilities of the serving switch used to control the system. The electronic feature charges associated with station equipment varies widely depending on local tariffs. Only a systematic analysis of cost, functions, incoming traffic, and other physical and operational requirements can provide the basis for selection of the best station equipment. Key telephone equipment generally is minimized with this type of system.
 - (1) Features of this system can be accomplished over a plain one-line telephone. No lights, hold button, intercom, or multibuttons are provided.
 - (2) Each station either shares or is assigned a private seven-digit telephone number based on traffic volume.
- b. Features. Generally, three features are standard to all telephones, including Centrex II (key systems) now employed

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- (2-7) at many offices. These are "call transfer," "consultation hold," and "three-way calling." In addition to the standard features, other optional features are available with Centrex ESS that can be used in lieu of key telephone features.
- (1) Call Forwarding - Variable allows a station user to program any internal station number. When activated, all incoming calls to stations are automatically rerouted to that preprogrammed number.
 - (2) Call Forwarding - Don't Answer automatically reroutes incoming call to a secondary station when a given station does not answer within a prescribed time interval.
 - (3) Call Forwarding - Busy Line automatically reroutes incoming calls to a predetermined secondary station when the called station is busy.
 - (4) Call Pickup. A Station user may dial a special code to answer any incoming calls ringing on any other station within a predefined pickup group.

- (5) Call Hold eliminates the need for telephone instrument with hold button. While conversing on any call in progress, the station user activates call hold by depressing the switch-hook once and then dialing either an appropriate "hold" code or by depressing a features button.
- (6) Call Waiting permits a station user to be alerted to an incoming call while on another call on the line. A distinctive tone signal is transmitted to the busy station user's receiver.
- c. Planning. A telephone system utilizing features associated with Electronic Switching System equipment may not lend itself to all offices. Implementation must be determined by a study of operational requirements and analysis of all available station equipment options with mission, goals, and cost being the primary considerations in the ultimate selection. Other factors to be considered are:
 - (1) Application must relate to the operation of an office, sections within an operation, employees in a section, and functions.
 - (2) Clerical workload.

2-7

8/83

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- (2-7) (3) Call volume and calling pattern.
 - (4) Call screening and distribution.
 - d. Training. The last, but very important contributor to a successful implementation, is the proper training of employees and the calling public.
 - (1) Audiovisual instruction is a recommended preliminary.
 - (2) Internal telephone directories should contain operating instructions on all available features.
 - (3) Informing the public requires careful evaluation of directory listings for persons frequently called.

NOTE: The selection and implementation of an ESS system is a major operating decision and must not be left in the hands of GSA or local telephone company. Because of the many factors involved in the design and installation, it is of the utmost importance that the Communications Management Branch be notified before a commitment is made.

- 2-8. SURVEYS AND INVENTORIES. The Communications Management Branch and Regional Administrative Services Divisions shall maintain a program to conduct annually (not later than June 30) a

telephone equipment effectiveness survey and inventory. In addition, surveys must be conducted regardless of frequency, where major relocations, reorganizations or other staffing changes significantly impact telephone station facilities. To ensure continuity of this program, the following procedures are recommended:

- a. Offices served by GSA-operated switchboard should obtain from GSA/Automated Data Telecommunications Services (ADTS) the computerized listing of office telephone services as posted in GSA's records as of March 31 of each year. Offices not served by GSA-operated switchboards should have inventories in office files.
- b. Conduct desk-to-desk surveys. This is the most effective means to ensure that the listing of installed equipment and features is correct.
- c. During the survey, question the need for lines suspected of being excess. Call volumes can be compiled in-house or by requesting assistance from the local telephone company.

2-8

8/83

- (2-8) d. Also, question the use of auxiliary station equipment and features; i.e., speakerphones, code-a-phones, call forwarding, etc. These items are costly and should be eliminated if not fully used.
- e. Upon completion of inventory, reconcile results with listing.
 - (1) Validate GSA's listing noting, if any, billing discrepancies that should be corrected and return to GSA by June 30 of current year.
 - (2) Also, generate telephone orders to remove any services/facilities determined not operationally necessary.
- f. Offices not served by GSA should follow same procedures, except do not forward results to GSA.

Section 2. Use of Telephone Services

- 2-9. GENERAL. A goal of the Department is to reduce all telephone costs. The use of telephone service for personal business or pleasure, or as a point of contact for an unofficial activity or organization is strictly prohibited and could result in an employee being reprimanded, suspended or dismissed. Employee awareness of this goal and constant attention are required in this area of management. The following are some management actions that must be communicated effectively to all employees:
 - a. Request employees to keep telephone conversation time to a minimum, to maximize available services.

- b. Inform employees that government telephones are not to be used for personal calls except in extreme emergencies. Public coin telephones must be used for nonofficial business.
- c. Advise employees that calls to time, weather, home, neighbor, friend, are personal calls for which the Government is billed. Generally, in all local areas, a per call charge or message unit charge is applied to each local call.
- d. Prohibit Directory Assistance calls. In most areas there is a charge for this service. Where frequent calls are necessary to specific geographic areas, outside of normal calling zones, request directories for those areas.

2-9

8/83

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- (2-9) e. Restrict telephone lines, where possible from Direct-Distance-Dialing (DDD).
 - f. Ask employees to discourage friends, relatives, and associates from calling during office hours.
 - g. Follow closely other controls set forth in Paragraphs 2-17 and 2-19.
- 2-10. MONITORING OF TELEPHONE CALLS. 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.
- 2-11. 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 of telephone facilities have subsided or should be conducted by alternative means of communications.
- 2-12. PROCUREMENT DURING FEDERAL EMERGENCIES. Pursuant to Executive Order 11490, Part 20, Section (3), the Administrator of 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 developed pursuant to Executive Order No. 10705, Executive Order No. 11556, Executive Order No. 11051, and the Presidential Memorandum of August 21, 1963, "Establishment of the National Communications System," or other appropriate authority.

2-10

8/83

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- 2-13. TOLL-FREE LINE. The installation of toll-free service may be legally permissible under certain circumstances. Requests for such service require legal and/or legislative approval. A designated official must submit a clear written finding to the Director, Office of Administrative and Management Services, 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, points of interconnection, estimated number and length of calls, and such other information that will assist in the evaluation of the proposal.
- 2-14. TELEPHONE SERVICE IN PRIVATE RESIDENCE. The U. S. 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 shall be employed...."
- 2-15. ANNOYING OR OBSCENE TELEPHONE CALLS. 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.
- a. The office manager shall notify proper authorities for investigation and/or action, when annoying or obscene calls are received repeatedly.
 - b. Headquarters office managers should contact the Office of Inspector General. Office managers in Field Offices should contact their Regional Inspector General.

Section 3. Long-Distance Telephone Calls

2-16. GENERAL. The term "long-distance" as used hereinafter means any toll call made through facilities other than FTS. This includes all calls to or from most points outside the United

2-11

8/83

(2-16) 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. All office heads are responsible for taking extra measures to control long-distance calls to ensure economies in Government telecommunications. Long-distance commercial costs are subject to audit procedures and will be challenged.

a. Generally, long-distance calls shall be made only under the following conditions:

(1) Where the FTS does not permit calls to be completed to nearby exchanges.

(2) When in travel status and a call is of such an urgent or emergency nature that it must be placed immediately.

(a) Long-distance toll charges may be paid by the caller and reimbursement can be requested on the standard travel voucher. Direct-dialed calls are recommended. Charges are lower for these calls than operator-handled calls.

(b) Also, long-distance calls can be billed to caller's normal office telephone number. This is called third number billing.

(3) When a monetary loss to the Government may result if a slower or less expensive means is used.

(4) For calls originating from a telephone not connected to the FTS to one which is connected, but with no FTS switchboard in the city from which the call is being placed or the local switchboard is closed.

(5) When calls must be placed between two telephones not connected to the FTS.

b. Incoming collect calls are prohibited and such calls should be prepaid by the caller. Calls, however, may be accepted from employees in a travel status who do not have FTS available to them. A record of the call must be kept to expedite telephone invoice certification. Employees are liable for cost resulting from a personal emergency collect call.

2-12

8/83

- (2-16) c. Under extreme emergency conditions if an employee places a long-distance call, the operator must be instructed to charge the call to the individual's residence telephone. Where this cannot be accomplished and the call is charged to the Department, it is the individual's responsibility to make a prompt report of such to the Administrative Officer or designee for the purpose of making settlement for the costs, plus any Federal tax which may apply.
- d. Use form HUD 200.19, Record of Long-Distance Commercial Calls, (see Appendix 5 for example), for reporting long-distance calls. This procedure is established to satisfy statutory requirements for certification in accordance with 31 USC 680a. Employees should obtain prior approval from program senior officials to place commercial toll
- 2-17. TELEPHONE CREDIT CARDS. The issuance of telephone credit cards shall be carefully administered and minimized. Convenience is not acceptable justification.
- a. In no case shall Department-issued credit cards be used:
- (1) To call a Department office or other installation when it is possible to use the FTS facilities or third number billing, or to obtain reimbursement.
 - (2) For making personal calls even though it is the intention to pay the charges when the call is billed.
 - (3) For placing long-distance calls in violation of conditions set forth in Paragraph 2-16.
- b. Holders of credit cards are responsible for all calls charged. Credit card invoices are subject to audit procedures.
- c. Lost or stolen credit cards must be reported immediately to the issuing office to ensure that the card is voided and a replacement issued. Reports of lost or stolen cards shall be supported with a full explanation as to the circumstances surrounding the situation.
- d. The collection and return of credit cards is the responsibility of the requesting office when an employee's duties change or tenure is terminated.
- e. The issuing office is responsible for immediately notifying the telephone company of telephone credit card cancellations.

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- (2-17) f. The issuing office is responsible for requesting credit for any billings subsequent to notification of cancellation to the telephone company.

g. Requests for credit cards must contain the applicant's name, office, telephone extension, home telephone, and a justification indicating why existing options do not satisfy requirements. Justification is required annually for credit card renewal. Requests shall be submitted to:

- (1) Headquarters - Director, Office of Administrative and Management Services.
- (2) Field Offices - Director, Regional Administrative Services Divisions.

Section 4. FTS Intercity Network

2-18. GENERAL. The FTS is the primary and recommended telephone system for authorized HUD employees to use in the conduct of Federal Government business. FTS telephones have the capability to call every other telephone in the country, both Government and commercial. Full understanding of uses, responsibilities and regulations governing the system and the FTS Telephone Users' Guide will ensure the continued efficiency and cost effectiveness of the system. FTS IS TO BE USED FOR OFFICIAL GOVERNMENT BUSINESS ONLY. Personal and private business calls are unlawful. Availability of this service generally makes it unnecessary to use commercial facilities. FTS does not mean "Free Telephone Service." The Department pays GSA on a per minute basis for all FTS intercity calls. FTS calls are subject to audit procedures through the use of GSA Automatic Message Account reports (AMA).

2-19. ADMINISTRATIVE CONTROL OF FTS CALLS. Each office shall establish administrative controls to limit the use of the FTS to those situations where it is necessary or desirable to expedite official Government business. When establishing these controls, consideration should be given to the following: prompt service to the public, administrative savings, cost of other means of communication, cost of travel, and the necessity for a permanent record of the communications. Established controls must be communicated at regular intervals to all levels of supervision. Where the possibility of FTS abuse is suspected, greater administrative control can be exercised by management through the restriction of telephone lines from dialing "8." Each office, as a minimum, shall.

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- (2-19) a. Designate employees who are authorized to place FTS calls.
- b. Provide instructions to these employees in the proper use of FTS and, if appropriate, special intra-State dialing instruction at each telephone location. Offices desiring FTS user training should call the local FTS operator.

- c. Provide each user with a current copy of the FTS Telephone Users' Guide.
 - d. Encourage users to follow closely the telephone tips set forth in Appendix 6.
- 2-20. ASSIGNMENT AND NOTIFICATION OF FTS IDENTIFICATION (ID) SYMBOL. A six-digit identification symbol is provided to ensure uniformity and completion of off-net to on-net calls (calls from commercial telephones to FTS numbers). This symbol is periodically revised by GSA as a control measure and is distributed only to Headquarters. In Headquarters, the Communications Management Branch shall notify the Administrative Officers of symbol changes. The Communications Management Branch shall notify Regional Administrative Services Divisions who have the responsibility for dissemination to respective Field Offices.
- a. The FTS ID shall never be given out indiscriminately to an entire office, published in office directives/publications or attached to telephone instruments.
 - b. The FTS ID must be provided when:
 - (1) Placing calls from commercial telephones to FTS telephone numbers.
 - (2) Placing GSA conference calls.
 - (3) Challenged by a FTS operator.
- 2-21. FTS DATA TRANSMISSION. The intercity voice network is available, under controlled conditions, for direct access by offices or their approved cost reimbursement contractors for the transmission of data which can be accommodated over normal voicegrade, unconditioned switched channels, e.g., facsimile and other terminals that may be acoustically coupled. Prior approval for usage must be obtained in accordance with procedures outlined in Paragraph 1-7.

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- (2-21) a. Use of the FTS to transmit data incurs significant costs. The Departments pays a per minute usage charge for all data transmissions.
 - b. Use of the FTS for data transmission should be accomplished only after an analysis of other alternatives have been considered.

Section 5. Certification of Telephone Bills

- 2-22. TELEPHONE BILLS. In Headquarters, the Secretary, Assistant Secretaries, the General Counsel, and other equivalent Office Heads are authorized to approve long-distance calls. In Field Offices, the Regional Administrators are authorized. This

authorization may be redelegated. Invoices for the use of telephone services, including credit cards, must be certified by program officials designated responsibility for certification of bills. Telephone invoices shall be separated to reflect calls placed by each program component and an itemization of these calls sent to the head of the program. Itemizations shall be certified and returned to the originating office. (See Appendix 8 for example of cover memorandum.) 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. Authority to certify invoices may be redelegated 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 the 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 invoice for a explanation of questionable charge(s).

Section 6. Telephone Conferencing Services

- 2-23. General. Telephone Conferencing Service is particularly suited for bringing people together in distant locations for meetings, instructions, consultation, decision making, etc. This service is maintained in response to the need to conserve energy and reduce travel expenses within the Government. Teleconferences cannot take the place of every conference or meeting; but when they can, officials are urged to consider teleconferencing as an alternate to business travel.
- 2-24. HUD UNIVERSAL CONFERENCING SERVICE (HUCS). The Department operates its own exclusive-use teleconferencing service. HUCS provides for the connection of up to 13 government/commercial telephones. Conferees may be added or dropped as required. Information on the use and scheduling of this service is contained in Paragraphs 2-28 and 2-29.
- 2-25. GSA-LOCAL CONFERENCE SERVICE. This service is available through most local GSA switchboards. It provides for the connection of up to five telephones within the 48 conterminous States. The maximum time limit per conference is one hour. Information concerning scheduling may be obtained from the local GSA chief operator or switchboard supervisor.
- 2-26. GSA-NATIONAL TELECONFERENCE SERVICE. This service provides

for the connection of up to 28 government/commercial telephones within the 48 conterminous States. Each call is controlled by an operator who has the capability to add or drop conferees during the conference, when requested. Information on the use and scheduling of this service is contained in Paragraphs 2-28 and 2-29.

- 2-27. GSA-TELECONFERENCE ROOM SERVICE. The teleconference room, GSA Central Office, Washington, D.C., is an acoustically-conditioned conference room equipped with advanced audio components. The room is designed to seat approximately 25 conferees. Headquarters officials desiring to use this service should call the Conference Control Center in Washington, D.C., telephone number 245-3333.
- 2-28. CONFERENCE SCHEDULING PROCEDURES. All conference service is provided on a first come, first served basis. Offices desiring to establish a recurring conference should make arrangements with the Communications Management Branch.

2-17

8/83

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- (2-18) a. HUCS - Requests to use HUCS should be made as early as possible by calling the Communications Center and providing the following information:
- (1) Originator's name and office
 - (2) Date and time of proposed conference
 - (3) Purpose of conference
 - (4) Conference originators shall notify all participants of the date, time, and telephone number to call. Each conferee must call this number at the designated conference time
 - (5) Originator must notify the Communications Center when conference has terminated
 - (6) Originators must promptly notify the Communications Center of cancellations
- b. GSA-Local and National Conference service should be scheduled as early as possible, but not less than 3 hours in advance of the desired time, by calling the appropriate operator and providing the following information:
- (1) Originator's name, agency, and FTS agency identification symbol
 - (2) Date and time period of proposed conference
 - (3) Name, location, and telephone number of each participant

- (4) Any other information required by the operator
- (5) Conference originators shall inform all participants of the date and time of the conference. Each participant must ensure that the telephone line is available at the scheduled time
- (6) The originator should promptly notify the conference operator of cancellations

2-18

8/83

2-29. CONFERENCING GUIDELINES.

- a. A conference call may be extended beyond the time scheduled provided it does not interfere with another conference.
- b. In addition to FTS telephones, commercial telephones may be connected to the conference.
- c. Cancellation of regularly scheduled conference calls should be made as far in advance as possible, before the reserved time period to permit assignment of the time to other users.
- d. The restrictions on monitoring conversations set forth in Chapter 2, Paragraph 2-10, apply to conference calls.
- e. Tips for conducting telephone conferences are contained in Appendix 7.

2-19

8/83
