

TELEPHONE TIPS FOR REDUCING TELEPHONE COSTS

1. Planning a call.
 - a. Prepare an outline of the subjects to be discussed; have all documents and reference materials on hand.
 - b. Determine difference in time zones and duty hours; avoid calls during luncheon period or nonduty hours at distance points.
 - c. Do not make long-distance calls to obtain hotel reservations or arrange travel. Most hotels, motels, and transportation companies have local facilities for making reservations without charge.
 - d. Do not place commercial calls unless you have obtained prior approval.
 - e. Do not place calls over FTS to points within your metropolitan area or where the toll is 50 cents or less for the initial three minutes. Generally, your local telephone directory will identify the exchanges included within and outside your metropolitan calling area.
2. Placing a call.
 - a. Check your list of frequently called numbers, the FTS Telephone Users Guide, or other telephone directories, for correct number. Wrong numbers waste valuable circuit time.
 - b. Do not request secretaries, to complete your call unless you are not in a position to do so. Do your own dialing.
 - c. Cooperate with the FTS operator if your call is selected for sampling by responding promptly with the ID code number assigned for use in FTS sampling.

- d. When calling from an FTS telephone to a non-FTS telephone,
or from a non-FTS telephone to an FTS telephone, give the

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FTS operator your name, your six-digit identification
symbol, and the ten-digit number you are calling.

- e. If other than an FTS operator comes on the line while
placing a call, inform him/her that you are placing an FTS
call, disconnect, and dial again.

3. During a call.

- a. When your long-distance call is answered, always give your
name, the point of origin of your call, and the name of the
person you are calling. For example, "This is Mr. Fox in
Washington, D. C., calling Mr. Jones."
- b. Keep the conversation as short as possible; make every effort
to complete your call in five minutes; avoid unnecessary
personal discussions.
- c. Do not permit your call to be placed on "hold" for longer
than a few seconds. If the person called or the information
requested is not available immediately, arrange a fixed time
for your call to be returned.

4. Receiving a call.

- a. Answer your telephone promptly.
- b. Accept incoming FTS long-distance calls immediately, even
though busy with other matters. Break off local calls if
necessary.