



**LANGLEY  
POLICY  
DIRECTIVE**

**Directive: LAPD 2540.1  
Effective Date: June 4, 1999  
Expiration Date: January 30, 2009**

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**Responsible Office: Network and Computer Services Branch (NCSB), Office of the Chief Information Officer (OCIO)**

**SUBJECT: Telephone Administration (revised 12/5/05)**

**1. REFERENCES**

- a. 41 CFR Chapter 101, Part 101-35, Telecommunications Management Policy.
- b. 41 CFR Chapter 101, Part 101-35, Subpart 101-35.2, Authorized Use of Long Distance Telephone Services.
- c. NPD 2540.1, "Use of Government Telephones."

**2. SUMMARY**

This directive sets forth LaRC policy and responsibilities for the administration of the Langley Telecommunications System (LaTS).

**3. POLICY**

- a. It is the policy of Langley Research Center (LaRC) to:
  - (1) Comply with prescribing NASA and Federal regulations.
  - (2) Provide telephone equipment and services that are essential for operations.
    - (a) Executive Set (ROLMphone 240D (RP240D)) - Authorized for Branch Heads and above.
    - (b) Secretarial Set (ROLMphone 400D (RP400D)) - Authorized for all secretaries.
    - (c) Analog Lines - Analog lines for special applications such as special modems, facsimile machines, secure telephone, or teleconference sets. Analog lines will be provided only when services cannot be provided by the digital ROLMphones.
  - (3) Ensure that telephone equipment and services are used only for official Government business, emergency, and authorized personal calls.
    - (a) An official call is one made in direct conduct of Center business and includes those calls that are provided for in a collective bargaining agreement, consistent with conducting business. A call made to an employee's family by an employee while in

official travel status for more than 1 night is an official call. Such call shall not exceed one per day, on average, shall be brief in duration, and shall constitute a reimbursable item on the employee's travel voucher, unless the call is placed with a NASA calling card.

(b) An emergency call is a telephone call to services such as ambulance, local government, or military groups with jurisdiction for the safety of life.

(c) An authorized personal call is one made under the following circumstances with no additional telephone service added to accommodate authorized personal calls:

(i) The call does not adversely affect the performance of the employee's official duties or the effective function of the employee's organization.

(ii) The call is of reasonable duration and frequency and could not have been reasonably made at another time.

(iii) The call is local, made to an 800 toll-free number, or charged to a personal telephone calling card, to the employee's home telephone, or to the non-Government party called.

b. To the maximum extent practicable, Government-provided telephone systems and services such as FTS 2000 shall be used instead of commercial toll services.

c. No other calls may be placed over the Government-provided telephone system, even if the employee's intention is to reimburse the Government for the cost of the call.

d. Any call that is not official, emergency, or authorized personal usage is an unauthorized call. Suspected misuse of Government-provided telephone services for unauthorized calls will be expeditiously referred to the Office of Inspector General.

e. The individual shall be required to reimburse the Agency for the cost of the unauthorized call. The cost of an unauthorized personal call should be the cost of the call as if it were carried by the primary commercial carrier. The amount should be rounded off to the nearest dollar in order to cover the administrative costs of determining that the call was unauthorized and processing the collection.

f. Willful violation of the provisions of this Langley Policy Directive (LAPD) may also result in criminal, civil, or disciplinary action in accordance with Federal Property Management Regulation referenced in paragraph 1.b.

#### **4. APPLICABILITY**

This LAPD applies to all Langley Research Center employees and all Langley contractor and subcontractor personnel who are authorized by contract to use Government telephone systems.

## **5. RESPONSIBILITIES**

### **a. Network and Computer Services Branch (NCSB), Office of the Chief Information Officer (OCIO)**

- (1) Manage, operate, and develop LaRC's integrated voice/data telephone system.
- (2) Ensure LaTS performance for reliability and stability.
- (3) Provide service to LaRC's telephone users.
- (4) Appoint a representative to discuss moves with the Logistics Management Team (LMT), Center Operations Directorate, and other organizations as required.
- (5) Implement Center policy for the utilization of telephone services and for the allocation of specialized telephone services such as: PhoneMail, executive telephones, and so forth.
- (6) Compare telephone company billings of long-distance telephone tolls charged to LaRC against the documentation of these calls and implement review process of telephone calls.
- (7) Manage LaRC central telephone operators to ensure cost-effective operation.
- (8) Develop, manage, and maintain Center Telephone Directory.

### **b. Logistics Management Team**

Distribute the LaRC Telephone Directory.

### **c. Supervisors**

- (1) Implement this Center's telephone policy in managing the organization's telephone service.
- (2) Responsible for the proper management and review of telephone usage for employees under their jurisdiction. Establish appropriate internal controls to assure that calls made by personnel under their jurisdiction comply with the policies and intent of this directive.
- (3) Establish appropriate internal controls over telephone facilities to assure that long-distance calls placed by visitors are not charged to the Government. Long-distance "collect" calls may be placed through LaRC telephone operators or through public telephones located throughout the Center.
- (4) Approve user requests (Civil Service and non-NASA) for additional telephone sets, relocations, changes in levels of service, and all nonstandard services.

(5) Serve as the point-of-contact for NCSB personnel responsible for the administration and development of Center telephone policy.

d. Contracting Officer's Technical Representative

(1) Responsible for the proper management of telephone usage by contractor personnel.

(2) Establish appropriate internal controls over telephone facilities to assure that long-distance calls placed by contractor personnel are not charged to the Government, unless the Government has contracted to pay for these calls.

e. Employees

(1) Use the FTS Network or commercial facilities only for the conduct of official Government business, emergency, and authorized personal calls.

(2) Use the Government telephone system when authorized as being necessary in the best interest of the Government.

(a) Collect Calls - A collect call should not be accepted unless it has been previously authorized by management. The recipient, or employee who accepts the collect call, should document the call for future bill reconciliation. Also, an employee away from LaRC should not place collect calls to LaRC operator or other LaRC employees.

(b) Government Calling Card - A Government Calling Card is to be used to make official telephone calls while away from LaRC.

(c) Personal Emergency Calls - Federal regulations allow reasonable use of Government systems to make brief necessary calls, even long distance, utilizing the Federal Telecommunications System.

(3) Refer to the LaRC Telephone Directory for information concerning how to make calls, telephone users' manuals, telephone problems or questions, facsimile information, and telephone conferencing.

**6. RECISION**

LAPD 2540.1, dated January 20, 1993.

Original signed on file

Jeremiah F. Creedon  
Director