

SUBJECT: CALL CONTROL/VERIFICATION PROGRAMS AND AUTHORIZED USE OF GOVERNMENT TELEPHONE SYSTEMS

1. PURPOSE. To establish Department of Energy (DOE) policy on call control/verification programs and authorized use of Government telephone systems.
2. CANCELLATION. DOE 1450.3, AUTHORIZED USE OF GOVERNMENT TELEPHONE SYSTEMS, of 5-26-88.
3. SCOPE. The provisions of this Order apply to all Departmental Elements and to contractors to the extent (a) set forth or referenced in a contract or (b) transmitted by the contracting officer for compliance in accordance with a contract provision or other agreement.
4. REFERENCES.
 - a. DOE 1324.2A, RECORDS DISPOSITION, of 9-13-88, which assigns responsibilities and authorities and prescribes policies, procedures, and standards for the orderly disposition of records for DOE and its management and operating contractors.
 - b. DOE 1500.2A, TRAVEL POLICY AND PROCEDURES, of 6-7-89, which provides travel-related guidance regarding authorized use of Government telephone systems.
 - c. DOE 1700.1, FREEDOM OF INFORMATION PROGRAM, of 11-19-79, which establishes guidelines and procedures for the processing of requests made to the DOE under the Freedom of Information Act.
 - d. DOE 1800.1A, PRIVACY ACT, of 8-31-84, which provides guidelines and procedures for implementing the Privacy Act of 1974 (Public Law 93-549, Title 5 United States Code (U.S.C.) 552a) in the DOE.
 - e. DOE 3750.1, WORK FORCE DISCIPLINE, of 3-23-83, which describes procedures for proposing and implementing disciplinary and adverse actions.
 - f. DOE 5300.16, TELECOMMUNICATIONS, of 12-2-88, which provides policies and procedures for the planning, acquisition, management, and use of telecommunications facilities and services.
 - g. Title 5, Code of Federal Regulations (CFR) 735.205, which provides policy on the direct or indirect use of Government property of any kind.

DISTRIBUTION:

All Departmental Elements

INITIATED BY:

Office of IRM Policy, Plans,
and Oversight

- h. Title 41, CFR Chapter 201, Federal Information Resources Management Regulation (FIRMR), Subpart 201-21.6, "Use of Government Telephone Systems," which clarifies the use of Government telephone systems and FIRMR Bulletin 13, "Management of Long-Distance Telephone Service," which provides guidance on the management, use, and control of long distance-telephone costs.
- i. Title 41, CFR 101-2.106, Federal Property Management Regulations, which establishes regulations governing the use of General Services Administration (GSA) provided systems or services and other Government-provided long-distance networks.
- j. Collective bargaining agreements with exclusive representatives of bargaining unit employees which may provide local procedures related to communications with employees.
- k. Comptroller General (Comp. Gen.) Decision, 43 Comp. Gen. 163, which establishes policies and procedures for the certification and payment of long-distance toll calls.
- l. The Office of Management and Budget's "Guidance on the Privacy Act Implications of Call Detail Programs to Manage Employees' Use of the Government's Telecommunication System," 52 Federal Register (FR) 12990 of 4-20-87.
- m. DOE Privacy Act Notice 55 FR 33149 (8-14-90), which announced DOE's intention to establish a revised system of records entitled "DOE-75 Call Detail Records" to include all DOE locations that utilize on-premise telephone systems.
- n. Title 5 U. S. C., 552 the Freedom of Information Act (Public Law 89-487), as amended, which establishes the right of citizens to request information from Federal agencies and establishes a framework of procedures to implement this right.
- o. Title 5 U.S.C 552a, Privacy Act of 1974, (Public Law 93-549), as amended, which establishes requirements for the collection, maintenance, and dissemination of personal information by Federal agencies.
- p. Title 31 U.S.C. 1348, which permits agencies to pay charges for long-distance calls if required for official business and sworn to by the agency head.

5. **BACKGROUND.**

- a. DOE primarily uses Federal Telecommunications System (FTS) service provided by GSA as its primary source for long-distance calling, but commercial toll service is also available at most DOE locations. As commercial toll calls are billed individually, Federal regulations have required certification that the calls were for official business.

- b. With the implementation of the new FTS 2000 service in 1990, FTS charges are now feature and usage sensitive; therefore, each individual call directly impacts the bill presented by GSA and the charges which must be paid. This expands the responsibility for verifying individual calls significantly.
- c. GSA is requiring that Federal agencies establish programs for the management of long-distance telephone services. Based on call detail reports (CDR) provided by GSA, DOE is required to verify that the calls have been properly billed and that the calls were for official business.
- d. In order to implement call control/verification programs at DOE, a Federal Register Notice was published on 8-14-90, announcing DOE's intention, in accordance with the Privacy Act of 1974, to amend "DOE-75 Savannah River Telephone Call Account System" to establish a revised system of records, entitled "DOE-75 Call Detail Records, to include all DOE locations that utilize on-premise telephone systems.
- e. The system of records became effective on 9-13-90. This system contains records of telephone extensions in DOE telephone systems and the use of telephone extensions to place local, long-distance, and other toll calls. These records will be used to implement call control/verification programs throughout DOE.

6. POLICY.

- a. All Government telephone systems represent resources; accordingly, their use must be managed, just as any other resource.
- b. The FTS 2000 intercity network and other Government-provided, local and long-distance telephone services are to be used only to conduct official business, which may include emergency calls and calls necessary in the interest of the Government.
- c. To the maximum extent practicable, employees shall place calls on the FTS 2000 intercity network or other Government-provided, long-distance telephone systems and services instead of using commercial toll services.
- d. DOE employees may use commercial long-distance service only when Government-provided service is not available.
- e. DOE requires that contractors use FTS 2000 intercity switched voice service unless (1) it has been justified in a proposal that FTS 2000 cannot satisfy the requirement or that alternative service is significantly less expensive and (2) DOE approves.

- f. The following practices are prohibited and violation of this prohibition may result in civil, criminal, or administrative action, including suspension or dismissal, under applicable statutory or regulatory authority:
- (1) Use of any Government system or service, or any other telephone service where the Government pays the cost of the long-distance call, for other than official business, except emergency calls and calls the agency determines are necessary in the interest of the Government;
 - (2) Making an unauthorized long-distance telephone call with the intent to later reimburse the Government; and,
 - (3) Listening-in to or recording telephone conversations except as specified in 41 CFR 201-21.603.
- g. DOE will establish call control/verification programs which provide proper management controls over Government-provided and commercial long-distance services, to include contractor usage of such services.
- h. DOE will utilize call detail records to implement call control/verification programs, ensuring that call detail records are properly safeguarded and managed in accordance with the Privacy Act.
- i. Supervisors are responsible for the proper management of telephone usage within their jurisdiction and will be provided with the procedures required to fulfill their responsibilities.

7. DEFINITIONS.

- a. Authorization code is an access code assigned to an individual which is used like a telephone credit card for placing long-distance calls.
- b. Call detail record means a record of a local or long-distance telephone call showing the originating number, destination number, city and state, date and time of day the call was made, and the duration of the call.
- c. Call detail report means an aggregated listing of call detail records showing the originating number, destination number, city and state, date and time of day the call was made, and the duration of the call.
- d. Commercial toll call means a long-distance call which uses commercial long-distance services. These calls are normally placed at DOE sites by dialing 9 plus the area code and local telephone number.

- e. Contractor means a seller of supplies or services under the following: (1) a management and operating (M&O) contract or (2) a non-M&O contract or a subcontract which authorizes the use of, or access to, a tele-communications system of the Federal Government. The term contract does not include small purchases.
 - f. Local commuting area means the area from which an employee normally commutes.
 - g. Local service area-means within a 25-mile radius, within a local access and transport area (LATA), or within a metropolitan area.
 - h. Long-distance call means a telecommunications transmission between two or more locations that cannot be accomplished within the local service area.
 - i. Official call means a telephone call made for the purpose of conducting official DOE business. Official business calls may also include emergency calls and calls which DOE determines are necessary in the interest of the Government.
 - j. Personal call means a telephone call which is unrelated to the conduct of official Government business but, when authorized, may be necessary in the interest of the Government.
8. IMPLEMENTATION.
- a. Official Business Calls.
 - (1) Official business calls may include emergency calls and other calls DOE 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; and
 - (c) Could not reasonably have been made at another time; or
 - (d) Are provided for in a collective bargaining agreement that is consistent with the requirements of this Order.
 - (2) Examples of circumstances that constitute authorized use, when consistent with the criteria in paragraph 8a(1), above, are as follows:
 - (a) An employee injured on the job may call to notify family, doctor, or others.

- (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 DOE 1500.2A, TRAVEL POLICY AND PROCEDURES, Chapter IV, paragraph 5d(2).
 - (d) An employee required to work overtime without advance notice may call within the local commuting area (the area from which the employee regularly commutes) to advise his or her family of the change in schedule or to make alternate transportation or child care arrangements.
 - (e) An employee may make a brief 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).
 - (f) An employee may make brief calls to establishments within the local commuting area that can be reached only during working hours, such as a local Government agency or physician.
 - (g) An employee may make brief calls to locations within the local commuting area to arrange for emergency repairs to his or her home or car.
- (3) Personal calls that must be made during working hours may be made over the commercial long-distance network if the call is consistent with the criteria specified in paragraph 8a(1) above and is:
- (a) Charged to the employee's home phone number or other non-Government number (third-number call);
 - (b) Made to an 800 toll -free number;
 - (c) Charged to the called party, if a non-Government number (collect call); or
 - (d) Charged to a personal telephone credit card.
- (4) Employees should be particularly sensitive to the use of Government telephone facilities-under the authorized conditions (listed in paragraphs 8a(1), (2) and (3) above). If possible, such calls should be made during lunch, break, or other off-duty periods. Abuse of Government telephone systems, including abuse of the privileges described in this paragraph, may result in disciplinary action under the provisions of DOE 3750.1 and any applicable collective bargaining agreement.

- b. call Control/Verification Programs shall be established which:
- (1) Ensure that employees are aware that long-distance charges affect program cost.
 - (2) Ensure that employees are trained in the proper usage of commercial and FTS 2000 numbers.
 - (3) Ensure that employees are provided with only the level of service required to perform their jobs.
 - (4) Ensure that non-FTS 2000 Government issued credit cards are not used after September 30, 1991, except for international calls, unless an exception to the mandatory use of FTS 2000 has been obtained.
 - (5) Ensure that anyone having a requirement to make more than \$10 of long-distance calls annually is issued an FTS 2000 authorization code for use in lieu of telephone credit cards. Employees who have a requirement to make international calls may be issued a telephone credit card for those calls. However, they should also be issued an FTS 2000 authorization code to be used for calls where FTS 2000 is available.
 - (6) Ensure that limitations and controls are established over the issuance of authorization codes and telephone credit cards for international calls and that an annual validation of the continued need is conducted.
 - (7) Ensure that unofficial audio text calls (e.g., dial-a-joke, dial-a-horoscope) are blocked where technically feasible. (Access is blocked on FTS 2000 to "900" calls.)
 - (8) Ensure that for large numbers of incoming calls, an analysis is performed to determine the feasibility of using incoming Wide Area Telephone Service or 800 numbers.
 - (9) Ensure that call detail records are properly safeguarded and managed in accordance with the Privacy Act.
 - (10) Ensure that call detail records are managed and disposed of in accordance with DOE 1324.2A.
 - (11) Ensure that commercial long distance calls are certified as for official business in accordance with 31 U.S.C 1348.
 - (12) Ensure that FTS 2000 calls have been verified as properly billed and for official business.

- c. All Detail Reports are not currently available from GSA in a form which can be easily used to comply with the requirements of this Order. Until they are, the Office of Information Technology Services and Operations (AD-25), DOE Program and Field Offices shall use the most technically feasible and economically viable method for verifying that FTS 2000 calls have been properly billed and that the calls were for official business. When usable call detail reports are available from GSA, the following will be verified:

- (1) The calls originated from DOE;
- (2) No duplicate calls are listed;
- (3) The calls are valid;
- (4) Any usage-based features are authorized; and,
- (5) The calls were for official business.

One hundred percent verification of the call detail may be performed or a sample of calls selected to be verified. The use of sampling is encouraged when it is more cost-effective to use this methodology. If a sample of calls will be verified, DOE sites must use the sampling methodology provided by GSA or a plan of equal or better effectiveness. Usage will be analyzed for patterns of abuse. Previous call management experience should be used to establish the appropriate criteria for selecting and reviewing calls that indicate waste or abuse. The criteria could include, but is not limited to, calls placed during non-working hours or calls terminating in area codes where the agency does no business.

- d. Collections.

- (1) Collections will be made for any unauthorized calls made by an employee or other person where it is cost-effective to do so. Reimbursing the Government for unauthorized calls does not exempt an employee from appropriate administrative, civil, or criminal action.
- (2) Collections shall be composed of two parts:
 - (a) The value of the call based on commercial long-distance rates, rounded to the nearest dollar.
 - (b) An amount, rounded to the nearest dollar, to cover administrative costs; for example, to determine that the call was unauthorized and to process the collections.

9. RESPONSIBILITIES AND AUTHORITIES.

- a. Director of Administration and Human Resource Management (AD-1) shall administer this Order within the Department, through the Director of Information Resources Management (AD-20) who shall:
- (1) Oversee the establishment and implementation of call control/verification programs;
 - (2) Provide for additional definitions of calls necessary in the interest of the Government; and,
 - (3) Conduct management reviews to ensure that call control/verification programs are implemented in accordance with the requirements of this Order.
 - (4) Administer the Headquarters call control/verification program on behalf of the program offices located at DOE Headquarters.
 - (5) Administer the ordering and billing verification process for FTS 2000 services nationwide and provide detailed procedures, as appropriate.
- b. Chief Financial Officer (CR-1) shall develop and maintain Departmental travel and debt collection-related policy and procedures.
- c. Procurement Request Originators (the individuals responsible for initiating a request on DOE F 4200.33) or such other individual(s) as designated by the cognizant head of the Headquarters program office or field office shall bring to the attention of the cognizant contracting officer the following:
- (1) Each procurement requiring the application of this Order;
 - (2) Requirements for flowdown of provisions of this Order to any subcontract or subaward; and,
 - (3) Identification of the paragraphs or other portions of this Order with which the awardee or, if different, subawardee is to comply.
- d. Contracting Officers, based on advice received from the procurement request originator or other designated individual, shall apply applicable provisions of this Order to awards falling within its scope. For awards other than M&O contracts, this shall be by incorporation or reference using explicit language in a contractual action, usually bilateral. Paragraphs 9a through 9f need not be applied to contractors.

e. Heads of Program Offices shall:

- (1) Ensure compliance with FTS 2000 ordering and billing verifications procedures established by AD-25.
- (2) Ensure that field offices under their cognizance establish call control/verification programs in accordance with the requirements outlined in paragraph 8 above.
- (3) Ensure that supervisors within their jurisdiction properly manage telephone usage under their purview.
- (4) Approve inquiries into employee telephone usage which indicates abuse of Government equipment, facilities, and services under procedures described in paragraph 8a(4) above.
- (5) Ensure that additional telephones are not installed to accommodate calls which may occur as a result of this Order.
- (6) Designate an individual to be responsible for bringing to the attention of the contracting officer each procurement falling within the scope of this Order. Unless another individual is designated, the responsibility is that of the procurement request originator.
- (7) Ensure that the policies of contractors subject to this Order are consistent with the policies contained in this Order.

f. Heads of Field Offices shall:

- (1) Establish call control/verification programs in accordance with requirements outlined in paragraph 8 above.
- (2) Ensure that supervisors within their jurisdiction properly manage telephone usage under their purview.
- (3) Approve inquiries into employee telephone usage which indicates abuse of Government equipment, facilities, and services under procedures described in paragraph 8a(4) above.
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- (6) Ensure that the policies of contractors subject to this Order are consistent with the policies contained in this Order.

g. Supervisors shall:

- (1) Ensure that employees under their supervision are aware of the authorized uses of Government telephone systems and the prohibitions and penalties for abuse and willful violation, and that employees have all rights available to them under law, regulation, and collective bargaining agreement.
- (2) Utilize call detail records which are made available to verify that employee calls were for official business.
- (3) Upon receipt of approval from the appropriate authority, inquire into employee telephone usage which indicates abuse of Government equipment, facilities, and services under procedures described in paragraph 8a(4) above.
- (4) Initiate appropriate disciplinary action when abuse or willful violations have occurred.
- (5) Observe all employee rights under law, regulation, or applicable collective bargaining agreement.

h. Employees shall:

- (1) File for reimbursement according to Federal travel regulations when placing calls described in paragraph 8a(2)(c) above.
- (2) Maintain awareness of the proper use of Government telephone systems and utilize those systems in the best interest of the Government.

BY ORDER OF THE SECRETARY OF ENERGY:



JOHN J. NETTLES, JR.
Director of Administration
and Human Resource Management

SUBJECT: CALL CONTROL/VERIFICATION PROGRAMS AND AUTHORIZED USE OF GOVERNMENT TELEPHONE SYSTEMS

1. PURPOSE. To transmit revised pages to DOE 1450.3A, CALL CONTROL/VERIFICATION PROGRAMS AND AUTHORIZED USE OF GOVERNMENT TELEPHONE SYSTEMS, of 9-12-91.
2. EXPLANATION OF CHANGE. To make organizational title and routing symbol editorial changes and revisions to paragraph 9, RESPONSIBILITIES AND AUTHORITIES, required by SEN-6D-91, DEPARTMENTAL ORGANIZATIONAL AND MANAGEMENT ARRANGEMENTS, of 5-16-91. No substantive policy changes have been made.
3. FILING INSTRUCTIONS.

a. <u>Remove Page</u>	<u>Dated</u>	<u>Insert Page</u>	<u>Dated</u>
1	9-12-91	1	4-9-92
2	9-12-91	2	9-12-91
	9-12-91		9-12-91
8 thru 11 (and 12)	9-12-91	8 thru 11 (and 12)	4-9-92

b. After filing the attached pages, this transmittal may be discarded.



JOHN J. NETTLES, JR.
 Director of Administration
 and Human Resource Management

DI STRI BUTI ON:
 All Departmental Elements

INI TI ATED BY:
 Office of Information
 Resources Management



U.S. Department of Energy

Washington, D.C.

ORDER

DOE 1450.3A
9-12-91

Change 1: 4-9-92

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 - e. DOE 3750.1, WORK FORCE DISCIPLINE, of 3-23-83, which describes procedures for proposing and implementing disciplinary and adverse actions.
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INITIATED BY:
Office of Information
Resources Management

- h. Title 41, CFR Chapter 201, Federal Information Resources Management Regulation (FIRMR), Subpart 201-21.6, Use of Government Telephone Systems, which clarifies the use of Government telephone systems and FIRMR Bulletin 13, Management of Long-Distance Telephone Service, which provides guidance on the management, use, and control of long distance-telephone costs.
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- p. Title 5 U.S.C. 1348, which permits agencies to pay charges for long-distance calls if required for official business and sworn to by the agency head.

5. BACKGROUND.

- a. DOE primarily uses Federal Telecommunications System (FTS) service provided by GSA as its primary source for long-distance calling, but commercial toll service is also available at most DOE locations. As commercial toll calls are billed individually, Federal regulations have required certification that the calls were for official business.

b. Call Control/Verification Programs shall be established which:

- (1) Ensure that employees are aware that long-distance charges affect program cost.
- (2) Ensure that employees are trained in the proper usage of commercial and FTS 2000 numbers.
- (3) Ensure that employees are provided with only the level of service required to perform their jobs.
- (4) Ensure that non-FTS 2000 Government issued credit cards are not used after September 30, 1991, except for international calls, unless an exception to the mandatory use of FTS 2000 has been obtained.
- (5) Ensure that anyone having a requirement to make more than \$10 of long-distance calls annually is issued an FTS 2000 authorization code for use in lieu of telephone credit cards. Employees who have a requirement to make international calls may be issued a telephone credit card for those calls. However, they should also be issued an FTS 2000 authorization code to be used for calls where FTS 2000 is available.
- (6) Ensure that limitations and controls are established over the issuance of authorization codes and telephone credit cards for international calls and that an annual validation of the continued need is conducted.
- (7) Ensure that unofficial audio text calls (e.g., dial-a-joke, dial-a-horoscope) are blocked where technically feasible. (Access is blocked on FTS 2000 to "900" calls.)
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- (12) Ensure that FTS 2000 calls have been verified as properly billed and for official business.

- c. Call Detail Reports are not currently available from GSA in a form which can be easily used to comply with the requirements of this Order. Until they are, the Office of Information Resources Management (AD-20) and Heads of Departmental Elements shall use the most technically feasible and economically viable method for verifying that FTS 2000 calls have been properly billed and that the calls were for official business. When usable call detail reports are available from GSA, the following will be verified:
- (1) The calls originated from DOE;
 - (2) No duplicate calls are listed;
 - (3) The calls are valid;
 - (4) Any usage-based features are authorized; and
 - (5) The calls were for official business one hundred percent verification of the call detail may be performed or a sample of calls selected to be verified. The use of sampling is encouraged when it is more cost-effective to use this methodology. If a sample of calls will be verified, DOE sites must use the sampling methodology provided by GSA or a plan of equal or better effectiveness. Usage will be analyzed for patterns of abuse. Previous call management experience should be used to establish the appropriate criteria for selecting and reviewing calls that indicate waste or abuse. The criteria could include, but is not limited to, calls placed during non-working hours or calls terminating in area codes where the agency does no business.
- d. Collections.
- (1) Collections will be made for any unauthorized calls made by an employee or other person where it is cost-effective to do so. Reimbursing the Government for unauthorized calls does not exempt an employee from appropriate administrative, civil, or criminal action.
 - (2) Collections shall be composed of two parts:
 - (a) The value of the call based on commercial long-distance rates, rounded to the nearest dollar.
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9. RESPONSIBILITIES AND AUTHORITIES.

- a. Director of Administration and Human Resource Management (AD-1) shall administer this Order within the Department, through the Director of Information Resources Management (AD-20) who shall:
- (1) Oversee the establishment and implementation of call control/verification programs;
 - (2) Provide for additional definitions of calls necessary in the interest of the Government; and
 - (3) Conduct management reviews to ensure that call control/verification programs are implemented in accordance with the requirements of this Order.
 - (4) Administer the Headquarters call control/verification program on behalf of the offices located at DOE Headquarters.
 - (5) Administer the ordering and billing verification process for FTS 2000 services nationwide and provide detailed procedures, as appropriate.
 - (6) Ensure that procedures are developed with each Lead Program Secretarial Officer which describe the process for interface and communicating with their DOE Field Offices.
- b. Chief Financial Officer (CR-1) shall develop and maintain Departmental travel and debt collection-related policy and procedures.
- c. Procurement Request Originators (the individuals responsible for initiating a request on DOE F 4200.33) or such other individual(s) as desiccated by the cognizant Head of a Departmental Element shall bring to the attention of the cognizant contracting officer the following:
- (1) Each procurement requiring the application of this Order;
 - (2) Requirements for flowdown of provisions of this Order to any subcontract or subaward; and
 - (3) Identification of the paragraphs or other portions of this Order with which the awardee or, if different, subawardee is to comply.
- d. Contracting Officers, based on advice received from the procurement request originator or other designated individual, shall apply applicable provisions of this Order to awards falling within its scope. For awards other than M&O contracts, this shall be by

Vertical line denotes change.

incorporation or reference using explicit language in a contractual action, usually-bilateral. Paragraphs 9a through 9f need not be applied to contractors.

- e. Heads of Departmental Elements shall:
- (1) Ensure compliance with FTS 2000 ordering and billing verifications procedures established by AD-20.
 - (2) Ensure that supervisors within their jurisdiction properly manage telephone usage under their purview.
 - (3) Approve inquiries into employee telephone usage which indicates abuse of Government equipment, facilities, and services under procedures described in paragraph 8a(4) above.
 - (4) Ensure that additional telephones are not installed to accommodate calls which may occur as a result of this Order.
 - (5) Designate an individual to be responsible for bringing to the attention of the contracting officer each procurement falling within the scope of this Order. Unless another individual is designated, the responsibility is that of the procurement request originator.
 - (6) Ensure that the policies of contractors subject to this Order are consistent with the policies contained in this Order.
- f. Program Secretarial Officers shall:
- (1) Perform the functions shown in subparagraph e above; and
 - (2) Ensure that DOE Field Offices under their cognizance establish call control/verification programs in accordance with the requirements outlined in paragraph 8 above.
- g. Heads of DOE Field Offices shall:
- (1) Establish call control/verification programs in accordance with requirements outlined in paragraph 8 above.
 - (2) Ensure that supervisors within their jurisdiction properly manage telephone usage under their purview.
 - (3) Approve inquiries into employee telephone usage which indicates abuse of Government equipment, facilities, and services under procedures described in paragraph 8a(4) above.
 - (4) Ensure that additional telephones are not installed to accommodate calls which may occur as a result of this Order.
 - (5) Designate an individual to be responsible for bringing to the

Vertical line denotes change.

attention of the contracting officer each procurement falling within the scope of this Order. Unless another individual is designated, the responsibility is that of the procurement request originator.

- (6) Ensure that the policies of contractors subject to this Order are consistent with the policies contained in this Order.

h. Supervisors shall:

- (1) Ensure that employees under their supervision are aware of the authorized uses of Government telephone systems and the prohibitions and penalties for abuse and willful violation, and that employees have all rights available to them under law, regulation, and collective bargaining agreement.
- (2) Utilize call detail records which are made available to verify that employee calls were for official business.
- (3) Upon receipt of approval from the appropriate authority, inquire into employee telephone usage which indicates abuse of Government equipment, facilities, and services under procedures described in paragraph 8a(4) above.
- (4) Initiate appropriate disciplinary action when abuse or willful violations have occurred.
- (5) Observe all employee rights under law, regulation, or applicable collective bargaining agreement.

i. Employees shall:

- (1) File for reimbursement according to Federal travel regulations when placing calls described in paragraph 8a(2)(c) above.
- (2) Maintain awareness of the proper use of Government telephone systems and utilize those systems in the best interest of the Government.

BY ORDER OF THE SECRETARY OF ENERGY:



JOHN J. NETTLES, JR.
Director of Administration
and Human Resource Management

