

15 SEPTEMBER 2004



Communications and Information

**TELECOMMUNICATION SERVICES MANAGEMENT FOR
AIR FORCE RECRUITING SERVICE (AFRS) AND
AIR FORCE RESERVE OFFICER TRAINING CORPS (AFROTC)**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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OPR: HQ AETC/SC (Project Office:
AETC CSS/SCYC [Mr J. Woody])
Supersedes AETCI 33-101, 29 July 1996

Certified by: AETC CSS/CC (Lt Col W. Thompson)
Pages: 24
Distribution: F

This instruction implements AFPD 33-1, *Command, Control, Communications, and Computer (C4) Systems*. It outlines the amount and types of communications equipment and services authorized for use by AFRS and AFROTC. It provides guidelines, standards, and procedures for obtaining, managing, and using authorized leased and government-provided communications services. It applies to AFRS squadrons and AFROTC detachments responsible for obtaining their own local and long distance telephone service. It does not apply to Air National Guard or Air Force Reserve Command units.

Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 37-123, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (available at <https://webrims.amc.af.mil>).

Send comments on AF Form 847, **Recommendation for Change of Publication**, through channels, to AETC CSS/SCYC, 61 Main Circle, Suite 3, Randolph AFB TX 78150-4546. See Attachment 1 for a glossary of references and supporting information used in this publication.

SUMMARY OF REVISIONS

This revision adds information on the DISA direct order entry (DDOE) process (paragraph 4.1); updates guidance on FTS2001 (paragraph 7.3); updates guidance on calling cards (paragraph 12); updates procedures for requesting long distance service (paragraph 18); updates guidance on telecommunications equipment and services available (paragraph 19); adds a special feature on equipment for AFRS (paragraph 20.1); approves use of digital subscriber line (DSL) (paragraph 20.4); revises the guidance on commercial services funding (paragraphs 25.1.13); explains who pays costs of University services (paragraph 33.1); explains when to submit funding requests (paragraph 33.2); and revises instructions for preparing AF IMT 1218, **Request for Communications Services** (Attachment 2). A star (★) indicates revision from the previous version.

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Section A—Guidance on Telephone Services

1. Applicability and Scope. Offices often order their own local telephone service for off-base sites without host base communications support. Locations obtaining communications services from the host base communications unit will comply with host base directives. Procedures in AFI 33-111, *Telephone Systems Management*, for obtaining and managing leased telephone and telephone-related services apply. Procedures in AFI 33-101, *Communications and Information Management Guidance and Responsibilities*, for identifying new communication requirements apply.

2. Supplements. AFROTC and AFRS may supplement this instruction to provide further communications-computer systems guidelines. Coordinate supplements with AETC CSS/SCYC prior to publication. This also applies to AFROTC and AFRS subordinate units.

3. Communication Services. Telephone service for a government office requires a signed contract (agreement) between a government contracting officer and the telephone company representative. Public Law requires anything that obligates government tax dollars to be accountable in writing. In this case, accountability is in the form of a contract and all transactions (work orders, telephone bills, payments, etc.) with the telephone company. See paragraph 4 for a list of commonly used forms or information management tools (IMT) for communications services. Forms and IMTs can be accessed through the online Air Force e-Publishing Web site at www.e-publishing.af.mil.

4. Tools Used for Communications Services:

★4.1. DISA Direct Order Entry (DDOE). This electronically produced form is used to request various types of communication services to include long distance telephone service through Federal Telecommunications System 2001 (FTS2001). To gain access to DDOE, users must register at the DISA DITCO home page (www.scott.disa.mil) to request a user identification (USERID) and password.

4.2. DD Form 428, Communication Service Authorization. This form is a contract for regulated telephone services. The state public utility commission (PUC) regulates (controls and approves) the cost and type of this local telephone service. The communication service authorization (CSA) allows a government office to lease regulated services from the local telephone company. The form contains a description of services. It lists the service by a telephone service code (for example, uniform standard ordering code [USOC]) and sets a dollar limit for both the monthly recurring and nonrecurring charges.

Monthly recurring charges usually remain the same each month. Nonrecurring charges are one-time charges for services such as installations and relocations. The contracting office at Tinker AFB (38 EIG/PKK) is responsible for issuing and making changes to these contracts upon receipt of a validated request (AF IMT 1218, **Request for Communications Service**). **NOTE:** DD Form 1155, **Order for Supplies or Services**, may be used by the contracting office in place of DD Form 428.

4.3. AF IMT 1218, Request for Communications Service. This IMT is a request for a new CSA or a change to an existing CSA. This includes deleting a CSA and/or adding new requirements to an existing service. It may request an increase or decrease to the quantity of an item or to the authorized dollar amount on a CSA. A change in address for an office or a billing address to another town or city will also require an AF IMT 1218 be submitted. Notify only the telephone company for changes involving street addresses in the same town or city. See Attachment 2 for a sample of AF IMT 1218.

4.4. DD Form 1367, Commercial Communication Work Order. This form (or equivalent) is a telephone work order. It is a request to the telephone company for ordering and changing services. It references the CSA that authorizes the applicable services. See Attachment 3 for a sample DD Form 1367.

4.5. AETC IMT 1392, Summary of Installed Equipment and Services. This IMT is a record of all services installed (by office location, quantity, and tariff rate [cost] per item), and a summary total of monthly recurring charges. The completed IMT is an inventory of all current services under one CSA, which verifies monthly recurring charges on the telephone bill. See Attachment 4 for a sample AETC IMT 1392 and instructions for completing it.

4.6. AETC IMT 1393, Telephone Work Order Log. This IMT is a record of all telephone work orders (DD Forms 1367) submitted to the telephone company. This information validates nonrecurring charges for installations and disconnects against the telephone bill. See Attachment 5 for a sample AETC IMT 1393 and instructions for completing it.

4.7. AF IMT 9, Request For Purchase. This IMT is used to purchase services and equipment through the local contracting squadron when the equipment is not available through base supply.

4.8. AETC IMT 1308, Verification of Long Distance Telephone Calls. This IMT is used to validate and justify sampled toll calls that exceed specified dollar amounts made after working hours. This IMT also identifies unofficial calls. See Attachment 6 for a sample AETC IMT 1308 and instructions for completing it.

4.9. SF 1034, Public Voucher for Purchases and Services Other Than Personal. This form allows for payment of the telephone bill through an accounting and finance office. The host accounting and finance office may substitute a memorandum for the SF 1034. In this case, follow base guidance in processing your payment request. See Attachment 7 for a sample SF 1034 and AFI 33-111 for additional preparation instructions.

4.10. DD Form 1131, Cash Collection Voucher. This form is used for the payment of unofficial calls (personal calls) by the responsible caller.

5. Telephone Service Procedures. Organizations must limit services to the amount necessary to accomplish the mission as follows:

- 5.1. Consider economy and availability of funds before submitting communications requests.
- 5.2. When developing communications requirements, consider available telecommunications service, such as the Defense Switched Network (DSN) and local and long distance commercial service.
- 5.3. Keep records of all communications-related documents up to date. This includes applicable

documents such as AF IMT 1218, DD Form 428, AETC IMT 1392, AETC IMT 1393, AF IMT 9, and forms for ordering FTS2001 services.

5.4. Allow station-to-station collect calls from applicants and avoid operator-assisted calls and person-to-person collect calls.

Section B—Long Distance Service

6. General Instructions. Consider the available types of long distance service for cost-effectiveness in meeting mission requirements. The only long distance service paid for by the government is for official calls by authorized and approved users.

7. Types of Long Distance Service:

7.1. **DSN.** This is a telephone system used by DoD subscribers to call military and other federal government agencies. DSN is mainly for command and control functions on a government installation.

7.2. **Direct Distance Dialing (DDD).** This is a Dial 1 long distance service without the aid of an operator. The telephone company that provides this type of long distance service is the primary interexchange carrier (PIC).

★7.3. **FTS2001.** This service is administered by the General Services Administration (GSA). Congress mandates the use of FTS2001 when DSN is not available or does not meet other long distance requirements. Some of the services provided by FTS2001 are basic outbound long distance service, audio conferencing, calling cards (continental United States [CONUS] or International), 800-dial service, 900-dial service, video teleconferencing capability, and circuit-switched data service (CSDS).

Section C—AFRS Responsibilities

8. Units. AFRS units located on military installations will attempt to obtain commercial communications services from their host base before submitting DDOE request. Off-base recruiting offices located in federal buildings serviced by GSA's consolidated system will use GSA-provided local service. AFRS units located within a Defense Metropolitan Area Telephone System (DMATS) region will obtain telephone services, including access to commercial service, from the DMATS manager unless specifically exempted. Other AFRS units not located on military installations will obtain commercial communications through DDOE request.

9. Squadron Commanders. Each recruiting squadron commander is responsible for ensuring that all activities within the squadron comply with this instruction and AFI 33-111.

10. Telephone Control Officers (TCO) and Alternate TCOs. Each squadron support flight commander and logistics noncommissioned officer will serve as the TCO and alternate TCO, respectively. They must ensure compliance with the following telephone guidelines:

10.1. Verify installed commercial communication equipment and services authorized by this instruction are accurately listed on the telephone bill.

10.2. Read the CSA to understand the authorizations in the description of services and the contract requirements under special provisions.

10.3. Verify installed commercial communication equipment and services do not exceed the limits of the applicable CSA (DD Form 428) and/or AF IMT 9.

10.4. Monitor CSAs to ensure maximum limit quantities are adequate and meet future anticipated requirements.

- 10.5. Maintain a complete file of CSAs, AF IMTs 1218, and AF IMTs 9 for leased commercial communications at the squadron headquarters.
- 10.6. Verify communication waivers are approved before requesting communications that exceed those authorized by this instruction.
- 10.7. Maintain a copy of the annual waiver review with copies of approved waivers.
- 10.8. Ensure calling cardholders comply with AFI 33-111 and keep cardholders' signed statements on file.
- 10.9. Date stamp telephone bills upon receipt from the telephone company and process them promptly for payment according to AFI 33-111.
- 10.10. Analyze telephone bills and call detail records (CDR) to identify trends in usage and questionable calls.
- 10.11. Ensure long distance calls are validated and certified by the TCO prior to payment. Long distance calls originating from squadron headquarters and military entrance processing stations (MEPS) located on a military installations do not require written justification unless required by host base publications.
- 10.12. Furnish a list of individuals making unofficial telephone calls to accounting and finance for collection. Include caller's name, social security number, unit of assignment, date of call, city and number called, amount owed, and telephone billing data.

11. Assistant TCO. The assistant TCO will:

- 11.1. Ensure telephone bills received are for offices under their jurisdiction.
- 11.2. Ensure the toll portion of the telephone bill is validated.
- 11.3. Identify unofficial calls to the squadron TCO.
- 11.4. Reconcile questionable charges with the telephone company.
- 11.5. Forward telephone service requests, billing discrepancies, and unresolved trouble calls to the squadron TCO.
- 11.6. Turn in government-owned communications equipment to the logistics section when no longer needed.

★12. Calling Card Holders. Record calling card calls on an AF IMT 1072, **Authorized Long Distance Telephone Calls**, or equivalent. Submit this IMT monthly to the TCO. The procedures for using calling cards (credit cards) are described in AFI 33-111. When AF IMT 1072 is not used, the following conditions must be met:

- 12.1. The calling card bill must reflect the same information required on AF IMT 1072; for example, date call was made, duration of call, phone number called, city and state called.
- 12.2. The cardholder must annotate on the calling card bill why the calls were made and sign the bill certifying all calls are for official business.
- 12.3. The TCO or equivalent verifies that all calls made were official and valid, then certifies the calling card bill by signing the bill.

NOTE: If the conditions in paragraphs 12.1 through 12.3 cannot be met, AF IMT 1072 must be accomplished. Calling card users should annotate calls made so it would be easier to reference when it is time to validate the bill.

Section D—AFRS Guidelines and Procedures

13. Requesting Local Telephone Service. The first step in obtaining local services is to have a contract in place and understand this contract. The contract for local regulated service is a CSA (DD Form 428), which will authorize a list of specific services and the allowable dollar amount (maximum limit). The established quantities of items and the monetary amounts set the limit for authorized services. If a new CSA is needed, use AF IMT 1218 to request this local service. AF IMT 1218 may also be used to request an increase or change to the limits in the CSA.

14. Establishing or Changing a CSA. The requesting organization will submit an original AF IMT 1218 to HQ AFRS/RSITNN for coordination. HQ AFRS/RSITNN will forward the IMT to AETC CSS/SCYC for approval or disapproval. AETC CSS/SCYC will forward the approved AF IMT 1218 to the contracting office. The contracting office will initiate or modify the CSA. The contracting office will send a new CSA or modification of an existing CSA to the squadron.

15. Ordering Services Through the Local Telephone Company. Submit DD Form 1367 or a locally devised memorandum to order services and equipment from the local telephone company. Annotate the required action on an AETC IMT 1393 and file the DD Form 1367 or locally devised memorandum.

16. Maintaining Inventory. Use AETC IMT 1392 or an equivalent computer product to record all services for each CSA. Enter each office location, service installed, quantity, current unit tariff rate, and a sum total of monthly recurring charges. When the tariff rate changes, submit AF IMT 1218 to ensure changes to CSA rates and annotate these changes on this inventory. Destroy AETC IMT 1392 6 months after service is discontinued.

17. Recording Telephone Work Orders. Use AETC IMT 1393 or an equivalent computer product to record each DD Form 1367 (or locally devised memorandum) submitted to the telephone company. Validate all installation and disconnection charges with these records to ensure payment is due. Destroy AETC IMT 1393 6 months after service is discontinued.

★18. Requesting Long Distance Service:

18.1. CONUS Long Distance Service. The requester will go to the DISA Direct web page and submit a DDOE FTS2001 service request for long distance service.

18.2. Calling Cards for CONUS Calls. Off-base recruiting personnel will go to the DISA Direct Web page and submit a DDOE FTS2001 service request for callings cards. Onbase recruiting locations will obtain calling cards from their host base communications-computer systems office. Onbase recruiting personnel will prepare and submit a requirements document to the host base communications unit for approval. Squadrons obtaining calling cards from the host base communications-computer systems officer must comply with host base directives.

Section E—Telecommunication Equipment for AFRS**★19. Who is Authorized Equipment?** Authorizations are as follows:

19.1. One voice line per recruiter.

19.2. One data line per recruiter.

19.3. One fax line per office.

19.4. MEPS liaison noncommissioned officers (NCO) are authorized the same telephone equipment as recruiting offices.

20. Special Features. Authorized related special features are as follows:

★20.1. Call waiting, call forwarding, voice mail, and any other options outside additional lines. These features must have written approval by the support flight commander.

20.2. Touch-tone service.

20.3. Telephone answering devices (if available within the squadron's resources). Telephone answering devices will not be purchased specifically for itinerary stops without approval.

★20.4. Digital subscriber line (DSL) service (only if offered by service provider).

21. Itinerary Office. One main line and instrument are authorized at an itinerary office if the following criteria are met:

21.1. The itinerary office is manned a minimum of 16 hours each week.

21.2. Security is provided for all installed equipment. At a minimum, a locked office door is considered adequate security.

21.3. Funds are available for both recurring and nonrecurring costs.

22. Waiver Requests:

22.1. When the authorizations in this instruction are not adequate to meet mission requirements, the squadron TCO may request a waiver through HQ AFRS/RSITNN for validation or approval. Special features and items not specifically authorized by this instruction require AETC CSS/SCYC approval. As a minimum, waiver requests must include:

22.1.1. A detailed justification to include why authorizations in this instruction are not adequate to meet requirements. Provide copies of floor plans when the waiver concerns space layout.

22.1.2. Length of time for waiver.

22.1.3. Recurring and nonrecurring charges and any anticipated offsetting savings.

22.1.4. An availability or certification of funds statement.

22.2. When approved waivers are no longer required, destroy them 6 months after service is discontinued. Maintain approved waivers in the active waiver review file.

23. Annual Communications Waiver Review. Review approved waivers each April to determine necessity and cost-effectiveness with regard to mission accomplishment and funds availability. Each squadron TCO or alternate TCO with communications waivers will report the status of the squadron's waivers to HQ AFRS/RSITNN by 1 May. This report has two parts:

23.1. Part one contains current waivers by office designation, address, date approved, and type of services and/or equipment approved by waiver. Ensure all communications, including long distance services at the itinerary stops, are in the review.

23.2. Part two contains waivers that are no longer needed, office designation, address, date approved, and date services were terminated or the reason why the waiver is no longer required.

Section F—Telephone Billing Procedures for AFRS

24. Third Party Calls. These calls are placed through the commercial telephone operator and billed to recruiting office telephone numbers. This includes person-to-person collect calls. Official calls made from a recruiter's residence will be direct dialed to reduce cost. This type of official call may be claimed for reimbursement.

25. Bill Verification, Payment, and Filing. Follow the guidelines in AFI 33-111 for bill verification,

payment, and filing procedures.

25.1. Commercial Telephone Bills. The telephone company will mail bills directly to the squadron TCO's office for recruiting offices under his or her jurisdiction. The TCO may change the billing address and consolidate commercial telephone bills to eliminate late payment charges. On receipt of a bill, the TCO or assistant TCO will:

25.1.1. Date stamp the bill and all copies that reflect the total amount due on receipt.

25.1.2. Verify monthly recurring charges against AETC IMT 1392.

25.1.3. Verify nonrecurring charges against AETC IMT 1393.

25.1.4. Compare recurring and nonrecurring charges with those authorized on the corresponding authorization document (DD Form 428).

25.1.5. Verify fractional charges and credits on monthly rates for service started or discontinued.

25.1.6. Use either judgmental sampling or 100 percent verification for toll calls. For judgmental sampling, randomly select a minimum of 10 percent of the calls. If all these calls are verified as official, the toll call portion of the bill may be certified for payment. Further verification is required if an unofficial call or calls are found on the bill.

25.1.7. Use AETC IMT 1308 to validate and justify sampled toll calls that exceed \$4 or are made during the local hours of 2200 to 0500. Ensure calls from recruiting offices to locations outside the squadron boundaries are kept to a minimum.

25.1.8. Use AETC IMT 1308 to identify unofficial calls.

25.1.9. Provide a list of individuals responsible for unofficial calls to accounting and finance.

25.1.10. File AETC IMT 1308 with the toll portion of the commercial bill and retain this portion for 1 year.

25.1.11. Attempt to reconcile any questionable charges with the telephone company prior to payment.

★25.1.12. Ensure a voucher, SF 1034 (Attachment 7), is prepared and submitted for payment by the financial services office (FSO) not later than 6 workdays before the due date. The host base may request a memorandum in place of SF 1034. **NOTE:** The use of a government purchase card (GPC) for payment is not authorized unless specifically spelled out in the CSA (DD Form 428).

25.1.13. On receipt of an SF 1034 from accounting and finance, ensure a copy is sent to the contracting office that issued the contract.

25.1.14. File a copy of the bill and supporting documents, excluding toll portion, with the SF 1034 for 2 years.

25.2. FTS2001. On receipt of a CDR, the TCO or assistant TCO will:

25.2.1. Verify the long distance calls, using either judgmental sampling or 100 percent verification for toll charges.

25.2.2. Verify charges in the Cost and Obligation Report including CDR charges for the previous month.

25.2.3. Validate and justify sampled toll calls that exceed \$4 or are made during the local hours of 2200 to 0500. Ensure calls from recruiting offices to location outside the squadron boundaries are kept to a minimum.

25.2.4. Identify unofficial calls.

25.2.5. Provide accounting and finance a list of individuals responsible for unofficial calls.

25.2.6. Within 7 days of receipt of the Cost and Obligation Report, notify AETC CSS/SCYC (through HQ AFRS/RSITNN) of any billing discrepancies equal or greater than \$1,000 for possible bill adjustment.

25.2.7. Follow host accounting and finance procedures for bill payment and procedures.

Section G—AFROTC Guidelines

26. Detachment Commander Responsibilities:

26.1. Ensure the host institution provides communications services to the Department of Aerospace Studies on the same basis they are provided to other departments within the institution.

26.2. Obtain adequate, cost-effective telephone service.

26.3. Appoint a TCO at each unit receiving telephone funds from AFROTC.

26.4. Document the TCO appointment in the unit additional duty roster.

27. TCO Responsibilities:

27.1. Verify all telephone bills prior to payment.

27.2. Verify long distance toll charges with AF IMT 1072 or a host-institution equivalent.

27.3. Ensure only authorized, official calls made by unit personnel are paid for with AFROTC funds.

28. Requesting University Telephone Service. Arrange for new or changed telephone services with the school telecommunications office and/or comptroller (the normal agency for telephone matters). When Air Force funding is required, use a requirements document to request and justify the change with a funded AF IMT 9. Submit both IMTs to AFOATS/SC for processing and coordination with AFOATS/FM. Only designated personnel at AFOATS may approve services that obligate Air Force funds.

29. Requesting Long Distance Service. If the university cannot meet long distance requirements and AFOATS funds are available, the following services may be an option:

29.1. **CONUS Long Distance Service.** The requester will submit a request to the region headquarters for processing and coordination with HQ AFROTC/CC. HQ AFROTC will submit an FTS2001 service request through DDOE.

29.2. **Calling Cards for CONUS Calls.** Off-base AFROTC personnel will submit a request to the region headquarters for processing and coordination with HQ AFROTC/CC. HQ AFROTC will submit an FTS2001 service request through DDOE. Onbase AFROTC locations will obtain calling cards from their host base communications unit. Request for calling cards must be sent to the region headquarters for coordination. The region headquarters will in-turn validate the request and then submit the request to the host base communications unit. The communications squadron will submit an approved requirement through DDOE. Squadrons obtaining calling cards from the host communications unit must comply with host base policies.

29.3. **Calling Card for International Long Distance Service.** The requester will submit a request to the region headquarters who will in-turn validate the request for onbase locations to the host base communications unit for approval. The communications unit will submit a DDOE for processing. For off-base locations, HQ AFROTC will submit a DDOE for approval and processing.

30. Telecommunications Service Authorizations:

30.1. The host institution and availability of AFROTC funding will determine detachment authorizations for equipment and services as follows:

30.1.1. One telephone per assigned military position.

30.1.2. One telephone for a secretarial position with a maximum of two commercial telephone lines and one telephone for a uniform custodian.

30.1.3. Touch-tone service.

30.1.4. A speaker phone for the unit commander.

30.1.5. A telephone answering machine, if a requirement exists.

30.2. Discretionary changes that may increase the overall cost must be approved in writing by AFOATS/SC prior to making the changes.

31. Unofficial Calls:

31.1. **Usage.** Unofficial calls include personal calls. Unit personnel may use AFROTC-funded telephones for unofficial calls if all the following apply:

31.1.1. The call is concerning an emergency situation.

31.1.2. The call does not adversely affect the performance of official duties.

31.1.3. The government does not incur long distance toll charges.

31.2. **Reimbursement of Unofficial Calls.** Detachment commanders have the authority to allow the emergency use of an official phone to place an unofficial toll call. The individual responsible for an unofficial call charge will reimburse AFROTC or the host institution, as appropriate. The individual will submit a letter of explanation to AFROTC and will include a check for the full amount made out to the Defense Accounting Office at Maxwell AFB AL. For AFROTC-funded calls, annotate the call on an AF IMT 1072 and follow the guidance in paragraph 34.

32. Toll Free Telephone Service. An "800" toll free telephone number to AFROTC, Maxwell AFB AL, is available primarily for those detachments, admissions counselors, and AFROTC liaison officers with only commercial telephone access. There is no requirement to log toll free calls. Each call is billed separately based on the length of the call and the distance between the caller and AFROTC. Use this or any commercial toll service to reach AFROTC only when circumstances clearly support the cost of such calls. Limit the duration of these calls. An "800" toll free number for units is not authorized unless totally funded by host institutions.

33. Funding Approval for University Telecommunication Services:

★33.1. The University normally pays the cost for this service. However, if local institutional policies require departmental reimbursement, prepare and forward AF IMT 9 to HQ AFROTC for funding approval and processing. Once the AF IMT 9 is completed by HQ AFROTC, route it to the host base contracting officer to establish a contract with the university. (Only a contracting officer can establish a contractual agreement obligating Air Force funds.)

★33.2. If services need to continue to the next fiscal year, submit an advanced acquisition AF IMT 9 to AFOATS/FM in time to meet host base submission requirements (but not later than 15 June of the current fiscal year). Use historical data and any known changes in required support (for example, addition or reduction of personnel, change in telephone rates, etc.) to estimate future needs.

33.3. All requests for increased funding must include a justification from the unit commander. If the funding is for telephone equipment, commercial business lines, or long distance service normally

provided by host institutions, the unit commander must describe the level of telephone support provided to all departments and all funds provided by the host school by category or type of expense. Evaluate each requirement for communications-computer systems separately for cost-effectiveness.

34. Bill Verification and Payment. The local telephone company may bill detachments for local service, message units (if applicable), and long distance tolls. The institution may bill the detachment for long distance calls and/or a prorata share of long distance costs when the telephone contract provides for this service. In all cases, the detachment TCO will verify the accuracy of the bill with the completed AF IMT 1072 or equivalent. The TCO will ensure the costs do not exceed the limits of the CSA or AF IMT 9. The TCO will certify the charges by submitting an AF IMT 649, **Verification of Long Distance Telephone Calls**, and an SF 1034 with the invoice to the host base communications unit. The host base communications unit billing clerk will compare and forward the voucher and invoice to the authorized CSA or AF IMT 9 and send them to the base accounting and finance office for payment. One-time installation charges and monthly line service charges will use AFROTC fund citation "EEIC 492." Toll charges will use "EEIC 495."

35. IMTs Prescribed. AETC IMTs 1308, 1392, and 1393.

36. Forms and IMTs Adopted. DD Forms 428, 1131, 1155, and 1367; SF Form 1034; AF IMTs 9, 649, 1072, and 1218; AF Form 847; and DDOE.

DAVID C. SCHRECK, Colonel, USAF
Director of Communications and Information

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 33-1, *Command, Control, Communications, and Control (C4) Systems*

AFI 33-111, *Telephone Systems Management*

AFI 33-101, *Communications and Information Management Guidance and Responsibilities*

AFMAN 37-123, *Management of Records*

AFRSI 38-201, *Air Force Recruiting Service Operational Organization*

Abbreviations and Acronyms

AFOATS—Air Force Officer Accession and Training Schools

AFRISS—Air Force Recruiting Information Support System

AFROTC—Air Force Reserve Officers Training Corp

AFRS—Air Force Recruiting Service

CDR—call detail record

CONUS—continental United States

CSA—communications service authorization

CSDS—circuit-switched data service

DDD—direct distance dialing

DDOE—DISA Direct Order Entry

DMATS—Defense Metropolitan Area Telephone System

DSL—digital subscriber line

DSN—Defense Switched Network

FSO—financial services office

FTS2001—Federal Telecommunications System 2001

GPC—government purchase card

GSA—General Services Administration

IMT—information management tool

LNCO—liaison noncommissioned officer

MEPS—military entrance processing stations

MLS—military liaison supervisor

NCO—noncommissioned officer

OTS—Officer Training School

PIC—primary interexchange carrier

PUC—public utility commission

TCO—telephone control officer

UMD—unit manning document

USOC—uniform standard ordering code

Terms

Access charge—The long distance carrier must pay this fee to the local telephone company for the use of local lines connecting the customer to long distance service.

Access code—A digit or number of digits is required to access local or long distance service. For example, a two-digit code (for example, 88) may be used for DSN access and a 14-digit access code is often used with a calling card.

Call detail record (CDR)—This AT&T report itemizes all long distance telephone calls provided by the FTS2001 network. The CDR is not a bill; it is used for the verification of long distance calls.

Defense Metropolitan Area Telephone Systems (DMATS)—DMATS provides telephone service to DoD components through a single manager. A DMATS region covers a 30-mile minimum radius from the center of a metropolitan area where several DoD components are located. DMATS is available in the Dayton, OH, St Louis, MO, and Boston, MA, areas.

Federal Telecommunications System 2001 (FTS2001)—Congress mandated a GSA contract for long distance telephone service through this system for the CONUS.

Flat-rate service—This is a fixed monthly rate for each business line with no additional cost for local calls.

Hands-free speaker phone—This device permits two-way telephone conversation without removing the handset from the instrument's cradle.

Intralata calls—These calls remain in one geographical area known as a local access and transport area (LATA). Long distance calls made within the LATA are known as intralata calls.

Interlata calls—These calls are made across different LATA boundaries. Long distance calls made between two or more LATAs are known as interlata calls.

Key telephone instrument—This telephone can handle two or more lines and may be equipped with key illumination, hold feature, and intercom.

Local access and transport area (LATA)—This geographical area is similar to one for area codes with different boundaries. The LATA identifies the area of responsibility for intralata service (that is, within the LATA) which includes local service. The local telephone company can provide local service (dial tone) and intralata calling.

Local exchange carrier (LEC)—This local telephone company or any communication carrier that provides the user with local service and access to long distance services.

Message units—These are fixed monthly charges for each business line, with the customer paying a fee for each call made. Use of this type of service is time and distance sensitive. A telephone call made within a city may expend one message unit, while the same call made to a nearby town may take four message units. This type of service is normally not used in offices placing a large number of outgoing call, but could be cost-effective in an itinerary office.

Primary interexchange carrier (PIC)—This is the long distance company that provides long distance service when dialing 1 plus. Examples of long distance providers for PIC are FTS2001, MCI, and Sprint.

Special features—These services are not normally provided with regular telephone service and do incur additional charges. Examples are “call waiting,” “speed dialing,” and “call forwarding.”

Telephone call director—These telephone instruments are used to consolidate telephone numbers on one telephone instrument assigned to an organization. These instruments are normally located at central answering positions or in the commander’s office.

Telephone control officer (TCO)—This person is responsible for proper management and control of the telephone service for the unit. The TCO is also responsible for related functions such as data transmissions and facsimile.

Telephone extension—This is an additional telephone that a telephone number also appears on.

Telephone main line—Each telephone number is a telephone main line. For example, 652-1234, 652-1235, and 652-1236 are three main lines.

Uniform standard ordering code (USOC)—This information is in coded form for billing purposes by the telephone company. It pertains to information on service orders and service equipment records. For example, TTB may represent touch-tone service and 1FB may represent a commercial business line. In most cases, these codes differ from one company to another.

University telephone system—This small telephone exchange provides access to all university telephones and direct-dial access to local area telephone numbers. Some universities can also provide long distance service through this system.

Attachment 2

SAMPLE AF IMT 1218, REQUEST FOR COMMUNICATIONS SERVICE

A2.1. Request for Communications Service. See Figure A2.1 for a sample AF IMT 1218 to request communications service.

Figure A2.1. Sample AF IMT 1218.

Must be completed. Request number is a 14-digit number. The first 6 digits consist of an alpha and numeric identifier for base and unit; digit 7 is the current calendar year; digits 8 through 10 are Julian date; digits 11 and 12 are current request number; digits 13 and 14 are "00".

REQUEST FOR COMMUNICATIONS SERVICE				DATE: 20030101	REQUEST NO: FY106020710100	
TO: (Include ZIP Code) 38 EIG/PKK 4001 HILLTOP RD TINKER AFB OK 73145-2713		FROM: (Name, Telephone No, Base or Organization; Include ZIP Code) ORGANIZATION INFORMATION - Include POC and Phone number, Commercial and DSN				
INITIATING AGENCY'S PROCUREMENT DATA						
1. SERVICE BY: (Name and address of Commercial Company) TELEPHONE COMPANY INFORMATION Include POC and Phone number		2. TYPE ACTION:	3. DCA/CSA REF NO: CSA Number	4. TELEPHONE/BILL NO: Account Number		
5. LOCATION OF SERVICES: (Describe System or Service) Where the service will be provided			6. DATE SERVICES REQUESTED OR EFFECTIVE DATE:			
7. FUNDS CERTIFICATION: (Recurring and Nonrecurring for which balances are sufficient to cover cost and funds have been committed) Fund cite to be used for this action						
8. SERVICES REQUESTED (List Items and estimated cost obtained from commercial company)						
ITEM A	DESCRIPTION B	USOC C	NUMBER D	NON-RECURRING CHARGE E	RECURRING CHARGE PER MONTH	
					PER UNIT F	TOTAL G
Item number on the CSA for existing services: 0001	Action that is being done: ADD: Subscriber Line Charge	Service Code: SLC	 24		\$8.73	\$209.52
					GRAND TOTAL	\$209.52
					ANNUAL COST	\$2,514.24
9. AVAILABILITY OF SYSTEM FACILITIES/SUPPORTING STRUCTURES <input checked="" type="checkbox"/> EXISTING <input type="checkbox"/> PROGRAMMED					10. DATE AVAILABLE:	

Date of request

Type action is either: Add, New, Change, Delete, Planning, or Re-Award.

All funds need to be accounted for in block 7.

REQUIREMENTS DOCUMENTS NUMBER:

11. JUSTIFICATION AND REMARKS: Explain what is being done to this CSA and why. Give any additional information you feel is important. Use this area to give additional POC information, such as names, phone numbers, and e-mail addresses.

**** Include a concise description of the service requirement and a brief explanation or justification of why the service is required. This block should identify all supporting source documentation. Please include the e-mail address for the POC identified in the "FROM" block and identify any additional or alternate POCs who may be contacted regarding questions about the**

TYPE NAME, GRADE, PHONE NO. AND TITLE OF REQUESTING OFFICER: <i>Must be completed</i>			SIGNATURE:		
12. COORDINATION SECTION					
OFFICES	DATE	SIGNATURE	OFFICES	DATE	SIGNATURE
		AF IMT 1216			
13. SUBMIT BILLS TO:			FUNDS CERTIFICATION SIGNATURE:		
Office that will certify and verify billing					
14. DISBURSING OFFICE:					
DFAS OFFICE					
15. APPROVING AGENCY'S COMMENTS					
TO: (Include ZIP code) 38 EIG/PKK 4001 HILLTOP RD TINKER AFB OK 73145-2713			FROM: (Include ZIP code) HQ AETC/SCYC 61 MAIN CIRCLE, STE 3 RANDOLPH AFB TX 78150-4545		
CHECK APPLICABLE BOX <input checked="" type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED			DATE:		
REMARKS:					
DATE:	TYPE NAME, GRADE AND TITLE OF APPROVING OFFICER:			SIGNATURE:	

MUST HAVE:
Signature of requesting officer.

Coordination section:
SC
FM

MUST HAVE:
Funding official signature

Complete DFAS address

Date sent to MAJCOM

MUST HAVE:
MAJCOM approval

Attachment 3

SAMPLE DD FORM 1367, COMMERCIAL COMMUNICATION WORK ORDER

A3.1. Commercial Communication Work Order. See Figure A3.1 for a sample DD Form 1367 on completing a commercial communication work order.

Figure A3.1. Sample DD Form 1367.

COMMERCIAL COMMUNICATION WORK ORDER			1. WORK ORDER NUMBER AETC -01-03	2. DATE OF REQUEST (YYMMDD) 030515	
3a. NAME OF COMPANY PROVIDING SERVICE (Will correspond with that shown on the MAX LIMIT CSA) Telephone Company of MD			4a. NAME OF ORGANIZATION ISSUING WORK ORDER 317 RCS/RSRL		
b. ADDRESS (Street, City, State, Zip Code) 100 Main St Baltimore, MD 21224			b. ADDRESS (Street, City, State, Zip Code) 1632 Colorado Ave Andrews AFB, MD 20331-6111		
SERVICE LOCATION	5a. INSTALLATION NAME USAFRO/CA	c. Bldg. No.	6a. PERSON TO CONTACT (Last, First, M.I.) Doe, Jane D.		
	b. ADDRESS (City, State, Zip Code) 1231 W. Pratt St., Suite FB	d. Room No.	b. TITLE Recruiter	c. TELEPHONE NO. (123) 456-7890	
7. MAX LIMITS CSA NO.			8. CSA NUMBER CSA 123-45-A-6789/BC01		
9. PBX STATION NUMBER			10. DESIRED COMPLETION DATE (YYMMDD)		
11. DESCRIPTION OF SERVICE		NO. OF UNITS	UNIT COST	ESTIMATED CHARGES	
				MONTHLY	NON-RECURRING
0002AA Touch Tone	TTV	2	0.00	0.00	
0002AB Fed Subscriber Chg	9ZR	2	5.25	10.50	
Installation Charges					
Order Processing Charge		1	28.00		28.00
Line Connection Charge		2	51.50		103.00
<i>(NOTE: Instructions for filling out this form can be found on the back of the original DD Form 1367.)</i>					
TOTAL ESTIMATED CHARGES				10.50	131.00
12a. NAME OF REQUESTING OFFICER (Last, First, M.I.) Smith, John D.			b. PAY GRADE E-4	c. SIGNATURE	
13. REMARKS If the point of contact cannot be reached, please contact SrA Smith at (301) 981-5407. Sgt Doe's office is scheduled to close in the next week. This installation is for her new location.					

Attachment 4**HOW TO COMPLETE AETC IMT 1392, SUMMARY OF INSTALLED EQUIPMENT AND SERVICES**

NOTE: The following paragraphs correspond to the blocks on the IMT. This IMT may be handwritten or filled out electronically. See Figure A4.1 for a sample IMT.

A4.1. Name of Telephone Company. Self-explanatory.

A4.2. CS Authorization Number/Date. Use the number and date assigned by the contracting officer.

A4.3. Equipment/Services. Use telephone service codes and/or the name of items from the telephone bill. If the bill reflects a monthly service charge, a list of individual services is required. For example, the monthly service charge may include business lines, touch-tone service, and wire maintenance charges. If the same type of service reflects different charges, individual charges may be listed with the quantity and an asterisk (*) may be placed in the "cost per unit" block.

A4.4. Cost per Unit. List the current cost for each item. If an asterisk (*) is used in this block, place individual charges above the quantity of each item by office.

A4.5. AFRO Designator. List the flight supervisor or office designator (for example, 17CA).

A4.6. Quantity of Installed Equipment and Services. Identical items with different prices may be listed separately or under the same item if different costs are reflected in the quantity blocks and an asterisk (*) is placed in the "cost per unit" block.

A4.7. Total Costs. Give the total cost per office. The total cost for all offices is required. This cost figure is used to track the monthly charges.

A4.8. Total Quantity. Optional.

Attachment 5

HOW TO COMPLETE AETC IMT 1393, TELEPHONE WORK ORDER LOG

NOTE: The following paragraphs correspond to the blocks on the IMT. See Figure A5.1 for a sample IMT.

A5.1. Name of Telephone Company. Self-explanatory.

A5.2. CS Authorization Number/Date. Self-explanatory.

A5.3. Work Order No/Tariff Change. List work order numbers or identify changes (modifications for increases, tariff rate changes, etc.). Cite modifications by the amendment number (for example, P0001) because the CSA number is already referenced on this IMT.

A5.4. Location. List office designator.

A5.5. Description of Work. Use brief and concise descriptions.

A5.6. Date Completed. Self-explanatory.

A5.7. Nonrecurring Charge. This is a one-time installation charge.

A5.8. NCR Balance. Restart each fiscal year. This is a cumulative balance.

Figure A5.1. Sample AETC IMT 1393.

TELEPHONE WORK ORDER LOG			NAME OF TELEPHONE COMPANY Telephone Company Name	CS AUTHORIZATION NUMBER/DATE CSA 123-45-A-6789/AB01 15 May 03	
WORK ORDER NO/ TARIFF CHANGE	LOCATION	DESCRIPTION OF WORK	DATE COMPLETED	INSTALLATION/RELOCATIONS	
				NONRECURRING CHARGE	NRC BALANCE
New CSA					\$400.00
01-03	17CA	Install two business lines	20030525	\$131.00	\$269.00
02-03	17CB	Install lone business line with call waiting	20030530	\$65.50	\$204.00
03-03	17CB	Relocate office (emergency situation)	20030530	\$131.00	\$73.00
FY 03		New balance forwarded			\$400.00

Attachment 6**HOW TO COMPLETE AETC IMT 1308, VERIFICATION OF LONG DISTANCE
TELEPHONE CALLS**

NOTE: The following paragraphs correspond to the blocks on the IMT. See Figure A6.1 for a sample IMT.

A6.1. Address of Recruiting Office. List addresses.

A6.2. Billing Number. Self-explanatory.

A6.3. Billing Period. This is reflected on the telephone bill.

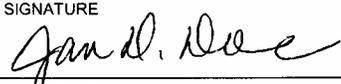
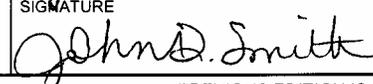
A6.4. Section I. Calls Exceeding Established Limits. List calls exceeding monetary limits to include the date, location, telephone number of the called party, and length and cost of the call (with justification).

A6.5. Section II. Calls Made During the Local Hours of 2200 – 0500. Include the date, location, and telephone number of the called party with justification for the call.

A6.6. Section III. Calls Determined Unofficial. Include the same information required in Section I.

A6.7. Section IV. Certification. Self-explanatory.

Figure A6.1. Sample AETC IMT 1308.

VERIFICATION OF LONG DISTANCE TELEPHONE CALLS <small>(FOR RECRUITING ACTIVITIES)</small>		
ADDRESS OF RECRUITING OFFICE 1932 Arlington Blvd, Suite 4 Charlottesville, VA 29033-0750	BILLING NUMBER 123-456-7890	BILLING PERIOD <i>(From/To)</i> 1 - 31 Aug 03
SECTION I. CALLS EXCEEDING ESTABLISHED LIMITS JUSTIFICATION <i>(Identify and justify each call on telephone bill which exceeds monetary limits)</i> 14 Aug 03, Richmond VA (804) 276-0291, 32 min, \$7.32, check on applicant previously denied enlistment.		
SECTION II. CALLS MADE DURING THE LOCAL HOURS OF 2200 - 0500 JUSTIFICATION <i>(Identify and justify any call on telephone bill made during these times)</i> 2230, 8 Aug 03, Del Rio TX (210) 775-0338, checked with James Roberts, OTS applicant, to confirm 0800 inprocessing scheduled this morning. Unable to reach him earlier.		
SECTION III. CALLS DETERMINED UNOFFICIAL IDENTIFY CALLS DETERMINED UNOFFICIAL AND STATE ACTION TAKEN TO RECONCILE BILL 20 Aug 03, Wausau WI (715) 842-7329, 8 min, \$2.13, SSgt Campbell has forwarded payment to Accounting and Finance on 16 Aug 03.		
SECTION IV. CERTIFICATION I certify that a verification check has been performed on the attached toll portion of the telephone bill and payment is due in the amount of \$ _____ for _____ official calls. <small>(Total number)</small>		
DATE 2003-09-20	TYPED OR PRINTED NAME OF ASSISTANT TCO Jan D. Doe, SSgt, USAF	SIGNATURE 
DATE 2003-09-21	TYPED OR PRINTED NAME OF TCO John D. Smith, Capt, USAF Chief, Resource Management Branch	SIGNATURE 

Attachment 7

SAMPLE SF 1034, PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL

A7.1. Paying a Telephone Bill Through an Accounting and Finance Office. See Figure A7.1 for a sample SF 1034 for payment of a telephone bill.

Figure A7.1. Sample SF 1034.

Standard Form 1034 Revised October 1987 Department of the Treasury 1 TFM 4-2000		PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL				VOUCHER NO.
U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT AND LOCATION			DATE VOUCHER PREPARED		SCHEDULE NO.	
Department of the Air Force 317th Recruiting Squadron 1632 Colorado Ave Andrews AFB MD 20311-6111			CONTRACT NUMBER AND DATE		PAID BY	
			DCA200-95-H-002 01/10/2003			
PAYEE'S NAME AND ADDRESS New Telephone Company of MD 110 Main Street Baltimore MD 21224-0000			REQUISITION NUMBER AND DATE		DATE INVOICE RECEIVED	
			Bill Acct: 01/10/2003		DISCOUNT TERMS	
SHIPPED FROM			TO	WEIGHT	PAYEE'S ACCOUNT NUMBER	
GOVERNMENT B/L NUMBER						
NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES <i>(Enter description, item number of contract or Federal supply schedule, and other information deemed necessary)</i>	QUAN-TITY	UNIT PRICE		AMOUNT (1)
				COST	PER	
	10/01/2002	Official Telephone Service per attached bill dated: Local Service: \$0.00 Tolls: \$0.00				
(Use continuation sheet(s) if necessary) (Payee must NOT use the space below) TOTAL						
PAYMENT:		APPROVED FOR	EXCHANGE RATE	DIFFERENCES		
<input type="checkbox"/> PROVISIONAL <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL <input type="checkbox"/> PROGRESS <input type="checkbox"/> ADVANCE		= \$	= \$1.00			
		BY 2		Amount verified; correct for		
		TITLE		<i>(Signature or initials)</i>		
		Telephone Control Officer				
Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.						
(Date)		(Authorized Certifying Officer) 2		(Title)		
ACCOUNTING CLASSIFICATION						
Fund cite to be used for this action						
PAID BY	CHECK NUMBER	ON ACCOUNT OF U.S. TREASURY		CHECK NUMBER	ON (Name of bank)	
	CASH	DATE		PAYEE 3		
1 When stated in foreign currency, insert name of currency.				PER		
2 If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the space provided, over his official title.				TITLE		
3 When a voucher is receipted in the name of a company or corporation, the name of the person writing the company or						

Previous edition usable.

NSN 7540-00-900-2234

PRIVACY ACT STATEMENT

The information requested on this form is required under the provisions of 31 U.S.C. 82b and 82c, for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and the amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.