



DEPARTMENT OF THE ARMY
U.S. ARMY MANEUVER SUPPORT CENTER AND FORT LEONARD WOOD
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FORT LEONARD WOOD, MISSOURI 65473-8929

REPLY TO
ATTENTION OF

31 OCT 2001

ATZT-IM

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy #28-01, Telephone Abuse

1. REFERENCE. Joint Ethics Regulation, 41 CFR, Subpart 101-35.
2. PURPOSE. To maintain an aggressive telephone abuse program designed to identify and minimize possible telephone abuse.
3. GENERAL. The guidelines are outlined in the Joint Ethics Regulation, and in other documents.
4. POLICY.

a. Official and authorized uses of telecommunications and computing systems.

(1) The use of DoD and other government telephone systems is limited to the conduct of official business or other authorized uses. Commanders and supervisors at all levels will make anyone using Government telecommunications systems aware of permissible and unauthorized uses. Local policies and procedures will be promulgated, as necessary, to avoid disruptions of telecommunications systems.

(2) All communications users must be aware of security issues and their consent to monitoring, of restrictions on transmitting classified information over unsecured communications systems, of prohibitions regarding release of access information such as passwords, and of the need for care when transmitting other sensitive information. Users should abide by these restrictions to ensure that security compromises do not disrupt Army communications systems.

(3) Commanders will recover toll charges, as practical, for unofficial/unauthorized personal telephone calls placed on official telephones by personnel in their charge per DoDD 5500.7-R, JER, Section 2-301. Persons making unauthorized unofficial telephone calls will be subject to charge for the calls at the local commercial rate, plus tax as well as an additional amount, rounded to the nearest dollar, to cover the administrative costs of determining that the call was unauthorized and processing the collection.

(4) Official business calls are defined as those that are necessary in the interest of the government (for example, calls directly related to the conduct of DoD business or having an indirect impact on DoD's ability to conduct its business).

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(5) Official use includes health, morale, and welfare (HMW) communications by military members and DoD employees who are deployed in remote or isolated locations for extended periods of time, on official DoD business. Calls must be approved by the installation or theater commander, who may grant approval only when commercial service is unavailable, or so limited that it is considered unavailable. HMW calls may only be made during non-duty hours and must not exceed 5 minutes. Emergency calls may exceed this limit.

(6) Authorized personal calls. Personal calls (such as communications with spouses/minor children or to arrange for emergency repairs to residence or automobile) that must be made over the commercial local/long distance network are authorized as necessary in the interest of the government, provided the call is consistent with the following criteria:

(a) It does not adversely affect the performance of official duties by the employee or the employee's organization.

(b) It is of reasonable duration and frequency.

(c) It could not reasonably have been made at another time (for example, from a non-government telephone or e-mail system during lunch, break, and other off-duty periods).

(d) It is not used for activities related to the operation of a personal business enterprise.

(e) In the case of toll/long distance calls, is charged to the employee's home phone number or other non-Government numbers (third party call), made to a toll-free number, charged to the called party if a non-Government number (collect call), or charged to a personal telephone credit card.

(f) Authorized toll calls. The following are examples of calls that are authorized to be made on DoD telephone systems even if a local toll charge is incurred if consistent with the above criteria. Emergency calls such as calls to notify family or doctor when an employee or an immediate family member is injured or seriously ill. Calls within the local commuting area (the area from which the employee regularly commutes) to notify family or to make alternative transportation or childcare arrangements due to a change in schedule.

(7) Other prohibitions in the use of Army communications systems include the following:

(a) Use of communications systems in a way that would reflect adversely on DoD or the Army.

(b) Communications services may not be used for unlawful activities; commercial purposes, personal financial gain, personal use inconsistent with DoD policy; or uses that violate other Army policies or public laws. This may include, but is not limited to, violation of intellectual property, gambling, and sexual or other forms of harassment.

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b. The following guidelines will be used to determine reimbursement.

(1) If the unit commander or investigative agency determines that the telephone abuse was gross neglect/intentional, then the calls will be billed at the commercial rate (currently at \$0.35 per minute) plus 3% tax, and an administrative fee to cover the costs of determining that the call was unauthorized and to process the collection, IAW 41 CFR.

(2) If the unit commander or investigative agency determines that the telephone abuse was inadvertent and not malicious or intentional, the calls will be billed at actual cost.

c. Upon initial identification of possible telephone abuse, the commercial rates will be used to initially identify investigative responsibilities.

(1) If the possible telephone abuse bill is over \$2000, the USACIDC unit will be notified, along with the unit commander and an info copy of the correspondence will be provided to SJA.

(2) If the possible telephone abuse bill is over \$1000 and under \$2000, the LEC investigations will be notified, along with the unit commander and an info copy of the correspondence will be provided to SJA.

(3) If the possible telephone abuse is under \$1000, the unit commander will be notified with an info copy of the correspondence provided to SJA.

5. SUPERSESSION. This command policy supersedes the policy memorandum, subject as above, dated 31 March 1999.

6. PROPONENCY. The proponent for this policy memorandum is the Directorate of Information Management, 596-5719.


WILLIAM A. VAN HORN
Colonel, GS
Chief of Staff

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