Responsible Office: IT Infrastructure Branch, Office of the Chief Information Officer (OCIO)

SUBJECT: Telephone Administration

1. POLICY

a. It is the policy of Langley Research Center (LaRC) to:

(1) Comply with prescribing NASA and Federal regulations.

(2) Provide telephone equipment and services that are essential for operations.

(a) Hallway Set – A single-line basic Voice over IP (VoIP) phone authorized for hallways and common areas.
(b) Standard Set – A multi-line VoIP phone authorized for individuals in all office areas.
(c) Key Expansion Module – Provides additional keys to help manage a large number of lines, authorized for administrative assistants, as needed.
(d) Analog Lines – Analog lines are provided for Agency Multi-Function Devices (MFDs) where facsimile services are required. Analog lines for secure telephones or teleconference sets will be provided only when services cannot be provided by standard VoIP phone. Organizations must work through the Center IT Acquisition Management (ITAM) team to purchase secure telephones and teleconference sets.

(3) Ensure that telephone equipment and services are used only for official Government business, emergency, and authorized personal calls, as described in NPD 2540.1.

(a) No other calls may be placed over the Government-provided telephone system, even if the caller’s intention is to reimburse the Government for the cost of the call.
(b) Any call that is not official, emergency, or authorized personal usage is an unauthorized call. Suspected misuse of Government-provided telephone services for unauthorized calls will be expeditiously referred to the employee’s supervisor or the Office of Inspector General.

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

3. **AUTHORITY**


4. **APPLICABLE DOCUMENTS AND FORMS**

   a. LMS-CP-5541, “Processing Requests for Voice Communications Services.”

5. **RESPONSIBILITY**

   a. IT Infrastructure Branch (ITIB), Office of the Chief Information Officer (OCIO).

      (1) Manage, operate, and develop LaRC’s telephone system.

      (2) Ensure Langley Telephone System (LaTS) performance for reliability and stability.

      (3) Provide service to LaRC’s telephone users.

      (4) Appoint a representative to discuss moves with the Projects & Capital Assets Branch, Center Operations Directorate, and other organizations as required.

   b. Supervisors.

      (1) Implement this Center’s telephone policy in managing the organization’s telephone service.

      (2) Ensure personnel under their jurisdiction are aware of and knowledgeable of the policies and intent of this directive. Be observant of telephone usage which appears to be excessive.

      (3) Establish appropriate internal controls over telephone facilities to ensure visitors are aware of the policies and intent of this directive and the prohibition of making long-distance calls on devices that would result in charges to the Government.

      (4) Authorize user requests (Civil Service and non-NASA) for additional telephone sets, relocations, changes in levels of service, and all nonstandard services.

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

Verify the correct revision before use by checking the LMS Web site.
c. Contracting Officer’s Representative.

(1) Monitor contractor performance to ensure adherence to contract requirements on telephone usage.

d. Employees.

(1) Use NASA’s telecommunications services only for the conduct of official Government business, emergency, and authorized personal calls as described in NPD 2540.1.

(2) Refer to LMS-CP-5541, “Processing Requests for Voice Communications Services,” for requesting new telephone service or revisions to the Langley phonebook.

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

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

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

4. Ensure that all phone calls made to non-U.S. persons in the U.S. or abroad comply with U.S. export control laws, regulations, and NASA export control policy.

6. DELEGATION OF AUTHORITY

None

7. MEASUREMENTS/VERIFICATION

None

8. CANCELLATION


Original signed on file

Clayton P. Turner
Center Director Date

Distribution:

Verify the correct revision before use by checking the LMS Web site.