



**DEPARTMENT OF THE NAVY**  
NAVY RECRUITING DISTRICT, NEW ORLEANS  
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NEW ORLEANS, LOUISIANA 70143-5077

NAVCRUITDISTNOLAINST 2060.1F  
14  
24 Oct 2012

NAVY RECRUITING DISTRICT NEW ORLEANS INSTRUCTION 2060.1F

From: Commanding Officer, Navy Recruiting District New Orleans

Subj: TELEPHONE CONTROL AND MANAGEMENT

Ref: (a) COMNAVCRUITCOMINST 4400.1D

Encl: (1) Telephone Bill Analysis Procedure  
(2) Telephone Bill Verification/Certification

1. Purpose. To provide specific additional guidance for the use of official telephones within Navy Recruiting District (NRD) New Orleans and Federal Government calling cards issued by NRD New Orleans.

2. Cancellation. NAVCRUITDISTNOLAINST 2060.1E.

3. Discussion. THE USE OF GOVERNMENT TELEPHONES TO MAKE PERSONAL CALLS CANNOT RESULT IN A CHARGE TO THE GOVERNMENT. Additionally, under no circumstances are personal calls charged to the government authorized while on official travel nor are they reimbursable expenses under current Joint Travel Regulations (Volume 2).

4. General Telephone Usage.

a. Out of country long distance calls can only be made with prior approval of the Executive Officer (XO).

b. Third party calls are unauthorized.

c. 1-900 calls are unauthorized.

d. All personnel will limit telephone calls, regardless of type, to the minimum amount of time necessary to conclude their business. Normally a call should not exceed 15 minutes.

5. Mobile Telephones.

a. Mobile telephones offer the potential to enhance productivity of key personnel. However, their use must be carefully controlled to ensure cost effectiveness.

b. Costs incurred on personally owned mobile phones may not be claimed on OPE or their claims for reimbursement.

6. Responsibilities.

a. Telephone users

(1) Limit all calls to the shortest duration possible.

(2) Record of all unusual telephone calls such as:

(a) Duration over 30 minutes.

(b) Out of Country calls (approved by XO)

(c) Numerous calls to the same number within a short period of time.

(d) Collect calls from out of state.

b. Department Heads/DIVO/DLCPO/LPOs

(1) Ensure all assigned personnel are familiar with the contents of this instruction.

(2) Ensure all HARP personnel and Future Sailors who provide administrative assistance at Navy Recruiting Stations (NRS) are briefed on the content of this instruction.

(3) Research and process telephone certification letters with five days of receipt.

c. Logistics Support Officer (LSO).

(1) Ensure all telephone bills received are screened and a letter of certification sent to each activity with calls highlighted in the following categories:

- (a) Collect calls out of state.
- (b) Collect calls out of recruiting area.
- (c) Collect calls over 30 minutes.
- (d) Calls over 30 minutes in duration.
- (e) Other calls such as out of country, or numerous calls to the same telephone number on a continuing basis.

(2) Calls highlighted in yellow will require research by the DLCPO and an explanation of circumstances surrounding the call provided on the certification letter enclosure (2).

(3) The NRD's Phone Custodian will monitor phone activity in accordance with the telephone bill analysis procedures enclosure (1). If any call found to be not in accordance with enclosure (1), the DLCPO will be notified by LSO.

7. Unauthorized Telephone Calls.

a. Personnel identified as making unauthorized call(s) will be required to:

(1) Reimburse the government by personal check or money order for the amount of the call(s) plus a \$10.00 processing fee. The check/money order will be made payable to the U. S. Treasury and turned over to the Logistics Support Officer (LSO).

b. Personnel identified as making unauthorized telephone call(s) a second time will reimburse the government in the manner described above and their name will be forwarded to the XO for appropriate action.

/s/  
G. R. SHARP

Distribution List:  
Electronic only, via  
<http://www.cnrc.navy.mil/neworleans/>

TELEPHONE BILL ANALYSIS PROCEDURES

1. Analyze monthly telephone bills to:
  - a. Identify unofficial calls.
  - b. Analyze the volume and purpose of long distance calls.
  - c. Analyze out-of-state and out-of-area code calls.
  - d. Analyze calls in excess of 30 minutes. Check these calls against the telephone logs and official telephone directories.
  - e. Analyze repeated and operator-assisted calls to the same number within a short time span.
2. If any call is suspected to be unauthorized, then complete enclosure (2) and forward as follows:
  - a. Navy Recruiting Stations: To DIVO/DLCPO/LCPO/LPO and returned via the Executive Officer.
  - b. District Headquarters:
    - (1) Exclusive telephone lines: To Department Head or individual and returned via the Executive Officer.

NAVCRUITDISTNOLAINST 2060.1F  
24 Oct 2012

Date \_\_\_\_\_

From: Commanding Officer, Navy Recruiting District, New Orleans

To: DIVO/DLCPO

Subj: TELEPHONE BILL VERIFICATION/CERTIFICATION

Encl: (1) Telephone Account \_\_\_\_\_ dated \_\_\_\_\_

1. Enclosure (1) is forwarded for verification and certification for the following reasons:

- a. \_\_\_\_\_ Collect calls over three minutes
- b. \_\_\_\_\_ Collect calls (out of state)
- c. \_\_\_\_\_ Collect calls (out of recruiting area)
- d. \_\_\_\_\_ Calls over 15 minutes in duration
- e. \_\_\_\_\_ Use 1-800 FTS 2000 Advanced Service
- f. \_\_\_\_\_ Not maximizing use of FTS 2000
- g. \_\_\_\_\_ Long distance calls outside of recruiting area
- h. \_\_\_\_\_ Special features (Unauthorized)
- i. \_\_\_\_\_ Other

2. All calls highlighted in **YELLOW** on the attached telephone bill must be researched by the addressee and a written explanation of the circumstances surrounding the call provided on the second page of this memorandum.

3. All calls found to be unofficial will be identified on the bill by the addressee. A personal check for the amount of the call(s) plus a \$10.00 processing fee will be returned with the bill. The check will be made payable to the U.S. Treasury.

4. All DIVO/LCPOs are charged with the responsibility of ensuring that all government phone lines are for official business only, when tolls are incurred. Additionally, all personnel are to be reminded that the 1-800 service was created to eliminate collect calls, and not a toll free line for personal contacts. **Abusive use of government phone lines is a punishable offense under the UCMJ.**

5. All telephone bills and explanations must be returned to the Budget Analyst via the XO by mail, with five working days of above date. DO NOT FAX THESE DOCUMENT!

C. L. SMITH  
By direction

Enclosure (2)

FIRST ENDORSEMENT on Telephone Bill dated \_\_\_\_\_

From: \_\_\_\_\_  
To: Budget Analyst, Navy Recruiting District, New Orleans  
Via: Executive Officer, Navy Recruiting District, New Orleans

1. I certify all calls highlighted are official telephone calls placed in support of the Recruiting Mission. An explanation of the circumstances surrounding the call(s) is provided on the second page of this memorandum.

2. I have screened the attached highlighted telephone bill and found the calls annotated to be unofficial. A check in the amount of \_\_\_\_\_ is enclosed.

YES ( )

NO ( )

\_\_\_\_\_  
(DIVO/DLCPO Signature)

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**STATE OF CIRCUMSTANCES (YELLOW HIGHLIGHTED CALLS)**