

## Chapter 19

### Telephones and Telecommunications

ARS policy is that all telephones will be answered with proper identification of the Agency (Agricultural Research Service) and identification of the office or individual answering the telephone and that telephone coverage will be provided during normal business hours. USDA Regulation DR-3300.1 establishes policies and assigns responsibilities of the management and use of all aspects of communications services, equipment, and resources within USDA.

Acronyms: See [Chapter 22](#) for a comprehensive list of commonly used acronyms.

References: [DR 1409-001](#) – Broadcast Media and Technology Policy  
[DR 3300-1](#) – Telecommunications & Internet Services and Use and Appendix A – M  
[NPA PM-05-006](#) – Building Automation and Control Systems (BAS or BCS)

Web Sites: AFM Policies & Procedures (P&P) and Manuals (M)  
<http://www.afm.ars.usda.gov/ppweb/>  
Office of the Chief Information Officer (OCIO)  
<http://www.ocio.usda.gov/index.html>  
NPA Policy Memorandums (PMs)  
<http://www.ars.usda.gov/Main/docs.htm?docid=16552>

Attachment 1: Memo and Instructions, VERIZON BUSINESS/MCI FTS2001 Audio Conference

#### Points of Contact:

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#### Verizon Business/MCI Calling Cards

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## **VERIZON BUSINESS/MCI FTS2001/WorldComm Teleconferencing Services**

USDA's preferred method of teleconferencing is to use VERIZON BUSINESS/MCI FTS2001/World Comm. See Attachments for instructions on using VERIZON BUSINESS/MCI FTS2001 Audio Conference.

## **VERIZON BUSINESS/MCI FTS2001/WorldComm Instant Meeting Teleconferencing Services**

If you utilize teleconferencing services on a regular basis, we recommend that you set up VERIZON BUSINESS/MCI/Instant Meeting subscription as it is most convenient and lowest cost. When you enroll for Instant Meeting Service, you will be assigned a personal toll free number, along with a leader passcode (should be kept confidential), and a participant passcode that is to be shared with the participants. Once established, these numbers can be used each time you want to hold an audio conference via Instant Meeting as long as the service is enabled. Instant Meeting is a feature of Unattended Service (no Operator) so only the following features are available:

- \*1 Help Menu
- \*2 Roll Call (Leader)
- \*3 Roll Call (Leader or Participant)
- \*4 Conference Mute/Unmute
- \*5 Conference Continuation
- \*6 Self Mute/Unmute
- \*7 Secure Call
- \*8 Participant Count (Private)
- \*9 Entry/Exit Announcements – Tone, Recorded Name & Silent Entry

Instant Meeting accounts will be deactivated after 90 days of inactivity. You may have multiple Instant Meeting numbers if there is sufficient demand.

## **VERIZON BUSINESS/MCI Calling Cards**

To request a VERIZON BUSINESS/MCI Calling Card, the Administrative Officer (AO) will e-mail the request to the Property Management Technician at the Area Office, providing the name of the cardholder and indicating whether or not they need international calling capability.