

25 June 2001

JDTS-W – TSCO-012

MEMORANDUM FOR ALL DESIGNATED AGENCY REPRESENTATIVES (DAR)
AND TELECOMMUNICATIONS SERVICE CONTROL
OFFICERS (TSCO) IN THE NATIONAL CAPITAL
REGION (NCR)

SUBJECT: Use of Military Interdepartmental Purchase Request (MIPR) DD Form 448
on the WITS2001 Contract

Over the past year, Defense Telecommunications Service-Washington has partnered with the General Services Administration (GSA) and appropriate DoD agencies to identify the most efficient method to obligate or fund telecommunications requirements under WITS2001. The Military Interdepartmental Purchase Request (MIPR) DD Form 448 emerged as the most appropriate financial vehicle to accomplish our goal. Upon further review and evaluation of this methodology and guidance from the Assistant Secretary of the Army-Financial Management (ASA-FM), it appears that the appropriateness of the MIPR as the financial instrument for fund control and obligation of WITS2001 related transactions requires further in-depth study of the regulations and process. Therefore, use of the MIPR for WITS2001 transactions should be discontinued at this time.

In the interim, the following procedure will be in effect:

- Previously received and “in-the-pipe” MIPRs will be honored as “information only” (i.e., Point of Contact, Billing Account Code, agency address, line of accounting, etc.)
- GSA will send a memorandum via fax, e-mail, or postal mail to verify that they have received previously submitted MIPRs and an account has been established in TOPS.
- If a GSA memo is not received please contact:

Diane Holder on (202) 708-5933 or diane.holder@gsa.gov
Mattie Royster on (202) 708-6909 or mattie.royster@gsa.gov

11 June 2001

JDTS-W (NSD) 01 TSCO 010

MEMORANDUM FOR TELECOMMUNICATIONS SERVICE CONTROL
OFFICERS IN THE NATIONAL CAPITAL REGION

SUBJECT: New DTS-W Interactive Voice Response System

On Monday, 18 June 2001, Defense Telecommunications Service-Washington (DTS-W) will begin using a new Interactive Voice Response (IVR) system. The IVR system will connect customers to the most frequently called numbers in the DoD database. The IVR is an enhancement to the Call Attendant Operator System being utilized by Directory Services.

Beginning Monday, 18 June 2001, customers will dial the same number as always to reach a DoD Operator. The information below will help explain the functionality of the IVR.

1. The number to dial will not change for the user. If you dial "0" or "703-545-6700" your call will be routed to the IVR.
2. The initial greeting is followed with Option "1" to use the IVR or Option "0" to speak to an Operator.
3. The caller has the Option "0" available at anytime to be connected to an Operator.
4. The caller has Option "9" available at anytime to return to the main menu if an incorrect menu is chosen.
5. The IVR caller queue, if full, will overflow to the Operator queue to be answered.
6. If the caller does not make a selection from the menu, they will be connected to the Operator queue after approximately 10 seconds.

The IVR menu will make it easy to reach many frequently called numbers as follows. The Main Menu presented after the short Introduction to the IVR is:

- To reach the Office of the Secretary of Defense, press 1 now
- Department of the Army, press 2 now
- Department of the Navy, press 3 now
- Marine Corps, press 4 now
- Department of the Air Force, press 5 now
- Pentagon Information, press 6 now