



United States  
Department of  
Agriculture

Farm  
Service  
Agency

Rural  
Development  
Conservation

Natural  
Resources  
Service

September 7, 2006

**KS FAC NOTICE: 2006-6**

**TO:** All Kansas FSA, NRCS, and Rural Development Offices

**FROM:** State Food and Agriculture Council (FAC)

**SUBJECT:** USDA Service Center Telephones – Auto Attendant

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This FAC Notice supersedes FAC Notice 2000-3, dated May 4, 2000.

**General** Service centers with NEC, Norstar Meridian and Voice Over IP phone systems have auto attendants. Service centers with the AT&T Partner Plus phone systems do not have auto attendant.

The programming of the auto attendant will be as follows:

The same message will be on the system 24 hours per day. No reference to office hours will be made.

The menus will be designed to accommodate all agencies located in the service center. LDP rates will be entered on the primary menu.

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**Auto Attendant** The following menu options shall be assigned to each agency:

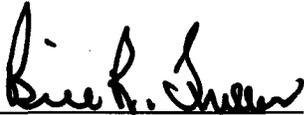
- 2 – Farm Service Agency
- 3 – Natural Resources Conservation Service and the  
(County) County Conservation District
- 4 – Rural Development
- 5 – NRCS Area Office
- 6 – Information Technology Services
- 7 – LDP Rates
- 9 – NRCS RC&D Offices and Project Offices

The message will be as follows:

Thank you for calling the USDA Service Center in (City), Kansas. If you know the extension you wish to reach, you may enter it at any time during this message. If you are calling from a rotary dial phone, please hold for the operator.

For the (Agency Name), press (Agency Extension).  
(Using the listing shown above, continue until all agencies present  
in the service center are listed.)

To reach the operator, press 0.



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Farm Service Agency



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State Director  
Rural Development



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