

Memorandum of Understanding between the Alcohol and Tobacco Tax and Trade Bureau (TTB) and the National Treasury Employees Union (NTEU), Chapter 305 on Phase Two (2) of the VOIP telephone system at the NRC.

In accordance with the Collective Bargaining Agreement (CBA) between TTB and NTEU, Article 39, this agreement is conditioned on the following terms, mutually reached by the parties:

Like Phase 1, there will be no "voice recording" or additional tracking of calls during Phase 2.

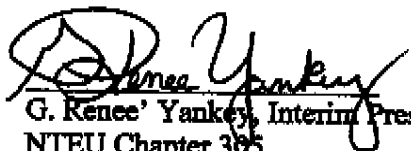
Phase Two (2) of the VOIP system will include the implementation and activation of the following features on all phones at the NRC:

- (1) **Soft Phone** – implementation of a virtual phone that is accessible from the desktop of all government issued computers.
- (2) **Web site access** – allows users to modify certain phone features from the web. Such as: call forward settings, speed dials, updates on messages, etc., from a Cisco Unified Communications Solutions website.
- (3) **Extension Mobility** – allows users to login into another phone that is on the TTB Cisco Unified Communications network and have it work as their own extension.
- (4) **Meet Me Now** – this is an instant conference bridge to allow conference calls. The calendar for scheduling the conference bridges will be accessible from MS Outlook.
- (5) **Call Back** – allows users to receive notification on the Cisco Unified IP Phone when a party line becomes available.
- (6) **Do not disturb** – allows employees to revert calls to their voice mail, it will flash but not disturb. This feature is not trackable.
- (7) **Mobile Connect and Mobile Voice Access** – this allows users who have a government issued desk phone, virtual soft phone and a cell phone or blackberry to manage all business calls using a single phone number.
- (8) **Setting Up SMTP Message Notifications** – a voicemail (VM) feature allowing users to review VM messages in the form of emails accessible from a Cisco Unified Communications Solutions website.
- (9) **Cisco Unity Personal Assistant Web Site** – manage VM preferences for the user from a Cisco Unified Communications Solutions website.
- (10) **Call Park** – allows the user to place a call on hold and retrieve it from another telephone in the Cisco Unified Communications Manager system.
- (11) **Immediate Divert (iDivert)** – allows users to immediately divert a call to a voice-messaging system. When the call gets diverted, the line becomes available to make or receive new calls.

In accordance with Article 39 and 5 USC 7114, any additional features that may be used in the future will be forwarded to the Union for an opportunity to negotiate the impact and implementation prior to implementation.


This agreement will become effective on the date the last person representing the parties to the agreement sign below:

NTEU


G. Renee' Yankey, Interim President
NTEU Chapter 305

DATE: 3/25/09

TTB Management


Susan Greemore, Director
Human Resources Division

DATE: 3/25/2009