

Memorandum of Understanding between the Alcohol and Tobacco Tax and Trade Bureau (TTB) and the National Treasury Employees Union (NTEU), Chapter 305 on the installation 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:

The VOIP Telephone System will be installed in three phases.

The first phase will begin at the National Revenue Center located in Cincinnati Ohio. Training on the new system will take place in the week of November 10, 2008 for all affected employees.

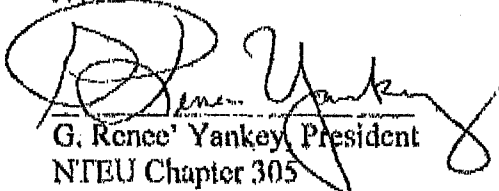
There will be no "voice recording" or additional tracking of calls during this phase.

An electronic copy of the electronic file UG 65_45 users guide will be placed on the Intranet and a link will be made available to the users.

The agency will provide appropriate notice of the final decision of their proposal of Phases Two and Three in a timely manner in accordance with Article 39 and 5 USC 7114 for an opportunity to negotiate the change in working conditions.

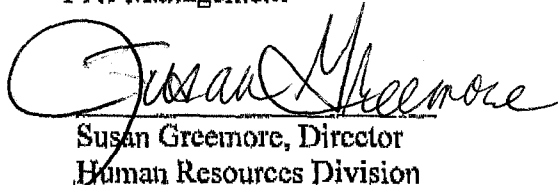
This agreement will become effective on the date the last person representing the parties to the agreement sign below:

NTEU


G. Renee Yankey, President
NTEU Chapter 305

DATE: 11/13/08

TTB Management


Susan Greenmore, Director
Human Resources Division

DATE: 11/19/2008