


Memorandum of Understanding

Voice Over Internet Protocol (VOIP)

The following constitutes agreement between the Veterans Benefits Administration (VBA) and the American Federation of Government Employees, AFL-CIO National VA Council #53 (NVAC) concerning the implementation and use of Voice over Internet Protocol (VoIP) software by VBA employees.

1. The Agency is responsible for installing and maintaining this software on the laptops it issues to VBA employees.
2. The agency agrees to provide the necessary equipment (including headsets) to utilize this software.
3. Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated National policies or agreements.
4. If after implementation, either party is made aware of issues that may adversely affect employees, both parties agree to work together to resolve the issues at hand.
5. Management will provide a copy of this MOU to the President and the highest AFGE representative at each Regional Office of each AFGE local affected by this consolidation.



For Management



For AFGE/NVAC

Date: 07/08/15