

## Memorandum of Understanding

### Transfer of toll free calls from Hartford to Philadelphia and Cleveland

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees, AFL-CIO, National VA Council #53 (NVAC). The subject of this agreement is transfer of Hartford RO, toll free telephone calls, to the Philadelphia and Cleveland Regional Offices.

1. Public Contact employees at the Hartford RO will be assigned other duties commensurate with their grade and Position Description.
2. VSRs assigned to Public Contact at Hartford RO will be provided a reasonable amount of training not to exceed 90 days. During this period, no adverse action will be taken against an employee as it relates to their performance standards.
3. Management will provide the Mid-Term Bargaining Team a project plan and implementation schedule for the remaining RO's that will be transferring their toll free calls as part of the national VIC consolidation.
4. A copy of this MOU will be provided to the Hartford, Cleveland, and Philadelphia Local Presidents.

/S/  
William Carson

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**for Management**

/S/  
Alberta Franklin

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**for the Union**

January 5, 2007

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**Date**