

OFFICE OF GENERAL COUNSEL  
Division of Operations-Management

MEMORANDUM OM 15-06

November 14, 2014

To: All Regional Directors, Officers-In-Charge  
and Resident Officers

From: Anne Purcell, Associate General Counsel

Subject: Replacement of TTY Lines with Federal Relay Service

Since 2003, the Agency has been accessible to the hearing impaired community through TTY phones, which enable hearing impaired callers to exchange text messages with Regional personnel. After reviewing the Agency's experience with its TTY service, we have concluded that the Agency will be able to serve this community more effectively, and at considerably less cost, by communicating with hearing impaired callers through the Federal Relay Service.

The Federal Relay Service is a telecommunications service that allows hearing impaired callers to interact with federal agencies by calling specially trained Communications Assistants, who subsequently contact the federal agency and act as callers' conduits for the transmittal of information. Accordingly, effective December 1, 2014, the Agency will be discontinuing the use of its TTY lines and requesting that hearing impaired callers contact the Agency through this service. The Agency's website will be modified to instruct hearing impaired callers to contact the Agency through the Federal Relay Service. Regions should delete references on their web pages to their TTY numbers and replace them with the following instruction: "Hearing impaired callers who wish to speak to an Agency representative should contact the Federal Relay Service by visiting its website at <http://www.federalrelay.us/tty>, calling one of its toll free numbers and asking its Communications Assistant to call our toll free number at 1-866-667-NLRB." Regions should use this service for all subsequent communications with hearing impaired individuals.

If you have any questions regarding the above, please contact your AGC or Deputy or our Telecommunications Specialist, Rob White at (202) 273-4000.

/s/  
A.P.