

OFFICE OF THE GENERAL COUNSEL  
Division of Operations-Management

MEMORANDUM OM 16-20

June 17, 2016

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

From: Anne Purcell, Associate General Counsel

Subject: Transition to Skype for Business

Effective July 1, 2016, the Agency will be switched from our analog telephone system to NLRB Skype for Business (SfB) communications system hosted and operated by CenturyLink. SfB technology allows you to make voice calls using the NLRB Wide Area Network instead of a regular (or analog) phone line provided by the local telephone service provider. SfB services convert your voice into a digital signal that travels over the network. If you are calling a regular phone number, the signal is converted to a regular telephone signal before it reaches the destination. SfB allows you to make a call directly from your computer, a special VoIP (Voice over Internet Protocol) phone, or a traditional phone connected to a special adapter. In addition, if you are working away from your office, you can connect to the internet and use SfB to make and receive calls from your laptop as if you were in your office. You can also arrange to receive calls made to your office number on your Agency iPhone.

Additional features like Instant Messaging, Video Conferencing and Skype Meeting are available for use within Skype. OCIO will schedule user training sessions after the new phones are deployed.

During the week of June 20, 2016, everyone will receive new Polycom VVX500 Business Media Phones (User Guide attached). These phones are compatible with your existing headsets. The old telephones will cease working at the close of business on June 30, 2016.

To make the most cost-effective transition to VoIP, the Agency has decided to obtain new telephone numbers rather than incur the expense of porting our existing telephone numbers into the SfB system.<sup>1</sup> OCIO projects that issuing new numbers instead of retaining the existing numbers will result in a \$200,000 saving in FY 2016, and \$800,000 in savings every

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<sup>1</sup> The following offices will maintain their current telephone numbers: Region 4 (Philadelphia), Region 5 (Baltimore and Washington Resident Office), Region 9(Cincinnati), Region 12 (Tampa and Miami Resident Office), SubRegion 24 (Hato Rey), Region 13 (Chicago), Region 19 (Seattle), SubRegion 36 (Portland), SubRegion 37 (Honolulu), Albany Resident Office, Anchorage Resident Office, Las Vegas Resident Office, and the Albuquerque Resident Office.

subsequent year. The Agency has decided to maintain each office's main number as well as the IO number (if one exists) to avoid public confusion. The move to SfB will not change the existing office fax numbers. The new telephone numbers will correspond to local area codes. OCIO is working with GSA to arrange for announcements of the new numbers to callers who dial the old numbers. The old telephone numbers will cease to work at the close of business on June 30, 2016. A list of the telephone numbers for affected offices is attached.

The Agency will update our website to alert the public that employees' numbers have changed and that individuals seeking a particular NLRB employee should call the Region's main office number. We encourage Regions to update their Regional websites to alert their local constituents of the change. In addition, OCIO will update NxGen templates and the Outlook Active Directory to provide Board agent's new telephone numbers. We also encourage employees to [create or modify their Outlook signature](#) automatically include their new phone number in their emails. As budget concerns will limit our ability to purchase business cards for the entire Agency, we encourage Regions to print new business cards in-house. Individuals can design personalized business cards for free using products such as [Avery Design and Print](#) (Product 5871). We will provide instructions to office managers regarding the purchase of reasonable amounts of printable business card stock for this purpose.

We appreciate your cooperation and patience to accomplish this transition to a new, more cost-effective communications system. If you have any questions, please contact your AGC or Deputy.

/s/  
A. P.

Attachments (2)

cc: NLRBU