



RECEIVED

August 20, 2020

AUG 24 2020

Mr. Brian Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7019 1640 0001 4464 6283

Dear Brian:

As a matter of general interest, the Postal Service intends to survey Customer Care Agents at the four Customer Care Centers to gain a better understanding of their technical experiences while working remotely.

The Work from Home Agent Technical Survey is scheduled to be disseminated beginning the week of September 12 and is intended to provide insight on internet connectivity, remote desktop capabilities, and assist in enabling overall teleworking experience improvements. Data collected will be used to assist Information Technology (IT) with improving and/or correcting technical related issues. Participation is voluntary and on the clock.

Enclosed for your review is a copy of the survey.

Please contact April Cutchember at 240-321-4768 if there are any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rickey R. Dean".

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure

Work from Home Agent Technical Survey

Please read all instructions before you begin the speed test process.

This speed test is to identify your Download and Upload internet speeds. After completing the speed test, come back to this survey page window to enter your Download speed in Question 1 and your Upload speed in Question 2. DO NOT leave the speed test webpage until test completes.

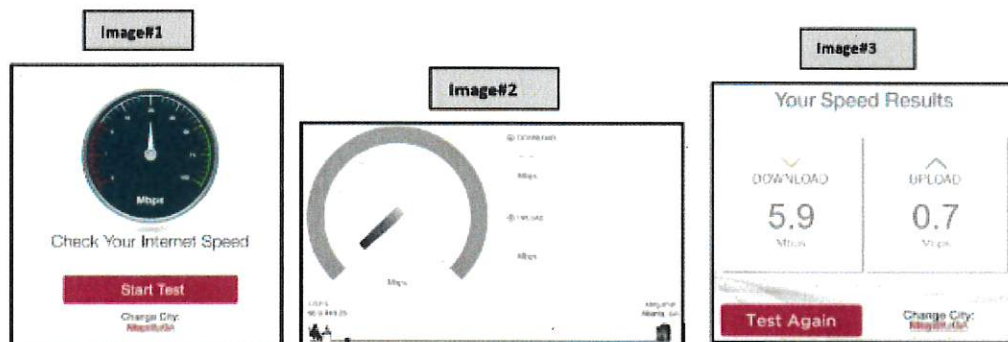
After clicking the link below to start the speed test:

1. Click the red "Start Test" button to begin - see image#1
2. The speed test will then begin; while the test is in progress stay on the webpage - see Image#2
3. Once the test completes, your results screen will populate the Download and Upload speeds - see Image#3
4. Go back to the survey webpage and enter the Download speed in Question 1 and Upload speed in Question 2

NOTE: If you receive an error message or no results within 2 minutes, come back to this survey page window and complete the remaining questions

Click on the link below which will take you to the webpage to begin the speed test

[Click here to start your speed test](#)



1. Enter the value of your Internet DOWNLOAD speed (include all the numbers as well as the decimal point - Example: 5.9).

Answer text

2. Enter the value of your Internet UPLOAD speed (include all the numbers as well as the decimal point - Example: 0.7).

Answer text

3. Which internet service provider are you using to connect for your job, while working from home?

- Comcast/Xfinity
- AT&T
- Spectrum
- Verizon Fios
- Optimum/Cablevision
- COX Communication
- Frontier
- WOW
- Other
- Not Sure

4. How is your Postal laptop connected to the Internet at home?

- Wireless-Wi-Fi
- Wired
- Postal Issued hotspot-MI-Fi

5. Please check all frequently encountered issues you've experienced since you started working from home.

- Audio quality
- Connection issues
- C360 issues
- Login problems
- Skype issues
- Slowness
- Unable to transfer
- VPN issues
- Other
- No issues

6. How are ways we can improve the work from home experience?

5000 characters remaining.

FINISH