

Appendix B - Moving FAQs

I want to begin teleworking or move to a different location to telework. What is a good place to start looking into the Internet Service Providers and the speeds that they provide at a particular location?

<http://broadbandmap.gov/> is an excellent place to look into who provides service at a particular location. However, the Office must still verify that the service available is sufficient. If you want the Office to provide your internet service, then TSR, Inc will contact the Internet Service Provider to verify the service levels available. If you do not want to have the Office pay for your internet service, then you must contact the Internet Service Provider and then notify the Office of the service you have set up. Wireless service, regardless of speed, is not appropriate for the TWAH program at this time. Only high speed cable or fiber optic service at speeds meeting Office requirements is acceptable.

I want to move. How much notice do I need to give the Office before doing so?

That depends on whether you want the Office to pay for your internet service. The Office will pay for a business line for full-time Hoteling employees in permanent locations. Eight (8) weeks' notice is required to set up the internet service at the new location and to file the appropriate paperwork, if you want the Office to pay. Four (4) weeks' notice is required to verify the internet service at the new location and to file the appropriate paperwork, even if you are paying for your own internet service.

I want to move to a new location, but I don't plan on being at the new location for more than a year. Will the Office pay for my internet service at this temporary location?

No. If you are going to be at the location for less than a year, then you must provide and pay for your own internet service that meets the Office's operational requirements.

What do I need to do to properly move?

1. Ask for approval to move from the TWAH Coordinator, copying your manager.
Provide address, available internet service providers and speed as soon as you have this information no less than 4 weeks in advance, and 8 weeks in advance if you want government paid internet service.
2. Send an email to TM TWAH Moves and copy your manager at least 4 or 8 weeks before your move date as required.
3. Fill out the two forms you receive from the mailbox and email them back to the mailbox and copy your manager.
4. Complete and electronically sign a new TWAH Work Agreement and Safety Checklist; email your manager.

5. Your manager should send the electronically signed forms to the Group Directors' Assistant, Melissa McGrath. A new SF-52 changing your duty station should be processed by your manager, if applicable.
6. Return any ISP equipment (modem or Verizon router) back to your Cable Company or Verizon or other provider; get a receipt and return to the Office of Program Control (Khalil Naamane) and your property custodian.
7. Change your home address on your Employee Personal Page.

If you have moved out of the area, contact OHR about changing to nationwide health insurance.

I want to spend part of the year in one location and the other part of the year in a different location. Is this possible?

Yes. However, you must pay for your own internet service, have internet service that meets the Office's requirements at each location, receive approval for each move, give appropriate notice of when you are moving (at least 4 weeks), and meet all other requirements of the TWAH program.

Your official duty station dictates your salary for each location. You may only have one official duty station at a time. As explained below, you may keep Headquarters as your official duty station or designate your alternate worksite as your official duty station (contingent on availability of slots in TEAPP if moving outside of the 50 mile radius of Headquarters). If you are moving between states, then you will need to review your own tax and residence requirements for each move. The Office will not provide tax advice.

I want to move to a location outside of a 50 mile radius of Headquarters. What are the requirements and what are my options?

To move to a location outside of the 50 mile radius of Headquarters and within the contiguous 48 United States, you must be on the TWAH program for at least a full quarter and demonstrate proficiency in working at home. You may not apply to move to Alaska, Hawaii, Puerto Rico, or any other location outside of the continental United States.

At this time there are two options for those wishing to move outside of the 50 mile radius of Headquarters:

- Alexandria Headquarters as Official Duty Station. You may maintain Alexandria, VA as your official duty station and must meet your bi-weekly reporting requirements. Your pay is not adjusted based on the locale of your alternate worksite. This option is available to all participants meeting the requirements for working outside of a 50 mile radius of Headquarters.
- Trademark Enhancement Act Pilot Program (TEAPP). You may designate your alternate worksite outside of the 50 mile radius of the Office as your official duty station, and only report to Headquarters as required. Your pay is adjusted based on the locale of your alternate worksite. This option is limited to a particular

number of available slots at this time. For more information about the TEAPP program visit: <http://ptoweb.uspto.gov/teleworkNew/TEAPP/index.html>

I want to move and the Office has always provided my internet service. Will I be required to pay any charges if I wish to have the Office continue to pay for my internet service?

That depends on how many times you have moved within the past 5 years, not including your initial deployment on work at home.

You will not be required to pay any charges if:

- this is the first time you have moved since your initial deployment;
- you have not moved since December 31, 2009; and/or
- you have not moved in the past 5 years.

If you do not meet any of the criteria above, you will be required to pay for installation costs and potentially termination costs, if you wish to have the Office continue to pay for your internet service. Please contact the Office of Program Control (Khalil Naamane) if you wish to find out the costs associated with a move. The Office will bill you for the charges, but it may be several months before you get the bill. You will be given thirty days to reimburse the Office after you receive the bill.

I want to move to a new room at my alternate worksite. Will the Office pay for the move?

No. Moves within the alternate worksite, which is generally the employee's residence, are the employee's responsibility.