

Skype Communication Policy

The purpose of this document is to outline Frontier's policy for communicating via Skype. *This is the company's preferred mode of communication for all internal matters.*

What we use Skype for:

- IM (one-on-one and group chats)
- Phone/video conversations
- File sharing
- Internal meeting agendas
- Documenting conversations

Expectations:

- All employees are signed into Skype during working hours; your status should be set to "away" if you are not available, i.e. out of the office or away from your desk for a meeting.
- No employee shall impersonate another employee on Skype.
- Response time to any chat is within 15 minutes unless the individual has "away" status, is on the phone or in a meeting. Preferred response time is within 2 minutes or less.
- Email is the preferred mode of communication for external matters, including with clients. As an exception, we will communicate with clients via Skype, but that is only if they are a long-standing client that we can trust not to abuse our time.
- We use the emoticon [(headbang)] to mark a particular topic as urgent; *please note this is only to be used if the topic being addressed is truly urgent.*
- We use Skype because it is fast and efficient, therefore the following applies:
 - Be clear and concise; conversations that are better had in person should be scheduled accordingly. Feel free to use Skype to schedule an in-person meeting!
 - Use emoticons when possible; they take less time than typing ☺.
 - Provide as specific information to resolve an issue or problem as possible, i.e. links to websites, tasks or tickets.
 - When initiating a group chat, only include individuals who are necessary for resolution; be careful about re-opening group chats that were created previously to ensure only the necessary individuals are included in the new topic you are going to address.
 - Keep prolonged "non work" conversations to a minimum; these are not a good use of company time.

Skype Best Practices:

1. If you are addressing more than one topic in a chat, number the topics using the following format: 1), 2), 3), etc. This way, if there are many topics being discussed throughout the day with an individual or group, there is an easy way to refer to them.
2. When topics have been exhausted, please "close out" the topic with a message that states that topic is finished, example:

"1) discussed and resolved"

We also use the thumbs-up, bowing or handshake emoticons to quickly indicate an issue is resolved.

3. If you cannot respond to a Skype chat within 15 minutes, respond in the chat that is the case and estimate how soon you will be able to provide resolution.

4. When initiating a chat about a specific problem or issue, the first sentence or phrase should include the client/project name and the issue/problem, example:
“Regarding hosting for [client name]...”
When including a link as a reference, begin your sentence with the link (rather than ending the sentence with the link), example:
“Regarding
<https://www.frontierwebdev.com/support/ticket/4188-Proceed-with-new-website-for-recruitersofmncom>, I need to know...”
5. When using the urgency emoticon, please put it at the beginning of the topic, or if there are a series of topics, before the number used to denote that topic. This way it is immediately obvious.
6. For internal meeting agendas, remove messages about agenda items once they are added to the original agenda. This keeps the agenda as clean and organized as possible for the actual meeting.