2024

Regional

Labor Agreement

Communications Workers of America
District 6

and

AT&T Mobility Services LLC

Effective Date: February 24, 2024
Expiration Date: February 25, 2028

2024 LABOR AGREEMENT
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ARTICLE 1
AGREEMENT

THIS AGREEMENT is made and entered into effective **February 24, 2024**, by and between AT&T Mobility Services LLC (hereinafter referred to as the "Company," the "Employer," or "Management") and COMMUNICATIONS WORKERS OF AMERICA (hereinafter referred to as the Union).

ARTICLE 2
RECOGNITION AND ESTABLISHMENT OF THE UNIT

Section 1. The Company recognizes the Union as the sole collective bargaining agent for the purpose of collective bargaining with respect to rates of pay, wages, hours of employment and other conditions of employment for those employees presently employed by the employer, and the work they perform, in Arkansas, Kansas, Missouri, Oklahoma and Texas in the job titles as shown in Appendix A, but excluding confidential and professional employees, guards, and supervisors as defined by the National Labor Relations Act, as amended.

Section 2.

a. The Company shall have the right to create, define, expand, reduce, alter, combine, move, transfer, relocate or terminate any job, job content, job classification, job title, department, operation or service in the Bargaining Unit; to establish duties in connection with the creation of a job title/classification herewith as it shall deem appropriate; and to subcontract any work.

   (1) The Company shall notify the Union in writing of any newly created classifications or titles, the duties established therefore, and the temporary wage rate.

   (2) Upon such notification the Company shall be free to staff such positions.

b. The Union shall have the right, within thirty (30) calendar days of the date the Union was notified by the Company of the new classification or title, to initiate negotiations concerning the temporary wage rate established by the Company. If negotiations are not so initiated within thirty (30) calendar days, the temporary wage rate will be made permanent. If negotiations are so initiated within thirty (30) calendar days, they shall commence within thirty (30) days after the Union's request to initiate negotiations. The parties agree that they shall negotiate for a period of no more than sixty (60) days from the date such negotiations commenced.

   (1) If an agreement is reached by the parties within the said sixty (60) days as to the appropriate permanent wage rate, such agreement shall be applied retroactively to the day of the establishment of the new classification or title.

   (2) If no agreement as to the appropriate permanent wage rate for such classifications or titles has been reached within the said sixty (60) days, the issue of the appropriate permanent wage rate shall be subject to a binding mediation process. A mediation conference shall be held as soon as possible but no later than thirty (30) days following conclusion of negotiations.

(a) If agreement is reached in the mediation process, as to the appropriate permanent wage rate, such agreement shall be applied retroactively to the day of establishment of the new classification or title.

(b) If no agreement is reached in the mediation process, each party shall submit a final proposed permanent wage rate to the mediator at the conclusion of the mediation conference. The mediator shall determine which of the final submissions is appropriate, taking into account the facts, discussions and arguments presented by the parties during the conference. The permanent wage rate designated by the mediator shall be applied retroactively to the day of the establishment of the new classification or title.

(3) The mediator used in the mediation process referred to in paragraph (2) above, shall be selected by mutual agreement from a list of five (5) mediators compiled by the American Arbitration Association. Such individuals on the list shall possess acknowledged expertise in the area of job evaluation.

ARTICLE 3
CLASSIFICATION OF EMPLOYEES

Section 1. A full-time employee shall be deemed to be any employee regularly scheduled to work forty (40) hours per week. A regular employee is one whose employment is reasonably expected to continue for longer than eighteen (18) months.

Section 2. A part-time employee shall be deemed to be any employee regularly scheduled to work less than forty (40) hours per week.

Section 3. The Company shall have the right to reduce employee classifications from full-time to part-time or to increase employee classifications from part-time to full-time. Should the Company deem it appropriate to reclassify full-time employees to part-time employees, it will seek volunteers from the affected group and then force in reverse order of seniority.

Section 4. A temporary employee is one who is engaged for a specific project or a limited period, with the definite understanding that his/her employment is to terminate upon completion of the project or at the end of the period, and whose employment is expected to continue for more than three (3) consecutive weeks, but not more than eighteen (18) months. Temporary employees who are still employed after eighteen (18) months of continuous service will be reclassified to regular status. The termination of the employment of such temporary employees shall not be subject to the grievance or arbitration provisions of this Agreement.

Section 5. Agency workers and independent contractors shall not be deemed to be employees of the Company and, as such, shall not be covered by any of the terms or conditions of this Agreement.

Section 6. Temporary Agency workers shall not be deemed to be employees of the Company and, as such, shall not be covered by any of the terms or conditions of this Agreement. The Company will provide a report to the Union, on a monthly basis, of the use of temporary agency workers. The use of such temporary agency workers shall be kept to a minimum, generally not longer than ninety (90) days, but no more than one hundred eighty (180) days, unless mutually agreed to extend.

ARTICLE 4
AGENCY SHOP

Effective thirty (30) days following the effective date of this Agreement, each employee employed on or before such effective date and covered by the terms and conditions of this Agreement shall, as a condition of employment, either become a member of the Union, or pay or tender to the Union amounts which are the equivalent of periodic Union dues.

Employees covered by this Agreement employed after the effective date thereof shall, on or after the thirtieth (30^{th}) day of their employment, and as a condition of such employment, either become a member of the Union or pay or tender to the Union amounts which are the equivalent of periodic Union dues.

The foregoing shall be subject to any prohibitions or restrictions contained in the laws of the states of Arkansas, Kansas, Missouri, Oklahoma and Texas.

ARTICLE 5
DEDUCTION OF UNION DUES

Section 1. The Company agrees to make collections of Union dues for each scheduled pay period through payroll deduction from the employee's pay, upon receipt of a written authorization form signed by the employee and delivered by the Union to the Company. This authorization shall continue in effect until canceled by written notice from either the Secretary-Treasurer of the Union or the employee as set forth in the Payroll Deduction Authorization for Union Dues card. The Company also agrees to electronically remit the amount so deducted to the designated representative of the Union on a monthly basis [by the tenth (10^{th}) working day] and to furnish the Union a list of employees for whom such deductions have been made and the amount of each deduction.

Section 2. The Company shall bear the full cost of dues deduction as set forth in Section 1., except that the Union agrees to print the dues deduction authorization cards in a form approved by the Company and the Union.

ARTICLE 6
MANAGEMENT RIGHTS

Except as expressly limited by a specific provision of this Agreement, the Company retains and shall continue to have the right to manage its business and direct the work.

ARTICLE 7
GRIEVANCE PROCEDURE

Section 1. All complaints or prospective grievances may be taken up informally with the first level of Management in an effort to resolve the matter. Nothing in this Article shall be construed to deprive any employee or group of employees from presenting individually to the Company any complaint, and to have such complaints adjusted without the intervention of the Union, as long as the adjustment is not inconsistent with the terms of this Agreement, and provided further that a Union representative has been given opportunity to be present at such adjustment.

Section 2. A grievance is a complaint by the Union:

a. Alleging violation of the provisions or application of the provisions of this Agreement.
b. Alleging that an employee has been discharged, suspended, demoted or otherwise disciplined without just cause.
c. Alleging that an employee has suffered improper loss or reduction of any contractually established benefits arising out of the job or of employment with the Company.

Any such grievance not addressed or resolved in Section 1. above, which is reduced to writing, setting forth, if applicable, specifically the substance of the grievance and the provision or provisions of the Agreement allegedly violated, delivered by a Union representative to the designated Company representative in accordance with Section 3. following, within forty-five (45) calendar days of the action complained of, shall be considered and handled as a formal grievance. However, the rights of Management, as set forth in this Agreement, and all other inherent rights of Management not expressly limited by a specific provision of this Agreement are vested exclusively in the Company and are not subject to the grievance or arbitration procedures of this Agreement. It shall be the objective of both the Company and the Union to settle any grievance promptly and at the lowest step of the grievance procedure.

Section 3. The formal grievance procedure shall normally consist of two (2) successive steps. Notice of grievance and appeals of decision shall be forwarded in accordance with the following:

STEP 1

The designated Company representative shall contact the Union representative within seven (7) workdays of receipt of written notice of the grievance for the purpose of setting a mutually agreeable meeting date and location. The designated Company representative will provide a decision in writing within ten (10) workdays after completion of the meeting(s) unless mutually agreed otherwise by the parties.

If the Company fails to offer a meeting date within fourteen (14) calendar days of receipt of the written notice of the grievance and no mutual agreement has been reached by the parties to extend the timeframe, the grievance may be advanced to the second step at the Union's option.

STEP 2

If the answer or decision of the Company is unsatisfactory to the Union, the grievance shall be appealed to the designated Company representative, in writing, within twenty (20) workdays after a decision has been rendered at the first step. The designated Company representative shall contact the Union representative within seven (7) workdays of receipt of the written appeal for the purpose of setting a mutually agreeable meeting date and location. The designated Company representative will provide a decision in writing within fifteen (15) workdays, after completion of the meeting(s), unless mutually agreed otherwise by the parties.

Section 4. A decision at Step 2 of the formal grievance procedure, as set forth in Section 2., shall be construed as full completion of the formal grievance procedure.

Section 5. After a notice, as set forth in Section 2. above, has been received by the Company, the Company will not attempt to adjust the grievance with any employee or employees involved. Any proposed adjustment will be presented by the Company to the designated Union representative.

Section 6. The Company will keep the Union or their designee (e.g. District 6 Vice-President) fully informed, in writing, on a current basis, of the designated Company representatives referenced in Sections 2. and 3. above.

Section 7. Formal or informal grievance meetings shall be held at mutually agreeable times and locations. For the purpose of presenting a formal or informal grievance, those employees of the Company including the aggrieved employee(s) and the employee representative(s) designated by the Union, who shall suffer no loss in pay for the time consumed in, and necessarily consumed in traveling to and from grievance meetings, shall not be more than three (3) at any level of the grievance procedure.

Section 8. Failure to submit or pursue a grievance under the conditions and within the time and manner stated above shall be construed to be a waiver by the employee and the Union of the formal grievance. Any complaint of this type shall be handled by the Company as an informal grievance on an informal basis. Informal grievances are not subject to arbitration.

Section 9. Any provision in this Article to the contrary notwithstanding, no forms of discipline, including suspension and discharge, of employees with less than thirty (30) days of service with the Company shall be subject to the grievance procedure, provided, however, that the Company may extend said period for an additional thirty (30) days upon written request to the Union.

ARTICLE 8
MEDIATION

Section 1. At the conclusion of the formal grievance procedure either party may elect to submit the matter to mediation, with the consent of the other party. Such submission shall not extend the time periods permitted to process the grievance to arbitration. The party desiring the matter be so submitted shall submit a written statement of appeal within two (2) weeks after receipt of the position statement rendered by the Company in the final step of the grievance procedure.

Section 2. As to the mediation provided by this Article:

a. Each party shall have one principal spokesperson at the mediation conference.

b. Any written material presented to the mediator shall be returned to the party presenting that material at the termination of the mediation conference. The mediator may, however, retain one (1) copy of the written grievance, to be used solely for the purposes of statistical analysis.

c. Proceedings before the mediator shall be informal in nature. The presentation of evidence is not limited to that presented in the grievance proceedings, the rules of evidence will not apply, and no records of the mediation conference shall be made.

d. The mediator will have the authority to meet separately with any person or persons but will not have the authority to compel the resolution of the grievance.

e. If no settlement is reached during the mediation conference, the mediator shall provide the parties with an immediate oral advisory opinion, unless both parties direct that no opinion shall be provided, *provided, however*, that said opinion, if issued, shall not be published or communicated to the public or to either parties' members or employees but shall be used internally by either party solely for the purpose of analysis and assessment. In no event shall such advisory opinion, if issued, be deemed binding on either party.

f. If the mediator provides an opinion, he/she shall state the grounds on which it is based.

g. The advisory opinion of the mediator, if accepted by both parties, shall not constitute a precedent, unless the parties otherwise agree.

h. The mediator's fee and expenses will be divided equally between the parties.

Section 3. If no settlement is reached at mediation, the parties are free to arbitrate under the Arbitration Article.

Section 4. In the event that a grievance which has been mediated subsequently goes to arbitration no person serving as a mediator between these parties may serve as arbitrator. Nothing said or done by the mediator may be referred to at arbitration. Nothing said or done by either party for the first time in the mediation conference may be used against it at arbitration.

ARTICLE 9
ARBITRATION

Section 1. It is agreed by both parties that arbitration shall be confined to matters processed through all steps of the formal grievance procedure, and in such event, the following procedures shall be exclusive.

Section 2. If the answer or decision of the Company's representative at the conclusion of Step 2 of the formal grievance procedure, as described in Article 7, is unsatisfactory to the Union, the Union shall, in writing, to the designated Company representative, within sixty (60) calendar days thereafter, request arbitration, if such is desired.

Section 3. **Discipline Cases:** A panel of at least 10 qualified arbitrators will be mutually selected by the parties. The arbitrators must be a member of the American Arbitration Association (AAA) and will follow the rules of AAA unless mutually agreed by all parties. Each arbitrator will serve until the termination of this Agreement unless his/her services are terminated earlier by mutual agreement of the parties. The arbitrator will be notified of his/her termination by a joint letter from the parties. The arbitrator will conclude his/her services by settling any grievance previously heard. A successor arbitrator will be mutually selected by the parties. Arbitrators will be assigned cases in rotating order designated by the parties. The arbitrator shall hold a hearing as expeditiously as possible, and the arbitrator's decision shall be final and binding upon both parties and any employees affected. The compensation and expenses of the arbitrator and the general expenses of the arbitration will be borne by the Company and the Union in equal parts. Each party will bear the expense of its representatives and witnesses. Any expenses incurred because of any cancellation or postponement of a hearing will be borne by the party requesting such cancellation or postponement unless mutually agreed otherwise. In the event one of the parties requests a transcript of the proceeding and the other party declines to share the cost thereof, the party ordering the transcript shall not be required to permit the other party to review said transcript, except for the limited purpose of reviewing said transcript for accuracy, said review to be conducted in the offices of the party which has ordered the said transcript and in the presence of such party's representative. The reviewing party shall not copy or make notes of said transcript except for the limited purpose of noting inaccuracies which it seeks to have corrected.

Contract Interpretation Cases: Within sixty (30) calendar days after the notice of request for arbitration is made in accordance with Section 2. above, the Company shall make a request upon the AAA to submit a list of qualified arbitrators to the Company and Union for which the parties shall make a selection. The Company and Union agree the panel criteria for including arbitrators on the panel shall be membership in the AAA and geographic proximity. The Company and Union shall strike from the arbitration panel provided pursuant to Rule 10 of the AAA Labor Arbitration Rules, however should the first AAA list not result in the appointment of an arbitrator, from the AAA from which the parties shall make a selection pursuant to Rule 10 of the AAA Labor Arbitration Rules as described above.

Any cost incurred in requesting an online panel from the AAA will be borne by the Company.

Section 4. The arbitrator shall be confined to the subjects submitted for decision, and may in no event, as a part of any such decision, impose upon either party any obligation to arbitrate on any subjects which have not been herein agreed upon as subjects for arbitration. The arbitrator shall interpret this Agreement in accordance with the reserved rights theory of labor agreements, whereby all rights not expressly limited by this Agreement are reserved to the Company. The arbitrator shall not have jurisdiction over the rights of Management not specifically restricted by this Agreement and shall not have the power to add to, subtract from, or vary the terms of this Agreement, or to substitute his/her discretion for that of Management, but shall be limited in power and jurisdiction to determine whether there has been a violation of this Agreement.

Section 5. Except where otherwise mutually agreed, failure to submit a matter to arbitration within the times above stated or failure to pursue subsequent steps within the time and in the manner above stated shall constitute a waiver by the employee and the Union of the right to arbitration.

Section 6. Upon the Union's providing the Company with a reasonable period of advance notice, the Company shall allow reasonable time off without pay for Grievant and/or Union witnesses to prepare for arbitration. For the purpose of presenting an arbitration, the Grievant and one Union representative need not clock out if the proceeding occurs during Grievant' s and representative's regularly scheduled working hours, but other Union representatives who are employees of the Company and all other employees participating in the arbitration proceeding shall clock out for that purpose.

Section 7. Any provision in this Article to the contrary notwithstanding, no form of discipline, including suspension and discharge, of employees with less than twelve (12) months of service shall be subject to arbitration.

ARTICLE 10
NO STRIKE - NO LOCKOUT

Section 1. During the life of this Agreement, the Union and the employees covered under this Agreement, shall not cause, call, or sanction strikes of any kind, including sympathy strikes and strikes in protest of alleged unfair labor practices, boycotts, work stoppages or slowdowns which interfere with the Company's production or business.

Section 2. In the event any violation of the previous Section occurs, which is unauthorized by the Union, the Company agrees that there shall be no financial liability on the part of the Union or any of its officers or agents, provided that in the event of such unauthorized action the Union promptly advises the members of the Bargaining Unit that such action is unauthorized and that the involved members should return to work or cease such action.

The Company and the Union will work together to bring any such unauthorized action to an end.

Section 3. The Company retains the right to discipline employees engaged in, participating in, or encouraging any action as described in Section 1. of this Article.

Section 4. The Company agrees that there will be no lockouts during the duration of this Agreement.

ARTICLE 11
SENIORITY

Section 1. Seniority, as used in this Agreement, is defined as Net Credited Service as determined by the Administrative Committee.

Section 2. If more than one (1) employee has the same Seniority date, the last four (4) digits of the Social Security Number will be used to establish the ranking. The employee with the lowest number will be considered the most senior. If more than one (1) employee has the same Seniority date and last four (4) digits of the Social Security Number, the middle two (2) digits will be used to establish the ranking. The employee with the lowest two (2) middle digits will be considered the most senior.

ARTICLE 12
HOURS OF WORK

Section 1. Full-time employees will normally be scheduled to work forty (40) hours per week which may be spread over any five (5) days within the calendar week.

Section 2. The determination of hours, work schedules (which includes shifts and shift hours), overtime requirements and assignments thereto and the days to be worked shall be made by the Company, however:

a. The Company, except as provided in b. and d. below, will assign work schedules on the basis of seniority as defined in Article 11.

b. In the event there are business needs, as determined by the Company, requiring certain qualifications for particular work schedules, the Company shall offer such schedules on the basis of seniority to those employees the Company determines possess the required qualifications. Management will provide the local Union Representative and the affected employees with an explanation of the underlying business needs requiring such scheduling and the expected duration.

c. Work schedules shall be officially posted or furnished by the Company to show the scheduled tours the employee is to work at least one (1) week prior to the start of the work period covered by the schedule. Such schedules shall include the starting and ending time of each of the tours making up the scheduled workweek. For tours longer than five (5) hours, such schedules will also include the length of the period to be allowed for meals.

   If no change is so posted or furnished prior to the time specified above, the schedule in effect for the employee for the last calendar week assigned to work shall be considered as that employee's work schedule for the next calendar week.

d. If, during the period for which schedules have been established, the Company determines unexpected absences or business needs necessitate a change in the posted work schedule, the Company may schedule or reassign schedules by first seeking volunteers and then assigning employees by inverse seniority. Employees will be notified of any changes to their schedule, and whenever possible, the Company will endeavor to notify employees forty-eight (48) hours in advance of the need for such schedule changes.

e. **If, during the period for which schedules have been established, the Company determines the need for mandatory overtime, the employee will not be assigned to work mandatory overtime in excess of eight (8) hours per calendar week, subject to the exceptions outlined below:**

In case of emergency – such as an event of national, state or local importance, fire, explosion, pandemic, or other catastrophe, severe weather conditions, major network or equipment failure, or an act of God.

f. A work schedule for an employee may be changed if the employee so requests and the Company approves such request.

g. When a New Hire Class is ready to be integrated into the Call Center (after all training is completed), the Company will initiate a mini-shift bid to integrate the New Hires into the existing schedule.

(1) Management will identify open slots that need to be filled.

(2) Prior to placing new hires into these open slots, management will make them available for other employees in the center to bid on the open slots.

(3) Management will assign employees who have bid on open slots based on seniority order.

(4) New Hires will then be slotted into remaining available slots based on seniority until the next full shift bid.

(5) Any slots that become available as a result of the mini-shift bid will be filled with New Hires. All other employees will remain on their existing schedules until the next full shift bid.

Section 3. Employees shall be permitted to take one (1) fifteen (15) minute break for every four (4) hours of work. Such breaks shall be scheduled at the discretion of the Company.

Section 4. Employees shall be entitled to work provided that the physical condition and conduct of the employee permits such employee to satisfactorily perform the work, and a sufficient period of time for adequate rest has elapsed since the employee last worked. It is not possible to specifically evaluate "a sufficient period of time for adequate rest," as this is dependent upon the nature of the work being performed, the conditions under which the work is performed, and the employee's physical condition. In general, under ordinary circumstances, sixteen (16) hours of work may be performed in a twenty-four (24) hour period, without an intervening period of rest. Normally eight (8) hours should be allowed for adequate rest between such a work period and the next work period.

ARTICLE 13
WORK ASSIGNMENTS

Section 1. The Company shall determine whether to staff a position or fill a vacancy and the method or combination of methods it shall use for such purposes. In making this determination, the Company shall first give consideration to qualified laid off employees with applications on file in accordance with Article 14, Section 5. of this Agreement and then internal candidates prior to off-street applicants. All vacancies within the Bargaining Unit shall be posted (manually or electronically) in locations where Bargaining Unit employees regularly work. The posting shall include the title, pay range, and sufficient information regarding requirements and duties to adequately describe the vacancy. The vacancy shall remain posted for seven (7) calendar days which shall be spread between two (2) workweeks.

Section 2. In connection with Section 1. above, employees who have met a twelve (12) month time-in-title requirement shall be afforded the opportunity to submit to the Company a form on which they may identify their interest in being considered for vacancies which occur in the Bargaining Unit.

Section 3. When a vacancy is to be filled from within the Bargaining Unit, Management will consider all candidates who have forms on file relating to the vacancy in question. Selection of an employee to fill the position shall be based on seniority when qualifications, in the judgment of the Company, are relatively equal.

Section 4. The Company agrees to provide the Union, in writing, the names and titles and seniority dates of all candidates selected under this Article, by the fifteenth (15^{th}) calendar day after any such selection is made.

Section 5. Nothing in this Agreement shall be applied or interpreted to restrict the Company in the exercise of its right to hire, promote or transfer; and, to the extent the needs of the business require, to have Bargaining Unit work performed by its supervisory personnel, or its right to assign sales territories without regard to geographical limitations.

ARTICLE 14
FORCE ADJUSTMENT

Section 1. In the event that the Company determines that a surplus exists and a decrease in the work force becomes necessary, the Company will first advise the Union in writing prior to notifying the affected employee(s). The affected employee(s) will be notified not less than thirty (30) calendar days prior to the date the employee(s) is to be laid off. In matters involving the surplus of fifty (50) or more employees at a single location, the Company will provide the employees sixty (60) days advance notice of the surplus.

Surplus employees should be provided information related to the surplus within five (5) work days of notification.

Section 2. Under the circumstances set forth in Section 1., **the Company will offer regular employees the opportunity to voluntarily resign and receive a severance payment as provided for in Section 5. If applied, this will be offered in seniority order, up to the number necessary to alleviate the surplus.**

Temporary employees will be laid off under these circumstances before applying this seniority policy to regular employees. In the event a contractor has been secured for a specific project or is providing a service that regular employees cannot perform, they will be retained until completion of the project.

Section 3. Under the circumstances set forth in Section 1., and after the application of Section 2., regular employees will be given preference in accordance with their seniority, subject to their skills and experience, to perform the remaining work in the event of a reduction in force. Temporary employees will be laid off under these circumstances before applying this seniority policy to regular employees.

Section **4**. If a surplus remains after application of Section **3**., preceding, any remaining surplus regular employees will be **given priority placement** laterals***** and downgrades***** for which they are qualified, by order of seniority, to fill any available job vacancies within the Bargaining Unit. When the posting of job vacancies is implemented in accordance with the provisions of Article 13, Work Assignments, Section 1., these surplus employees will be considered for any vacancies for which they qualify within the Company.

* **Downgrades: Movement to a wage scale that has a lower top rate than the current position.**

* **Laterals: Movement to a wage scale with the same top rate as the current position.**

Section **5**. Severance Payments. If the Company determines that a surplus exists as described in Section 1. preceding, resulting in the layoff of a regular employee, that employee shall be eligible for a $**800** Severance Payment or payment

equivalent to one week's wages (whichever is greater), for each completed six (6) months of Net Credited Service during the first year of employment and an additional $**800** or payment equivalent to one week's wages (whichever is greater), for each subsequent completed year of Net Credited Service up to a maximum of **$20,000**. Part-time employees will be paid on a pro-rated basis.

Section **6**. A former surplus employee who has been laid off and who files an application for employment will be considered prior to internal applicants, with the exception of employees who are currently in a surplus status, and off-street applicants for vacancies for which he/she qualifies for a period of three (3) years from the date of layoff.

Section **7**. Time-in-title requirements shall be waived for surplus employees.

Section **8**. In the event the Company determines a rearrangement of the Retail Sales workforce becomes necessary due to a workforce imbalance or store closing, the Company will advise the CWA Local(s) representing affected employees two (2) business days prior to notification of the employees. The Company will endeavor to notify affected employees seven (7) days prior to the effective date of their reassignment.

Qualified employees of a Retail Sales Office who are reassigned in this manner will be given an opportunity to select another work location from available locations, as determined by management, based on their seniority.

Time-in-title achieved in an employee's current work location, under these circumstances, will follow an employee to the new work location.

ARTICLE 15
NON-DISCRIMINATION

The Company and the Union agree that they will not discriminate against any employee covered by this Agreement because of such employee's race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity and expression, or because of his/her position or membership/non-membership in the Union or lawful activities on behalf of the Union, or because the person is disabled, a disabled veteran, or veteran of the Vietnam Era, or other protected classifications recognized by Federal or applicable state/local law.

Nothing in this Agreement shall be applied or interpreted to restrict the Company from taking such action as it deems necessary to fully comply with any federal, state or local laws, statutes, ordinances, rules, regulations and executive orders. The arbitration provisions of this Agreement shall not apply to any such actions or to any complaints, allegations, or charges of unlawful discrimination.

ARTICLE 16
SAFETY

Section 1. Safety and health is a mutual concern of the Company and the Union. It benefits all parties to have employees work in safe and healthful environments and for employees to perform their work safely and in the interests of their own health. It is also necessary to promote a better understanding and acceptance of the principles of safety and health on the part of all employees, in order to provide for their own safety and health and that of their fellow employees, customers and the general public.

To achieve the above principles, the Company and the Union agree to establish for the duration of this Agreement an advisory committee known as the Safety and Health Committee. The committee shall consist of not more than four (4) representatives each from the Company and the Union (to be appointed by the Company and the Union, respectively). This committee shall meet from time to time as required, but at least semi-annually and more often as mutually agreed upon by the parties. Information obtained by the committee may be used to develop training that may be delivered by the most efficient method to include but not limited to online or leader led training.

This committee shall be charged with the responsibility to develop facts and recommendations so that both parties can make well-informed decisions regarding the occupational safety and health matters.

The committee shall focus on all matters pertaining to occupational safety and health, including ergonomic concerns in the workplace. It shall also consider existing practices and rules relating to safety and health and formulate suggested changes in design and adoption of new practices and rules.

In connection with the Safety and Health Committee meetings under this Article, the employee representative(s) designated by the Union shall suffer no loss in pay for time consumed in, and necessarily consumed in traveling to and from, these meetings.

Section 2. None of the terms of this Agreement shall be applied or interpreted to restrict the Company from taking whatever actions are deemed reasonably necessary to fully comply with laws, rules and regulations regarding safety, and grievance and arbitration provisions of this Agreement shall not apply to any such actions. Discipline for failure to observe safety rules shall be grievable and arbitrable under the terms of this Agreement. Other matters relating to safety may be raised under the informal complaints provisions of Article 7, Grievance Procedure, and cannot otherwise be raised under the grievance and arbitration provisions of this Agreement.

Section 3. When a state or local government declares a State of Emergency, the Company will consider the circumstances of the event that prompted that declaration prior to disciplining the impacted employees for tardies and absences caused by the event. The Company will consider information provided by the employee regarding the State of Emergency for any impact to attendance related discipline.

ARTICLE 17
COMPANY-UNION RELATIONSHIP

Section 1. The Company and the Union recognize that it is in the best interests of both parties, the employees, and the public that all dealings between them continue to be characterized by mutual responsibility and respect. To ensure that this relationship continues and improves, the Company and the Union and their respective representatives at all levels will apply the terms of this Agreement fairly in accord with its intent and meaning and consistent with the Union's status as exclusive bargaining representative of all employees in the Bargaining Unit. Each party shall bring to the attention of all employees in the Bargaining Unit their purpose to conduct themselves in a spirit of responsibility and respect and the measures they have agreed upon to ensure adherence to this purpose.

The Company will notify the Union when new employees enter the Bargaining Unit and of current employees who have been transferred or released. During the orientation of new hires, each party will bring to the attention of new employees the relationship between the parties and the Union's status as exclusive representative of those employees in the Bargaining Unit. **The Company will notify the Union at least one (1) week in advance of the start of the new hire class.**

Section 2. The Union will keep the Company fully informed, in writing, on a current basis, of all local Union officers, Union stewards, or Union representatives who may be designated with the responsibility of representing the Union regarding the administration of this Agreement.

Section 3. At any meeting between a representative of the Company and an employee in which discipline (including warnings which are to be recorded as such in the personnel file, suspension, demotion, or discharge) is to be announced, a Union representative may be present if the employee so requests. Time spent in such a meeting shall be considered work time.

Section 4. Union representatives may request a reasonable amount of time off without pay for Union activities. Such requests for time off must be submitted in writing to the Union representative's supervisor at least five (5) working days in advance, whenever possible. In determining whether to grant such requests, the Company shall give due consideration to service requirements as determined by the Company, the requests for time off from other employees, and its ability to replace the Union representatives' services.

Section 5. Time off for Union activities will be limited to 320 hours per calendar year per Union representative except that up to two (2) Union representatives may each be granted up to 960 hours per calendar year for Union activities. When a member of the local also serves as the Local President, up to three (3) Union representatives per local may each be granted up to 960 hours per calendar year for Union activities. However, those identified by the Union may be granted additional time upon approval at the Company bargaining level. The period of such time off shall not be deducted from the Union representative's seniority. The parties agree that the

provisions of Section 2.c. of Article 21, Absences, shall not be used for Union functions.

Section 6. Subject to the limitations in Sections 4. and 5. of this Article and in this Section 6., when an officer or designated representative of the Union requires time off from assigned Company duties to attend solely to Union matters, either before or after exhausting the time allowed without pay provided in Section 5. above, he or she will be granted a leave of absence without pay either upon the initiative of the Company or upon the request of the Vice President of the Union to the Director-Labor Relations of the Company, provided that:

a. No such leave of absence shall be for an initial period of less than thirty-one (31) calendar days or more than one (1) year, nor shall the total cumulative period of all such leaves of absence for any one (1) employee exceed twelve (12) years; and

b. No more than fifteen (15) Union officers or designated representatives may be granted such leaves of absence at any one time at the request of the Union.

c. All Union leaves of absence will be granted with the following conditions:

(1) During the absence the employee shall retain eligibility, if any, according to term of service, for the Medical Plan, the Dental Plan, the Group Life Insurance Plan, and the Vision Plan, provided that:

(a) The employee shall pay the premiums for the Medical Plan, the Dental Plan, the Vision Plan, the Supplementary Group Life Insurance Plan, the Dependent Group Life Insurance Plan; and

(b) The Company shall pay the premium for the Group Life Insurance Plan, (Basic and Accidental Death or Dismemberment).

(2) During the absence the employee shall retain eligibility, if any, according to term of service to:

(a) Payments for absence due to illness during the first seven (7) calendar days after expiration of the leave per Article 21, Section 6.

(b) Disability benefits beginning on the eighth (8^{th}) calendar day after expiration of the leave.

(c) Death benefits and service or deferred vested pension.

(3) The period of absence will not be deducted in computing term of employment, and the period of absence will not be credited for wage progression purposes.

(4) The pension base shall not in any manner be affected by a Union leave

of absence. Should an employee on such leave elect to retire at the termination thereof, the employee's pension base, if any, shall be computed as if the employee were continually employed during the period of leave.

d. When an employee has been granted a leave under this article and returns upon expiration of such leave, employee shall return to the same job or one of similar pay and status.

Section 7. A Working Relations Committee will be created for the purpose of discussing broad concerns of mutual interest to the parties. The Company and the Union may, by mutual consent at the bargaining level, establish other committees for the purpose of discussing broad concerns of mutual interest to both parties. Committee proceedings shall not be used in lieu of the grievance or arbitration procedures.

a. The Working Relations Committee shall consist of one (1) representative from each participating local, designated by the Union, 50% of which must be AT&T Mobility employees and up to an equal number of representatives designated by the Company. The Union will be entitled to a minimum of four (4) representatives at any Working Relations Committee meeting. In connection with attendance at Working Relations Committee meetings, the employee representative(s) designated by the Union shall suffer no loss in pay for time consumed in, and necessarily consumed in traveling to and from, these meetings.

b. The Committee may meet every six (6) months upon request of either party, or more frequently upon the mutual agreement of the parties, for the purpose of discussing whatever agenda either party may wish to present, including but not limited to subcontracting and supervisors' performance of Unit work.

c. Union agenda items should normally be discussed with appropriate levels of Management by CWA Representatives prior to being placed on the agenda for the Working Relations Committee meeting. Occasionally, an agenda item that has not been discussed with Management, due to time constraints, may be added to the agenda rather than being delayed until the next scheduled Working Relations Committee meeting. This should be the exception and not the rule. In general, any action items for either party should be completed within a reasonable period of time.

d. Discussions and decisions of the Committees shall not add to, subtract from or modify in any manner whatsoever the terms and conditions of this Agreement nor shall they constitute mid-term bargaining or be subject to the grievance and arbitration provisions of this Agreement.

ARTICLE 18
UNION ACTIVITIES

The Union shall be permitted space to place bulletin boards on Company property. Such bulletin boards are to be used exclusively by the Union. The number of bulletin boards and their location shall be mutually agreed upon by the Union and the Company. Bulletin board material shall normally be restricted to the following:

a. Notices of Union recreational and social affairs;

b. Notices of Union elections, appointments, and results of Union elections;

c. Notices of Union meetings; or

d. Other factual notices and announcements concerning official business of the Union.

Such material shall be posted and/or removed only by an official Union representative or a person designated by an official Union representative.

ARTICLE 19
BASIS OF COMPENSATION

Section 1. Rates of Pay.

a. The rates of pay and progression wage scales for full time employees shall be that shown in Appendix A.

b. Starting Rates: Each employee who enters the service of the Company shall begin employment at the Start Rate for the appropriate job title, except that appropriate allowance over such starting rate may be made by the Company for an employee who has had previous experience or training considered to be of value. When employees who have no prior training or experience are hired at a start rate that is higher than incumbents in the same title and work location, the wage rate of incumbents in that title and work location will be raised to the same rate of pay as the new hire.

c. When a (voluntary) change of title occurs, and is considered a promotion (higher end wage rate), fifteen ($15.00) dollars will be applied to the employee's current weekly pay rate. The employee will then be slotted into the closest current wage rate (not lower provided they are not over the top rate for the job they are moving to) of the new schedule. The time interval to the next step increase on the new wage schedule will be six (6) months. No credit shall be allowed towards the next step increase. In the event an employee is over the top of the new wage scale, that employee will be placed at the top of the new schedule.

   When a (voluntary) change of title occurs, and is considered a demotion, the employee will be slotted into the closest step in the new schedule that is equal to, but not less than, the weekly rate of their former schedule provided that rate is not greater than the maximum rate for the job. The time interval to the next step increase on the new wage schedule will be six (6) months from the date of the change in title. In the event an employee is over the top of the new wage scale, that employee will be placed at the top of the new schedule.

   When an (involuntary) change occurs to a lower rated job, the employee will be pay protected for one year if they are over the top rate for the job. At the conclusion of the year, they will be placed on the top rate. If the employee is not above the top rate of the job, they will be put in progression, if applicable.

   When an employee's title changes on the same date that a step increase is due, the step increase will be applied before the move to the new Wage Schedule.

d. For the purposes of slotting under Article 19, Section 1.c., the Retail Sales Consultant position (RSC) "at risk" as provided for in LOA 2

will be converted to a weekly amount (prorated for part-time employees) and applied to the RSC employee's current weekly rate of pay prior to slotting.

The "at risk" described above will also be used ("at risk" weekly amount applied to the top step of the RSC Scale) under Article 14, Section 3. For determining if the movement to/from the RSC title is a downgrade, lateral or promotion for all other titles in the bargaining unit.

e. Anytime an employee moves to another job and subsequently retreats (employee or company initiated) to the former job within ninety (90) days, provided a vacancy exists; for wage purposes, the employee will be treated as though he or she never left the job.

Section 2. Nothing in this Agreement shall affect or limit the right of the Company to develop and implement such incentive programs as it chooses; to increase wage rates from time to time as it may determine appropriate; or to pay such individual bonuses or commissions in such amounts or percentages as it may desire, either in connection with specific incentive programs or otherwise. If and to the extent that any such incentive programs, wage increases, individual bonuses, or commissions may be awarded, such award shall not constitute a binding precedent or practice with respect to any future incentive programs, wage increases, individual bonuses, or commissions.

The Company agrees to provide affected employees with a written statement of their commission plans, including any changes which might be made thereto from time to time, in advance of the effective date of such plan or changes. Such statement shall reflect the method of computation of such commissions.

The Company agrees to notify the Union, no later than one (1) week prior to the date the Company notifies affected employees, of changes to commission plans under the provisions of this Section. The Company agrees to notify the Union, no later than the date the Company notifies affected employees, of changes made in incentive programs, wage rates, or bonuses under the provisions of this Section.

Section 3. Employees, other than Small Biz Advisor II, Business Account Executive, **Sr In Home Sales Experts** and National Distribution Account Executive **and any employee working an alternative schedule (e.g., where the employee is scheduled to work ten (10) hour shifts four (4) days per week),** shall receive one and one-half (1½) times their regular rate of pay for all time worked in excess of **eight (8)** consecutive hours within a workday or forty (40) hours within the workweek. Small Biz Advisor II, Business Account Executive, **Sr In Home Sales Experts** and National Distribution Account Executive shall be excluded from the provisions of this Section. **Exchange-time or employee requested in-week schedule changes (e.g., life happens) will be excluded from the daily one and one-half (1 ½) times rate of pay calculation.** For the sole purpose of computing the number of hours worked in excess of **eight (8)** consecutive hours within a workday or forty (40) hours within a workweek, Holidays**, Company Paid Union time and Excused Days with Pay (EWP)** scheduled, taken and paid within

a workweek shall be considered time worked within such workweek. **Nothing herein shall act to limit a one and one half (1 ½) times regular rate of pay for all time worked in excess of forty (40) hours within the workweek.**

Section 4. Employees who are assigned on-call duty will be paid **forty-two ($42)** for each day of such assignment. This payment shall be in addition to any applicable compensation from such duty.

Section 5. Network employees who are called to work outside scheduled work hours will be paid a Call Out payment, equal to **two (2)** hour**s** of their basic wage rate, for any work performed, single incident or accumulated incidents, when the aggregate total of work is **two (2)** hour**s** or less. Additional work performed beyond this **two (2)** hour period that occurs before the employee's next scheduled work hours will be paid as work time.

Section 6. Employees required to return to work after the end of their scheduled shift and who, as a result of such call-back, are required to make a round trip between their place of residence and their place of work in addition to their normal commute to and from work, shall be compensated at their applicable rate of pay for the time required to make such additional round trip.

Section 7. Employees performing work on Sunday, other than Small Biz Advisor II, Business Account Executive, **Sr In Home Sales Expert** and National Distribution Account Executive shall be paid a premium of ten (10) percent of their basic wage rate.

Section 8. A night differential shall be paid to employees for each hour, or fraction thereof, worked after 8 p.m. and before 6 a.m. in the amount of ten (10) percent of the employee's basic hourly rate.

Section 9. A relief differential consisting of ten (10) percent of the employee's basic hourly wage rate will be paid to any employee who is assigned to relieve or assist a manager, for each hour, or fraction thereof, the employee performs this work or receives associated training. These assignments may involve planning, distributing, directing, coordinating, and training responsibilities. In no event shall such assigned employee have any involvement in discipline or performance evaluation of other employees. An employee involved in such training and/or assignment shall continue to be subject to all applicable provisions of this Agreement.

Section 10. A qualified employee who is temporarily assigned and performs all the duties of a job title with a higher top wage rate will be paid a temporary upgrade differential consisting of five (5) percent of the employee's basic hourly wage rate for each hour such duties are performed, not to exceed the top hourly wage rate of the job title they have been assigned.

Section 11. A Multilingual Differential consisting of **six ($6.00) dollars** per day, not to exceed **thirty ($30.00) dollars** per week, shall be paid to Call Center employees for each full day worked when assigned by management to speak in a foreign language.

ARTICLE 20
TRAVEL

Section 1. Time spent in local travel at the direction of the Company after reporting for duty and before release from duty shall be treated as work time.

Section 2. Employees directed by the Company to use their personal car for travel between work locations during the workday or for other authorized Company business shall be paid at the IRS allowable reimbursement rate[1] or a monthly car allowance as determined by the Company.

Section 3. Employees will be assigned a regular work location but may also be assigned to work at a temporary location.

a. Any travel time on a scheduled day necessitated by the temporary assignment which occurs prior to reporting for duty and/or after release from duty and which exceeds the employee's normal commute will be paid as work time.

b. Any travel time on a nonscheduled day that occurs during an employee's normal scheduled hours shall be paid as work time.

c. The Company will reimburse employees (not covered by a monthly car allowance as determined by the Company) for use of their personal car at the IRS allowable reimbursement rate[1] specified in Section 2. above, for that portion of any trip that occurs while the employee is being paid for work time.

Section 4. An employee away from home on a Company assignment will receive reimbursement for all reasonable, necessary and ordinary business expenses incurred in the fulfillment of such assignment. All such expenses shall be supported by an original receipt.

[1]In no case will the rate of reimbursement exceed the IRS allowable reimbursement rate. In the event the IRS decreases or increases the allowable reimbursement rate, the Company will readjust its reimbursement rate as soon as practicable, not to exceed sixty (60) days from the effective date of the IRS change.

ARTICLE 21
ABSENCES

Section 1. All leaves of absence shall be without pay except as otherwise provided in this Article.

Section 2.

a. Employees may request personal leaves of absence. Each request must be in writing and must specify the reason the leave of absence is desired.

b. Employees who are eligible under the provisions of the Family and Medical Leave Act of 1993 will be subject to the provisions of that Act and to subsequent changes in the Act as they may occur.

c. Any employee may request up to thirty (30) days of absence based on other reasons not included in b. above. An employee need not exhaust their contractual time off prior to taking this leave of absence.

d. Employees with at least twelve (12) months Net Credited Service with the Company may request leaves of absence longer than thirty (30) days for the following reasons: service in the Peace Corps or VISTA; appointment or campaign/election to public office; trailing a transferring spouse or legally recognized partner employed by an AT&T Company to another location. Employees who are absent under this provision for more than thirty (30) consecutive calendar days are not guaranteed reinstatement with the Company.

e. To the extent authorized by law, employees who are granted leaves of absence of thirty (30) days or less shall suffer no break in service or loss of benefits. Upon return, such employees shall be reinstated to their former job title and rate of pay.

f. In requesting any of the above leaves of absence, employees shall give due consideration to the Company's ability to replace their services during such a leave, and such leave shall be granted solely at the discretion of the Company. Should the Company grant such leave, permission shall be in writing setting forth the dates for such leave.

Section 3. Military Leave.

a. In the event employees covered by this Agreement are required to absent themselves for the purpose of performing military duty in the United States Armed Forces or the National Guard, and such duty requires absence during scheduled Company work hours, the employee shall be excused for such military duty for a period, in the aggregate, not exceeding fifteen (15) calendar days in the same calendar year. Difference in pay shall be allowed for the number of scheduled workdays falling within the periods of excused

absence, but not to exceed eleven (11) such days within the calendar year.

b. The difference in pay allowed in paragraph a. above shall mean the excess, if any, of Company pay at the employee's basic hourly rate for such absent time (plus any night or other differentials normally applicable) over the hourly equivalent of the employee's government base pay obtained by dividing the monthly government base pay rate by two hundred forty (240).

c. Employees called to military duty will immediately inform their supervisors and then will provide copies of their military orders as soon as possible.

Section 4. Civic Duty. An employee who serves during his/her regularly scheduled work time as a subpoenaed witness in a court case in which the employee is not a party, as a witness for the Company, or as a petit juror shall be paid the difference between the employee's basic wage rate and the amount received for such service.

Section 5. **Recognition of Death**. An employee shall be paid up to three (3) days at his/her basic wage rate for the necessary scheduled time absent due to **death** of a member of the immediate family. The leave may not begin until the day of death and not extend more than **seven (7)** days beyond the day of the **death. In the event a memorial service is scheduled beyond the above seven (7) day period, the employee must notify management prior to the seven (7) day period ending and may request to postpone all or a portion of the above reference paid time. Such request must be made to management at least seven (7) calendar days prior to the memorial service and may not extend more than six (6) months beyond the date of the death.** For purposes of this Section, immediate family shall mean spouse, legally recognized partner, children, sister, brother, mother, father, stepparents, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, grandmother, grandfather, grandson, granddaughter, stepson, stepdaughter, and parent of an employee's dependent child. Payment for such absent time shall consist of basic pay which would otherwise have been received had the regular shift been worked. Pay for part-time employees will be pro-rated based on the ratio of their equivalent workweek compared to that of a full-time employee.

In the event of the death of an employee's wife, husband, daughter, son, mother, father, or legally recognized partner, an employee shall, upon the employee's request, be excused from scheduled time up to an additional five (5) days. Employees may request one (1) additional day off, without pay, in the event of the death of an employee's stepparent, brother or sister. An employee may request one (1) additional day without pay, if the **death** of any other member of the immediate family described above is held more than 200 miles from the employee's home address. Paid individual days may be substituted for these excused days at the employee's option.

Section 6. Illness and Injury.

a. Employees having **one (1)** or more years of Net Credited Service shall be

paid at the basic wage rate for absence of at least one (1) session due to illness on scheduled workdays, for a period of time not to exceed seven (7) consecutive calendar days, in accordance with the following table:

Employees with Net Credit Service of	To be Paid After Waiting Periods of Consecutive Scheduled Working Days
1 years but less than 5	**1 day**
5 years and over	**No Waiting Period**

b. The maximum amount of paid illness time for an employee covered by this Article hired prior to January 1, 2017 shall be ten (10) days or eighty (80) hours, prorated for part time, in a calendar year. Employees hired on or after January 1, 2017 shall be five (5) days or forty (40) hours, prorated for part time, in a calendar year. Nothing in this Agreement shall be interpreted to provide for paid illness time in excess of this amount for such employees.

c. A day in the waiting period shall be considered as an absence of at least one (1) session from scheduled time.

d. For purposes of this Article, tours are the assignments for full days and sessions are the two (2) parts into which tours are divided.

ARTICLE 22
VACATIONS

Section 1. Employees shall earn vacation at their basic rate of pay based on Net Credited Service (NCS) in accordance with the following schedule:

a. Where eligibility for paragraphs (1) and (2) below occurs after November 30 of the calendar year, the vacation may be scheduled as late as the last week in February of the next calendar year and used by March 31.

   (1) One (1) week of vacation upon completion of six (6) months;

   (2) Two (2) weeks of vacation upon completion of twelve (12) months. This provision cannot be combined with above, to result in more than two (2) weeks of vacation entitlement in the same calendar year.

b. Eligibility for vacation leave benefits to be taken in any calendar year shall be based on the NCS the employee has obtained or could obtain within that calendar year.

   (1) Three (3) weeks of vacation to any such employee who could complete five (5) years or more but less than ten (10) years of NCS within the vacation year;

   (2) Four (4) weeks of vacation to any such employee who could complete ten (10) years or more but less than twenty (20) years of NCS within the vacation year;

   (3) Five (5) weeks of vacation to any such employee who could complete twenty (20) years or more of NCS within the vacation year.

Employees shall earn the vacation they are eligible for above proportionately during the calendar year, but this will not affect when vacation can be selected in accordance with Section 6 or taken within the vacation year.

Section 2. The year in which vacation leave may be taken shall be known as the "vacation year". A maximum of one (1) week of vacation may be carried over into the next vacation year (to be used by March 31), with the approval of Management, due to a business necessity. A vacation year is defined as a period of time beginning January 1 and ending on December 31.

Section 3. If, before receiving the vacation which he or she has earned, as provided for in Section 1. of this Article, an employee is dismissed (except for reason of misconduct), resigns, or retires, such employee will be entitled to an allowance in cash equal to and in lieu of such vacation based on the following table:

Month Employee Leaves Company	Calendar Year Eligible Vacation Hours (See Section 1 above for eligibility)				
	1 Week (40 Hours)	2 Weeks (80 Hours)	3 Weeks (120 Hours)	4 Weeks (160 Hours)	5 Weeks (200 Hours)
	Number of "Earned" Current Year Vacation Hours				
Jan.	3	7	10	13	17
Feb.	7	13	20	27	33
Mar.	10	20	30	40	50
Apr.	13	27	40	53	67
May	17	33	50	67	83
Jun.	20	40	60	80	100
Jul.	23	47	70	93	117
Aug.	27	53	80	107	133
Sep.	30	60	90	120	150
Oct.	33	67	100	133	167
Nov.	37	73	110	147	183
Dec.	40	80	120	160	200

If an employee dies or is laid off before receiving his/her unused vacation for the vacation year, as provided for in Section 1. of this Article, payment in lieu of vacation will be made for all unused vacation time to the employee or employee's estate in the event of death.

Section 4. If a fixed Holiday falls within a period of vacation, another day of vacation may be scheduled in the vacation year. Additional vacation days in lieu of the Christmas Holiday may be taken, in accordance with force requirements, either immediately prior to the vacation period or through the month of March of the next calendar year.

Section 5. Any employee may select up to one (1) week of vacation on a day-at-a-time basis during the vacation selection process described in Section 6. of this Article. Any employee, if eligible for three (3) or more weeks of vacation, may elect to take up to two (2) weeks vacation on a day-at-a-time basis during the vacation selection process described in Section 6. of this Article. Individual vacation days may be taken in half-day increments.

Section 6. Vacations shall be selected in a work group based on seniority. Periods available for selection shall take into consideration the needs of the Company, force requirements, and the desires of the employees. Reasonable effort should be made by management to make available the maximum number of vacation weeks during the most desirable vacation periods. Advance selection of vacation periods shall commence on or after November 1 and shall conclude and be posted in a manner viewable by all employees contained in the vacation calendar no later than December 31 of the year preceding the year in which such vacation leave is to be taken.

a. Employees must first express preference for full weeks of vacation in seniority order within the vacation group.

b. In a subsequent interview by Management, also in seniority order within the vacation group, the employee may select day-at-a-time vacation days as provided in Section 5. above, his/her Floating and Designated Holidays as provided in Article 23, and Excused Days with Pay as provided in Article 24 of this Agreement. Individual days not selected at this time and days to be taken in half-day increments will be granted, consistent with force requirements, on the basis of the earliest request ("first-come, first-served") to the employee's immediate supervisor, or such other manager as may be designated.

Section 7. Part-time employees who are normally scheduled to work more than nineteen (19) but less than forty (40) hours per week will earn pro-rated vacation pay based on their "average equivalent workweek". The "equivalent workweek" will be determined by dividing the employee's total worked hours per month by 4.35, rounding the result to the next higher whole number. The "average equivalent workweek" will be determined by the average over the past six (6) months.

ARTICLE 23
HOLIDAYS

Section 1. Each full-time employee shall receive eight (8) hours of pay at the employee's basic straight-time rate of pay, unless otherwise provided for in this Agreement, provided that such employee, if excused from work on a Holiday, shall have worked all hours scheduled on the last scheduled workday before and on the first scheduled workday after the Holiday, or the day celebrated as such, unless excused by Management (not applicable to the use of Floating Holiday(s) or Designated Holiday unless the Designated Holiday is scheduled by the Company). Part-time employees who are normally scheduled to work more than nineteen (19) but less than forty (40) hours per week will receive pro-rated holiday pay based on their "average equivalent workweek". The "equivalent workweek" will be determined by dividing the employee's total worked hours per month by 4.35, rounding the result to the next higher whole number. The "average equivalent workweek" will be determined by the average over the past six (6) months. Employees who are absent without pay for thirty (30) or more calendar days shall not be eligible for holiday pay. The Holidays shall be:

New Year's Day	Thanksgiving Day
Martin Luther King Jr. Day	Day After Thanksgiving
Memorial Day	Christmas Day
Independence Day	Two Floating Holidays[1]
Labor Day	One Designated Holiday[2]

The Designated Holiday may be scheduled by the Company in accordance with the needs of the business. Such designation will be made prior to the advance vacation selection period outlined in Section 6. of Article 22, Vacations. Should the Company not schedule the Designated Holiday, employees may select the day on which to celebrate their Designated Holiday, as well as their Floating Holidays, in accordance with the provisions of Article 22, Vacations, Section 6.b.

[1] For new employees, Floating Holiday eligibility is one (1) Floating Holiday after the first three (3) months of Net Credited Service, and a second Floating Holiday after six (6) months of Net Credited Service. A Floating Holiday earned after October 31 may be carried over into the next year, to be used in the first quarter, consistent with the scheduling provisions outlined in Section 6.b. of Article 22, Vacations.

[2] Each new employee who completes six (6) months of Net Credited Service within the calendar year shall be eligible for one (1) Designated Holiday. A Designated Holiday earned after October 31 that is not scheduled by the Company may be carried over into the next year, to be used in the first quarter, consistent with the scheduling provisions outlined in Section 6.b. of Article 22, Vacations.

Section 2. When a Holiday falls on a Sunday, it will be observed on the following Monday. When a Holiday falls on a Saturday, it will be observed on the preceding Friday.

Section 3. Employees who work on a Holiday shall be paid for such work at time and one-half for all work on such Holidays, together with the holiday pay provided for in Section 1. above.

Section 4. Eligible employees who have been scheduled to work on a Holiday and fail to do so shall not receive pay for the Holiday.

Section 5. No compensation shall be paid to an employee for unused Floating or Designated Holidays after separation from service.

Section 6. Retail Holiday Schedule Exception. At least two (2) weeks prior to each applicable holiday week the Company will notify the Union of weeks that contain a Holiday in which Retail employees are anticipated to work only four (4) days during the Holiday week. In addition to this schedule, any retail bargained employee scheduled to work one (1) of the aforementioned Holiday weeks (as notified) will be given the option to select an additional day of work if desired. This only applies to employees, who work on the applicable Holiday and selecting an additional day of work is optional.

ARTICLE 24
EXCUSED DAYS WITH PAY

Section 1. **Upon hire, e**ach regular employee will be eligible for **two (2)** Excused Day**s** With Pay**. Following the first** three (3) months of completed service with the Company, **each regular employee will be eligible to receive an additional Excused Day With Pay and shall receive a final Excused Day With Pay after six (6) months of completed service with the Company. In total, no employee will earn** more than four (4) Excused Days With Pay in a calendar year.

Section 2. All days off as provided in this Article shall be selected in accordance with Section 6.b. of Article 22, Vacations. Employees may be permitted to take their Excused Days With Pay in one (1)-hour increments. All pay for Excused Days With Pay shall be at the employee's basic rate of pay.

Section 3. Excused Days With Pay may be carried over and taken by March 31 of the next calendar year.

Section 4. No compensation shall be paid to an employee for unused Excused Days With Pay after separation from service.

Section 5. Employees who are normally scheduled to work more than nineteen (19) but less than forty (40) hours per week will receive pro-rated pay for Excused Days With Pay based on their "average equivalent workweek". The "equivalent workweek" will be determined by dividing the employee's total worked hours per month by 4.35, rounding the result to the next higher whole number. The "average equivalent workweek" will be determined by the average over the past six (6) months.

ARTICLE 25
EXCHANGE TIME

Exchange Time allows an employee to request time off during a scheduled workday to be made up within the workweek (Sunday through Saturday). Granting of Exchange Time will be at the Company's discretion but will not be granted or denied arbitrarily and shall be based upon such factors as the Company, in its judgment, believes relevant, including the needs of the business. If the Company approves an employee's request for such time off, it shall designate the time within the same workweek when the absence shall be made up. The Company will attempt to accommodate requests for exchange time when relevant factors allow.

ARTICLE 26
WAIVER OF FURTHER BARGAINING

Section 1. The parties agree that this Agreement contains their full and complete understanding and that any prior practices, benefits, or oral agreements are superseded by the terms of this Agreement. The parties further agree that no practices, oral agreements or benefits will be recognized or regarded as binding unless committed to writing and signed by the parties as a supplement to this Agreement.

Section 2. Since this Agreement expresses the understanding of the parties in respect to all matters deemed by them to be applicable to the Bargaining Unit, for the term of this Agreement, the Company and the Union each voluntarily and unqualifiedly waive the right, and each agrees that the other shall not be obligated, to bargain collectively with respect to any subject or matter referred to or covered by this Agreement, or with respect to any subjects or matters not specifically referred to or covered by this Agreement, even though such subjects or matters may not have been within the knowledge or contemplation of either or both of the parties at the time they negotiated or signed this Agreement.

Section 3. Neither the Company nor the Union by this Agreement waive any right, legal or equitable, which it would otherwise have except as specifically defined and provided in this Agreement, which sets forth all understandings and agreements arrived at by the parties. Included within such rights, but not by way of limitation, is the Company's right to plan, direct and control its operations, to extend, limit or curtail operations, to determine the number, location and operation of its facilities, to study, determine, and regulate the methods, quantity, and quality of work, and the sources and kinds of merchandise, materials, parts, facilities and equipment used, handled or sold, to maintain order and efficiency, and to establish, modify and enforce rules and regulations, as well as the right to make and enter into decisions to do any of the foregoing and to determine and resolve the effects of such decisions by whatever means the Company deems appropriate.

ARTICLE 27
DURATION OF AGREEMENT

This Agreement shall become effective as of **February 24, 2024** and shall remain in effect up to and including **February 25, 2028** the "Expiration Date", and thereafter from year to year unless one party or the other gives notice of the desire to terminate this Agreement or modify its terms, in writing, at least sixty (60) days prior to the Expiration Date of this Agreement. If notice to modify is given, the parties shall meet and negotiate at mutually agreeable times and places. This Agreement shall continue in full force and effect during such negotiations, except that, after the above stated Expiration Date, or any yearly extension thereof, this Agreement may be terminated by either party if written notice of the intention to so terminate is given, whereupon the Agreement shall terminate immediately after the giving of such notice.

IN WITNESS WHEREOF, the parties have caused duplicate copies hereof to be executed by their duly authorized officers and representatives this **February 24, 2024**.

Communications Workers of America

Jason Vellemer
CWA Staff Representative
District 6

Derrick Osobase
Vice President
District 6

AT&T Mobility Services LLC

Dean Cordova
Lead Labor Relations
AT&T Labor Relations

Mike Keith
Vice President
AT&T Labor Relations

Mobility Purple
Appendix A - Wages

Administrative Assistant

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	396.50	396.50	396.50	396.50
2	426.50	427.50	428.50	429.50
3	458.50	461.00	463.00	465.50
4	493.50	497.00	500.50	504.50
5	530.50	536.00	541.00	546.50
6	571.00	578.00	585.00	592.50
7	614.00	623.00	632.50	642.00
8	660.50	672.00	683.50	695.50
9	710.00	724.50	739.00	753.50
10	764.00	781.00	798.50	816.50
11	821.50	842.00	863.00	885.00
12	883.50	908.00	933.00	959.00
13	950.50	979.00	1008.50	1039.00

Business Account Executive

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	535.50	535.50	535.50	535.50
2	567.50	568.50	570.00	571.50
3	601.00	604.00	607.00	610.00
4	636.50	641.50	646.00	651.00
5	674.50	681.00	688.00	694.50
6	714.50	723.00	732.00	741.00
7	757.00	768.00	779.50	791.00
8	801.50	815.50	830.00	844.00
9	849.50	866.00	883.50	901.00
10	899.50	920.00	940.50	961.50
11	953.00	976.50	1001.00	1026.00
12	1009.50	1037.00	1065.50	1095.00
13	1069.50	1101.50	1134.50	1168.50

Business Customer Service Specialist I

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	414.50	414.50	414.50	414.50
2	442.00	443.00	444.00	445.00
3	471.00	473.00	475.50	478.00
4	502.00	505.50	509.00	513.00
5	534.50	540.00	545.50	551.00
6	570.00	577.00	584.00	591.50
7	607.50	616.50	625.50	635.00
8	647.50	658.50	670.00	681.50
9	690.00	703.50	717.50	732.00
10	735.00	751.50	768.50	786.00
11	783.50	803.00	823.00	843.50
12	835.00	858.00	881.50	906.00
13	890.00	916.50	944.00	972.50

Business Customer Service Specialist II

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	489.00	489.00	489.00	489.00
2	521.00	522.00	523.50	524.50
3	554.50	557.50	560.00	563.00
4	590.50	595.00	599.50	604.00
5	629.00	635.00	641.50	647.50
6	670.00	678.00	686.50	695.00
7	713.50	724.00	734.50	745.50
8	759.50	773.00	786.00	800.00
9	809.00	825.00	841.50	858.00
10	861.50	880.50	900.50	920.50
11	917.50	940.00	963.50	987.50
12	977.00	1003.50	1031.00	1059.50
13	1040.50	1071.50	1103.50	1136.50

Business Premier Service Consultant

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	600.00	600.00	600.00	600.00
2	623.00	624.50	626.00	627.50
3	646.50	649.50	653.00	656.00
4	671.00	676.00	681.00	686.00
5	696.50	703.50	710.50	717.50
6	723.00	732.00	741.00	750.50
7	750.50	761.50	773.00	784.50
8	779.00	792.50	806.50	820.50
9	809.00	825.00	841.00	858.00
10	839.50	858.00	877.50	897.00
11	871.50	893.00	915.50	938.00
12	904.50	929.50	955.00	981.00
13	939.00	967.00	996.00	1026.00

Business Sales Specialist

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	475.00	475.00	475.00	475.00
2	506.00	507.00	508.50	509.50
3	538.50	541.50	544.00	546.50
4	573.50	578.00	582.00	586.50
5	610.50	617.00	623.00	629.00
6	650.50	658.50	666.50	675.00
7	692.50	703.00	713.00	724.00
8	737.50	750.50	763.00	776.50
9	785.00	801.00	817.00	833.00
10	836.00	855.00	874.00	893.50
11	890.50	912.50	935.50	958.50
12	948.00	974.50	1001.00	1028.00
13	1009.50	1040.00	1071.00	1103.00

***Years 2025 thru 2027 subject to a potential COLA adjustment in accordance with the Bargaining Agreement**

Mobility Purple
Appendix A - Wages

Clerical Associate

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	406.50	406.50	406.50	406.50
2	433.50	434.50	435.50	436.50
3	462.00	464.50	466.50	469.00
4	492.50	496.50	500.00	504.00
5	525.50	530.50	536.00	541.00
6	560.00	567.00	574.00	581.50
7	597.00	606.00	615.00	624.50
8	637.00	648.00	659.00	670.50
9	679.00	692.50	706.50	720.50
10	724.00	740.50	757.00	774.00
11	772.00	791.50	811.00	831.00
12	823.00	846.00	869.00	893.00
13	877.50	904.00	931.00	959.00

Client Service Specialist
Client Service Specialist (WFH)

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	501.50	501.50	501.50	501.50
2	529.00	530.00	531.50	533.00
3	558.00	560.50	563.50	566.00
4	588.50	593.00	597.00	601.50
5	620.50	627.00	633.00	639.50
6	654.50	662.50	671.00	679.50
7	690.50	700.50	711.00	722.00
8	728.00	741.00	754.00	767.00
9	768.00	783.50	799.00	815.00
10	810.00	828.00	847.00	866.00
11	854.50	875.50	897.50	920.00
12	901.00	926.00	951.50	978.00
13	950.50	979.00	1008.50	1039.00

Coordinator
Coordinator WFH

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	480.50	480.50	480.50	480.50
2	515.00	516.00	517.50	518.50
3	551.50	554.50	557.00	560.00
4	591.00	595.50	600.00	604.00
5	633.00	639.50	646.00	652.00
6	678.50	687.00	695.50	704.00
7	727.00	737.50	748.50	760.00
8	779.00	792.50	806.00	820.00
9	834.50	851.00	868.00	885.00
10	894.00	914.00	934.50	955.50
11	958.00	981.50	1006.00	1031.50
12	1026.00	1054.50	1083.50	1113.00
13	1099.50	1132.50	1166.50	1201.50

Customer Service Representative I
Customer Service Rep WFH

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	414.50	414.50	414.50	414.50
2	442.00	443.00	444.00	445.00
3	471.00	473.00	475.50	478.00
4	502.00	505.50	509.00	513.00
5	534.50	540.00	545.50	551.00
6	570.00	577.00	584.00	591.50
7	607.50	616.50	625.50	635.00
8	647.50	658.50	670.00	681.50
9	690.00	703.50	717.50	732.00
10	735.00	751.50	768.50	786.00
11	783.50	803.00	823.00	843.50
12	835.00	858.00	881.50	906.00
13	890.00	916.50	944.00	972.50

Customer Service Representative II

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	489.00	489.00	489.00	489.00
2	517.00	518.00	519.50	520.50
3	546.50	549.00	551.50	554.50
4	577.50	581.50	586.00	590.50
5	610.50	616.50	622.50	628.50
6	645.00	653.00	661.00	669.50
7	682.00	692.00	702.50	713.00
8	720.50	733.00	746.00	759.00
9	761.50	777.00	792.50	808.00
10	805.00	823.00	841.50	860.50
11	851.00	872.00	894.00	916.50
12	899.50	924.00	949.50	976.00
13	950.50	979.00	1008.50	1039.00

Customer Support Specialist

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	513.50	513.50	513.50	513.50
2	540.50	542.00	543.50	544.50
3	569.50	572.00	575.00	578.00
4	599.50	604.00	608.50	613.00
5	631.50	637.50	644.00	650.50
6	665.00	673.00	681.50	690.00
7	700.00	710.50	721.00	732.00
8	737.00	750.00	763.00	776.50
9	776.50	791.50	807.50	823.50
10	817.50	835.50	854.50	873.50
11	861.00	882.00	904.00	927.00
12	906.50	931.00	957.00	983.00
13	954.50	983.00	1012.50	1043.00

***Years 2025 thru 2027 subject to a potential COLA adjustment in accordance with the Bargaining Agreement**

Mobility Purple
Appendix A - Wages

Finance Representative I

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	415.50	415.50	415.50	415.50
2	445.00	446.50	447.50	448.50
3	477.00	479.50	481.50	484.00
4	511.00	515.00	518.50	522.50
5	547.50	553.00	558.50	564.00
6	586.50	594.00	601.00	608.50
7	628.50	638.00	647.50	657.00
8	673.50	685.00	697.00	709.00
9	721.50	735.50	750.50	765.50
10	773.00	790.00	808.00	826.00
11	828.00	848.50	870.00	892.00
12	887.00	911.50	936.50	962.50
13	950.50	979.00	1008.50	1039.00

Finance Representative II
Finance Representative II WFH

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	456.50	456.50	456.50	456.50
2	487.50	489.00	490.00	491.50
3	521.00	523.50	526.00	529.00
4	556.50	561.00	565.00	569.00
5	594.50	600.50	606.50	612.50
6	635.50	643.50	651.50	659.50
7	679.00	689.00	699.00	709.50
8	725.50	738.00	750.50	763.50
9	775.00	790.50	806.00	822.00
10	828.00	846.50	865.50	884.50
11	884.50	906.50	929.00	952.00
12	945.00	971.00	997.50	1025.00
13	1009.50	1040.00	1071.00	1103.00

Fraud Analyst

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	468.00	468.00	468.00	468.00
2	507.00	508.50	509.50	511.00
3	549.50	552.50	555.00	558.00
4	596.00	600.50	604.50	609.00
5	646.00	652.00	658.50	665.00
6	700.00	708.50	717.50	726.00
7	758.50	770.00	781.50	793.00
8	822.00	836.50	851.00	866.00
9	891.00	909.00	927.00	945.50
10	965.50	987.50	1009.50	1032.00
11	1046.50	1073.00	1099.50	1127.00
12	1134.50	1165.50	1197.50	1230.50
13	1229.50	1266.50	1304.50	1343.50

Information Systems Technician

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	594.50	594.50	594.50	594.50
2	639.50	641.00	642.50	644.00
3	687.50	691.00	694.50	698.00
4	739.50	745.00	751.00	756.50
5	795.50	803.50	811.50	819.50
6	855.50	866.50	877.00	888.00
7	920.50	934.00	948.00	962.50
8	990.00	1007.50	1025.00	1042.50
9	1065.00	1086.00	1107.50	1130.00
10	1145.00	1171.00	1197.50	1224.00
11	1232.00	1262.50	1294.00	1326.50
12	1325.00	1361.50	1399.00	1437.50
13	1425.00	1468.00	1512.00	1557.50

Intergrated Sales Support Representative

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	468.00	468.00	468.00	468.00
2	507.00	508.50	509.50	511.00
3	549.50	552.50	555.00	558.00
4	596.00	600.50	604.50	609.00
5	646.00	652.00	658.50	665.00
6	700.00	708.50	717.50	726.00
7	758.50	770.00	781.50	793.00
8	822.00	836.50	851.00	866.00
9	891.00	909.00	927.00	945.50
10	965.50	987.50	1009.50	1032.00
11	1046.50	1073.00	1099.50	1127.00
12	1134.50	1165.50	1197.50	1230.50
13	1229.50	1266.50	1304.50	1343.50

National Distribution Account Executive

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	374.50	374.50	374.50	374.50
2	402.50	403.50	404.50	405.50
3	432.50	434.50	437.00	439.00
4	465.00	468.50	472.00	475.50
5	500.00	504.50	509.50	515.00
6	537.00	544.00	550.50	557.50
7	577.50	586.00	594.50	603.50
8	620.50	631.00	642.00	653.50
9	667.00	680.00	693.50	707.50
10	717.00	733.00	749.00	766.00
11	770.50	789.50	809.00	829.50
12	828.00	850.50	874.00	898.00
13	890.00	916.50	944.00	972.50

***Years 2025 thru 2027 subject to a potential COLA adjustment in accordance with the Bargaining Agreement**

Mobility Purple
Appendix A - Wages

Premier Service Consultant
Premier Service Consultant WFH, HYB

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	600.00	600.00	600.00	600.00
2	623.00	624.50	626.00	627.50
3	646.50	649.50	653.00	656.00
4	671.00	676.00	681.00	686.00
5	696.50	703.50	710.50	717.50
6	723.00	732.00	741.00	750.50
7	750.50	761.50	773.00	784.50
8	779.00	792.50	806.50	820.50
9	809.00	825.00	841.00	858.00
10	839.50	858.00	877.50	897.00
11	871.50	893.00	915.50	938.00
12	904.50	929.50	955.00	981.00
13	939.00	967.00	996.00	1026.00

Retail Sales Consultant

Step	Effective 2/24/2024	Effective 5/26/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	402.50	515.00	515.00	515.00	515.00
2	432.00	542.50	544.00	545.00	546.50
3	463.50	571.50	574.50	577.00	580.00
4	497.50	602.00	606.50	611.00	615.50
5	534.00	634.50	640.50	647.00	653.00
6	573.00	668.00	676.50	685.00	693.00
7	615.00	704.00	714.50	725.00	735.50
8	660.00	741.50	754.50	767.50	781.00
9	708.50	781.00	796.50	812.50	828.50
10	760.50	823.00	841.50	860.00	879.50
11	816.00	867.00	888.50	910.50	933.00
12	876.00	913.00	938.50	964.00	990.50
13	940.00	962.00	991.00	1020.50	1051.00

Service Specialist

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	513.50	513.50	513.50	513.50
2	540.50	542.00	543.50	544.50
3	569.50	572.00	575.00	578.00
4	599.50	604.00	608.50	613.00
5	631.50	637.50	644.00	650.50
6	665.00	673.00	681.50	690.00
7	700.00	710.50	721.00	732.00
8	737.00	750.00	763.00	776.50
9	776.50	791.50	807.50	823.50
10	817.50	835.50	854.50	873.50
11	861.00	882.00	904.00	927.00
12	906.50	931.00	957.00	983.00
13	954.50	983.00	1012.50	1043.00

Small Biz Advisor I

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	503.50	503.50	503.50	503.50
2	533.00	534.00	535.50	537.00
3	564.00	567.00	569.50	572.50
4	597.00	601.50	606.00	610.50
5	632.00	638.00	644.50	651.00
6	668.50	677.00	685.50	694.00
7	708.00	718.50	729.00	740.00
8	749.00	762.00	775.50	789.00
9	793.00	809.00	825.00	841.50
10	839.00	858.00	877.50	897.00
11	888.00	910.50	933.50	956.50
12	940.00	966.00	993.00	1020.00
13	995.00	1025.00	1056.00	1087.50

Small Biz Advisor II

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	534.50	534.50	534.50	534.50
2	565.50	567.00	568.50	570.00
3	598.50	601.50	604.50	607.50
4	633.50	638.00	643.00	647.50
5	670.50	677.00	683.50	690.50
6	709.50	718.00	727.00	736.00
7	751.00	762.00	773.00	784.50
8	794.50	808.00	822.50	836.50
9	841.00	857.50	874.50	892.00
10	890.00	909.50	930.00	951.00
11	941.50	965.00	989.00	1013.50
12	996.50	1023.50	1051.50	1080.50
13	1054.50	1086.00	1118.50	1152.00

Sr In Home Sales Expert

Step	Effective 2/24/2024	Effective 5/26/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	513.50	600.00	600.00	600.00	600.00
2	540.50	627.50	629.00	630.50	632.00
3	569.50	656.00	659.50	662.50	666.00
4	599.50	686.50	691.50	696.50	701.50
5	631.50	717.50	725.00	732.00	739.00
6	665.00	750.50	760.00	769.50	779.00
7	700.00	785.00	796.50	808.50	820.50
8	737.00	821.00	835.50	849.50	864.50
9	776.50	858.50	875.50	893.00	910.50
10	817.50	898.00	918.00	938.50	959.50
11	861.00	939.00	962.50	986.50	1011.00
12	906.50	982.00	1009.00	1036.50	1065.00
13	954.50	1027.00	1058.00	1089.50	1122.00

***Years 2025 thru 2027 subject to a potential COLA adjustment in accordance with the Bargaining Agreement**

Mobility Purple
Appendix A - Wages

Technical Support Specialist

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	600.00	600.00	600.00	600.00
2	649.50	651.00	653.00	654.50
3	703.50	707.00	710.50	714.00
4	761.50	767.00	773.00	778.50
5	824.50	832.50	841.00	849.00
6	892.50	903.50	915.00	926.00
7	966.50	980.50	995.50	1010.00
8	1046.50	1064.50	1083.00	1101.50
9	1133.00	1155.00	1178.00	1201.50
10	1226.50	1254.00	1282.00	1310.50
11	1328.00	1361.00	1394.50	1429.50
12	1437.50	1477.00	1517.50	1559.00
13	1556.50	1603.00	1651.00	1700.50

Technician MSC/RNOC

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	755.00	755.00	755.00	755.00
2	815.50	817.50	819.50	821.50
3	880.50	885.00	889.00	893.50
4	951.00	958.00	965.00	972.00
5	1027.00	1037.00	1047.50	1057.50
6	1109.00	1122.50	1136.50	1150.50
7	1197.50	1215.50	1233.50	1252.00
8	1293.50	1316.00	1338.50	1362.00
9	1396.50	1424.50	1452.50	1481.50
10	1508.00	1542.00	1576.50	1612.00
11	1629.00	1669.50	1711.00	1753.50
12	1759.00	1807.50	1856.50	1908.00
13	1899.50	1956.50	2015.00	2075.50

Virtual Sales Expert

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	427.50	427.50	427.50	427.50
2	457.50	459.00	460.00	461.00
3	490.00	492.50	494.50	497.00
4	524.50	528.50	532.00	536.00
5	561.50	567.00	572.50	578.50
6	601.00	608.50	616.00	623.50
7	643.50	653.00	662.50	672.50
8	688.50	700.50	713.00	725.50
9	737.00	752.00	767.00	782.00
10	789.00	807.00	825.00	843.50
11	844.50	866.00	887.50	909.50
12	904.50	929.00	954.50	981.00
13	968.00	997.00	1027.00	1058.00

Wireless Technician

Step	Effective 2/24/2024	Effective 6/9/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	710.50	755.00	755.00	755.00	755.00
2	767.00	815.50	817.50	819.50	821.50
3	828.00	880.50	885.00	889.00	893.50
4	894.00	951.00	958.00	965.00	972.00
5	965.00	1027.00	1037.00	1047.50	1057.50
6	1042.00	1109.00	1122.50	1136.50	1150.50
7	1125.00	1197.50	1215.50	1233.50	1252.00
8	1214.50	1293.50	1316.00	1338.50	1362.00
9	1311.50	1396.50	1424.50	1452.50	1481.50
10	1415.50	1508.00	1542.00	1576.50	1612.00
11	1528.50	1629.00	1669.50	1711.00	1753.50
12	1650.00	1759.00	1807.50	1856.50	1908.00
13	1781.50	1899.50	1956.50	2015.00	2075.50

Work Force Administrator

Step	Effective 2/24/2024	Effective* 2/23/2025	Effective* 2/22/2026	Effective* 2/21/2027
1	422.00	422.00	422.00	422.00
2	448.50	449.50	451.00	452.00
3	477.00	479.00	481.50	484.00
4	507.00	510.50	514.50	518.00
5	538.50	544.00	549.50	555.00
6	572.50	580.00	587.00	594.00
7	608.50	618.00	627.00	636.50
8	647.00	658.50	669.50	681.50
9	688.00	701.50	715.50	729.50
10	731.00	747.50	764.00	781.50
11	777.00	796.50	816.50	836.50
12	826.00	849.00	872.00	896.00
13	878.00	904.50	931.50	959.50

***Years 2025 thru 2027 subject to a potential COLA adjustment in accordance with the Bargaining Agreement**

APPENDIX B
Monthly Pension Band Table

		Retirements January 1, 2012 or later		
	Age *	60 and over	55 and 59	Under 55
Title	Pension Band			
Administrative Assistant	1509	$32.70	$30.89	$28.26
Business Account Executive	1512	$35.77	$33.74	$30.94
Business Customer Service Specialist I	1508	$31.55	$29.78	$27.28
Business Customer Service Specialist II	1509	$32.70	$30.89	$28.26
Business Premier Service Consultant>	1509	$32.70	$30.89	$28.26
Business Sales Specialist	1511	$34.69	$32.76	$29.98
Clerical Associate	1506	$29.45	$27.82	$25.49
Client Service Specialist	1509	$32.70	$30.89	$28.26
Coordinator	1513	$36.86	$34.80	$31.87
Customer Service Representative I	1508	$31.55	$29.78	$27.28
Customer Service Representative II	1509	$32.70	$30.89	$28.26
Customer Support Specialist	1509	$32.70	$30.89	$28.26
COS Sales Advocate^	1507	$30.49	$28.79	$26.37
Finance Representative I	1509	$32.70	$30.89	$28.26
Finance Representative II	1511	$34.69	$32.76	$29.98
Fraud Analyst	1516	$40.07	$37.83	$34.65
Information Systems Technician	1524	$48.61	$45.88	$42.02
Integrated Sales Support Rep	1516	$40.07	$37.83	$34.65
National Distribution Account Executive	1508	$31.55	$29.78	$27.28
Premier Service Consultant~	1509	$32.70	$30.89	$28.26
Retail Sales Consultant	1507	$30.49	$28.79	$26.37
Service Specialist^	1509	$32.70	$30.89	$28.26
Small Biz Advisor I	1511	$34.69	$32.76	$29.98
Small Biz Advisor II	1512	$35.77	$33.74	$30.94
Sr In Home Sales Expert	1511	$34.69	$32.76	$29.98
Technician MSC/RNOC	1535	$60.33	$56.95	$52.19
Technicial Suppport Specialist	1525	$49.70	$46.92	$43.00
Telesales Representative	1511	$34.69	$32.76	$29.98
Wireless Technician	1533	$58.20	$54.96	$50.33
Work Force Administrator	1506	$29.45	$27.82	$25.49
Virtual Sales Expert	1509	$32.70	$30.89	$28.26
Unassigned	1500	$23.08	$21.78	$19.95
Unassigned	1501	$24.16	$22.78	$20.89
Unassigned	1502	$25.20	$23.77	$21.77
Unassigned	1503	$26.23	$24.76	$22.66
Unassigned	1504	$27.26	$25.74	$23.57
Unassigned	1505	$28.34	$26.78	$24.51
Unassigned	1510	$33.70	$31.81	$29.16
Unassigned	1514	$37.93	$35.82	$32.80
Unassigned	1515	$39.05	$36.86	$33.77
Unassigned	1517	$41.14	$38.84	$35.57
Unassigned	1518	$42.11	$39.76	$36.42
Unassigned	1519	$43.28	$40.89	$37.42
Unassigned	1520	$44.39	$41.89	$38.40

APPENDIX B
Monthly Pension Band Table

		Retirements January 1, 2012 or later		
	Age *	**60 and over**	**55 and 59**	**Under 55**
Title	**Pension Band**			
Unassigned	1521	$45.39	$42.85	$39.25
Unassigned	1522	$46.50	$43.88	$40.21
Unassigned	1523	$47.61	$44.91	$41.17
Unassigned	1526	$50.80	$47.96	$43.93
Unassigned	1527	$51.83	$48.93	$44.83
Unassigned	1528	$52.84	$49.87	$45.69
Unassigned	1529	$53.93	$50.90	$46.62
Unassigned	1530	$55.07	$51.99	$47.61
Unassigned	1531	$56.08	$52.92	$48.50
Unassigned	1532	$57.17	$53.96	$49.42
Unassigned	1534	$59.20	$55.89	$51.21
Unassigned	1536	$61.46	$58.00	$53.13
Unassigned	1537	$62.58	$59.07	$54.11
Unassigned	1538	$63.69	$60.14	$55.07
Unassigned	1539	$64.81	$61.16	$56.07
Unassigned	1540	$65.92	$62.24	$57.00
Unassigned	1589	$11.68	$11.02	$10.09
Unassigned	1590	$12.65	$11.94	$10.94
Unassigned	1591	$13.73	$12.98	$11.90
Unassigned	1592	$14.74	$13.92	$12.74
Unassigned	1593	$15.80	$14.91	$13.65
Unassigned	1594	$16.85	$15.89	$14.56
Unassigned	1595	$17.87	$16.88	$15.46
Unassigned	1596	$18.90	$17.83	$16.32
Unassigned	1597	$19.91	$18.79	$17.21
Unassigned	1598	$20.92	$19.73	$18.08
Unassigned	1599	$22.06	$20.84	$19.08

* Age must be attained on or prior to retirement.
^ Titles added during 2016 bargaining.
~ Title added during 2020 bargaining.
> Title added during 2024 bargaining.

February 23, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to ratification of the **2024** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America, the Company and the Union acknowledge that we must continue to provide high quality service to customers in order to effectively compete and succeed in today's increasingly competitive wireless industry.

Call Quality Observation and Sales Floor Observation may be performed for many productive purposes such as, but not limited to, assisting in the training and development of employees, identification of customer needs and product evaluation. Both are tools to evaluate the effectiveness of employees to reach and maintain quality service, and to continually develop employees' skills to provide high quality service, as well as to expand personal growth. The approach for monitoring will be based on a premise that fosters a work environment that builds on mutual trust and respect which enhances job satisfaction.

The following language applies to employees in call centers:

- A maximum of eight (8) randomly selected customer call per representative per month may be observed. Management shall select the first call to be observed and will alternate selection with the employee for al call thereafter. Calls selected by the employee must have a minimum duration of three (3) minutes or more. Calls selected for evaluation shall be selected from those calls that occurred after the employee's most recent call evaluation. Management will determine the method of evaluation.

- Calls used for calibration purposes by management and additional customer calls selected for coaching purposes will not be used toward discipline except in the event of misconduct.

The following language applies to employees in Retail locations:

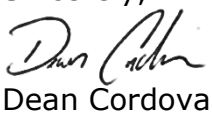
- A maximum of six (6), full or partial, customer interactions may be observed per month. Management will determine the method of evaluation and what is observed.

- An interaction is defined as one made by a member of management **with an in-person observation** on the retail floor.

The Company and Union recognize that discussions concerning performance and coaching are most effective when communicated in a reasonably close timeframe to the observation. To this end, the Company will generally review with the employee the Call Quality Observation and Sales Floor Observation results within the employee's next two (2) scheduled work days following the quality observation.

One of the reasons for the success of the Company and Union relationship is our willingness to listen and work together to address issues of mutual concern. The Company and Union further agree that issues related to Call Quality Observation and Sales Floor Observation may be addressed at a future meeting of the Strategic Alliance Committee.

Sincerely,



Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to the ratification of the **2024** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America:

- Under the current compensation design, full time Retail Sales Consultants (RSCs) will be targeted to earn a minimum pre-chargeback "at-risk" commission of $854.17 per month upon 100% achievement of performance targets.

- All components of the Compensation Plan are determined and remain at the sole discretion of the Company including, but not limited to, compensation components (e.g. what activities and measures are subject to compensation, volumes required, establishment of performance targets and target minimums), and qualifiers (i.e. minimum standards that must be met in order to be eligible for commissions, division of dollars associated with each compensated element, seasonality impact on target setting, and new hire expectations).

- The Company reserves in its sole discretion the right to trial, test, and introduce new compensation practices, elements, components, programs and plans subject to the minimum pre-chargeback "at-risk" commission set forth above. RSCs on new hire guarantee are exempt. This letter does not replace, relieve, or diminish any right to impose or set quota requirement(s) as the Company deems appropriate. It also does not replace, relieve or diminish the Company's existing right to determine in its sole discretion the products and services offered and sold by Mobility employees.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to ratification of the **2024** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America, the Company agrees that it will not rely upon "Chargebacks" that occur more than 91 days from the date of the initial sale as a basis to issue quota-related discipline to employees who fail to attain quota at the Company's DMDR Center located in Dallas, Texas.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

During 2008 bargaining we had discussion about employees with work locations involved in CWA jurisdictional disputes. The employees worked in two Mobility corporate owned retail locations located at:

6423 North Illinois Street
Fairview Heights, IL 62208

947 North Illinois State Route 3
Waterloo, IL 62298

Subsequently, in 2014, the Waterloo, IL retail location closed. Employees located at the remaining corporate owned retail location above will be assigned to the **2024** Labor Agreement (Purple – District 6 Agreement). Should the remaining corporate owned retail location relocate during the life of this agreement and remain in Fairview Heights, the employees will continue to be covered under the terms of the **2024** Labor Agreement. All other terms and conditions of the **2024** Agreement apply.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

AT&T Mobility Services LLC and the Communications Workers of America, District 6 have agreed to the following procedures as they relate to New Employee Orientation to be jointly presented by representatives from the CWA and AT&T Mobility.

At each Orientation meeting conducted for new employees, the final hour and fifteen minutes will be dedicated to this joint presentation and will be paid Company time.

The first fifteen minutes will serve as an opportunity for the local Company Representative and CWA Representative to briefly discuss their job responsibilities, but more importantly to discuss their commitment to developing and maintaining a strong Union/Company relationship. Once they have done this, all non-bargained employees will be released to return to work.

All bargained employees will be asked to stay, and for the next hour, the CWA representative will have the opportunity to discuss the Union's role and its benefits, answer questions, and solicit new members.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

LOA 6 New Employees Entering Bargaining Unit

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to ratification of the **2024** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America, the Company agrees to notify the Union, in writing, when new employees enter the Bargaining Unit by the end of the month in which any such employee(s) is hired.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to ratification of the **2024** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America, monthly sales quotas for Retail Sales Consultants will be adjusted in eight-hour increments (8 aggregate hours in a calendar month) for Vacation, EWP, Company mandated training, and Union absence time. Monthly sales quotas for discipline purposes will be adjusted in 8-hour increments (8 aggregate hours in a calendar month) for Vacation, EWP, Company mandated training, and Union absence time.

Accelerator payments will be based on the targeted number at 100% for the month using the following examples:

- *If the monthly net quota is 40 units and the month has four weeks in it, each 8-hr day is equal to 2 units. If an employee takes a total of 8 hours off for vacation or mandated training, they will be given credit for 2 sales in the system. If their net sales (after chargebacks are applied) for the remaining days of the month are 38, they would be at 100% of their assigned goal (38 + 2 = 40. 40/40 = 100 %).*
- *In the same example above, if the employee's net sales were 40 units then they would be at 105% to goal (40 + 2 = 42. 42/40 = 105%).*
- *In the example above, if the employee had 46 net sales in the remaining days of the month, they would be at 120% to assigned goal (46 + 2 = 48. 48/40 =120%).*

Employees who are normally scheduled to work more than nineteen (19) but less than forty (40) hours per week will receive pro-rated component goals/at-risk based on their Actual Hours worked plus qualifying hours absent for the calendar month (applies across all commissionable components). If the qualifying hours absent are equal to 25% or greater of their monthly hours scheduled the PT RSC also qualifies for Quota Relief Unit Credit and Quota Relief payments towards their Wireless Opportunity Unit component and Gross Add Qualifier.

Retail Sales Consultants will be allowed to match AT&T Mobility Services LLC consumer internet prices for identical equipment, accessories, and services when

requested by the customer and approved by management. Management will reasonably consider the requests when they are made by the representative.

Chargebacks that are more than 91 days old will not count against quota attainment for discipline purposes.

Sincerely,



Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to ratification of the **2024** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America, it is the Company's objective in the payment of sales commissions pursuant to Article 19 of the Articles of Agreement to limit changes in annual sales commission plans to those required for competitive or business reasons as determined by the Company. While the highly competitive and dynamic nature of the Company's business does not allow the Company to commit to a limitation in sales commission changes, it is the Company's intent that any changes to sales commissions will be made in a manner that fairly recognizes both the contribution of the employees and the desire of the Company to outperform its competitors.

The Company and CWA District 6 agree that CWA District 6 will have the option to participate in the Compensation Committee as outlined in LOA 4 of the **2022** Regional Labor Agreement between CWA Districts 1, 2-13, 4, 7, and 9**,** and AT&T Mobility Services LLC. CWA District 6 will have one representative on the Committee. CWA District 6's participation on the Committee may continue through the expiration of the **2022** Regional Labor Agreement.

If the Company and Union agree to renew LOA 4 in negotiations regarding the renewal of the **2022** Regional Labor Agreement, CWA District 6 will continue to have an option to participate in the Compensation Committee through **2026**, the expiration of this agreement. In the event LOA 4 is not renewed in **2022** bargaining, the Company and CWA District 6 agree to discuss alternative means of addressing District 6 sales commission concerns as soon as practicable following ratification of the **2024** Regional Bargaining Agreement.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

The Company and the Union recognize that significant benefits have been and will continue to be derived from cooperative Union-Management relations. Through such cooperation, the parties have been able to explore innovative methods of operation which seek to modify traditional workplace relationships in ways designed to enhance the Company's effectiveness and competitiveness, increase Union and employee participation in local workplace decisions, and maximize employee satisfaction with their work.

Subject to the ratification of the **2024** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America (CWA), a renewed emphasis will be placed on Working Relations Committee (WRC) meetings. The intent of these meetings is to allow broad concerns of mutual interest to be discussed and resolved at a regional level.

Additionally, as a sign of commitment to the importance of Company-Union relationship, AT&T Mobility Services LLC and CWA District 6 will continue to participate in the Strategic Alliance Committee which was originally established in 2000.

The Strategic Alliance Committee will have three primary objectives:

- To strengthen the Company's competitive position in the marketplace;
- Provide a forum for the Union to discuss various issues with leaders of the business; and,
- Discuss and trial creative and innovative labor relations approaches to complex challenges in this competitive market.

The Strategic Alliance Committee structure will be as follows:

1. The Strategic Alliance Committee will be comprised of 4 representatives from the Union and 4 representatives from the Company plus a chairperson for each side. The Company and Union will determine who will participate for their respective sides.

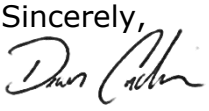
2. The Strategic Alliance Committee will meet at least two times per year but may be convened more frequently upon the mutual agreement of the parties.

3. As appropriate and when mutually agreed to, the Strategic Alliance Committee may establish ongoing joint committees, ad hoc committees **(i.e., job satisfaction, evolving technologies, work and family hardships)**, etc. for the purpose of addressing specific areas for review and recommendations.

4. Recommendations of committees jointly established in number 3 above will be submitted to the Strategic Alliance Committee for consideration.

Nothing in this letter shall release or change the duties and rights of either party as provided in their Collective Bargaining Agreement dated **February 24, 2024**.

Sincerely,



Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to reaching a tentative agreement and subsequent ratification of the **2024** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America District 6 ("**2024** Labor Agreement") by **March 22, 2024,** the Company agrees that unpaid time off for union activities that is requested and granted in accordance with Article 17 will not be held against union representatives in any attendance-based incentive programs. This will allow unpaid time off for union activities to be treated like Company paid time off for union activities under such programs.

This Agreement will become effective on the ratification date of the **2024** Labor Agreement assuming the deadline set forth above is met. If this condition is not satisfied, this offer is deemed withdrawn. Once effective, this Agreement will remain in effect up to and including **February 26, 2027**.

Sincerely,

Dean Cordova
Lead labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to ratification of the **2024** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America, it is the Company's intent in administering the provisions of Article 2, Recognition and Establishment of the Unit, Section 2, related to the subcontracting of work, to consider the interest of customers and employees as well as the needs of the Company in its highly competitive and dynamic business. For various reasons including, but not limited to, law, regulations, changing industry structure, economic and competitive conditions, and business considerations, it is not possible for the Company to make specific commitments on contracting out of work. However, it is the Company's general policy that traditional wireless work will not be contracted out if it will currently and directly cause layoffs or part-timing of regular employees in the bargaining unit. It is the general policy of the Company:

- To have employees within the bargaining unit perform bargaining unit work;
- To provide notice to the Union when contracting, except as noted above, is anticipated to last more than ninety (90) days, and to discuss the reasons for such contracting;
- To consider the use of Union-represented contractors to perform work normally performed by the bargaining unit with the understanding that the selection of any contractor is determined solely by the Company; and
- To generally use contractors for reasons associated with force or technological requirements or to operate specialized equipment and/or systems.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

The Company will provide the Wireless Technicians who are required by the Company's Environmental Health & Safety policies to wear climbing boots because of the work duties they perform not more than one (1) pair of climbing boots per calendar year from a pre-established list as determined by the Company. The Company will determine the process under which the climbing boots will be provided.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

The Company will provide prescription safety glasses to the Wireless Technicians who are required by the Company's Environmental Health & Safety policies to wear safety glasses because of the work duties they perform and whose eyesight requires that they use prescription eyewear as follows:

- Technicians whose duties only require them to wear safety glasses indoors will be provided one (1) pair of clear lens prescription safety glasses; or
- Technicians whose duties require them to wear safety glasses outdoors will be provided one (1) pair of clear lens and one (1) pair of dark lens or one (1) pair of photochromatic (photogrey) lens safety glasses.

The prescription safety glasses will be provided from a pre-established list as determined by the Company. The Company will determine the process under which the prescription safety glasses will be provided.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

LOA 14 Sr In Home Sales Expert Sales Quota Relief

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to ratification of the 2024 Labor Agreement between AT&T Mobility LLC and the Communications Workers of America, monthly sales quotas for Virtual Sales Experts will be adjusted in eight-hour increments for Vacation, EWP, Company mandated training, and Union absence time. Monthly sales quotas for discipline purposes will be adjusted in 8-hour increments for Vacation, EWP, Company-mandated training, and Union absence time.

According to the Company's normal business operations and operating practices, the Company implemented the following changes to the sales relief calculation on October 1, 2022.

Sales Relief percentage range for the Sr In Home Sales Expert is determined based on the total number of eligible hours of absence an employee has during a monthly Commission cycle.

- Range 0 – 160 minimum hours (8-hour increments)
- Range Relief Percentage 0.00%-100% (8 aggregate hours in a calendar month)

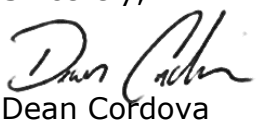
Example based on eligible absence "Vacation" in 8-hour increments for eligible absence within a monthly Commission cycle.

Minimum Hours	Relief Percentage
8	5%

Total At-risk x % eligible hours of absence = Sales Relief Payment $1,666 Position At-risk x.05 = $83.33 Sales Relief Payment
Actual Net Sales Monthly Commission is $900 + $83.33 = $983.33 Commission Advanced

In the same example above, if the employee takes 40 hours eligible absence in a calendar month, Sales Relief Percentage is 25%; $1,666 Position At-risk x.25 = $416.67 Sales Relief Payment. Actual Net Sales Monthly Commission is $900 + $416.67 = $1,316.67 Commission Advanced.

Sincerely,



Dean Cordova
Lead Labor Relations
AT&T

LOA 15 Sr In Home Sales Expert "At Risk" Commission

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to the ratification of the 2024 Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America, the Company agrees during the period of this Letter of Agreement:

- Upon 100% achievement of performance targets, full time Sr In Home Sales Experts (SSEs) will be targeted to earn a minimum pre-chargeback "at-risk" commission of $15,000 per year.

- All components of the Compensation Plan are determined and remain at the sole discretion of the Company including but not limited to compensation components (e.g. what activities and measures are subject to compensation, volumes required, establishment of performance targets and target minimums), qualifiers (e.g. minimum standards that must be met in order to be eligible for commissions, division of dollars associated with each compensated element, seasonally impact on target setting, and new hire expectations).

- The Company reserves in its sole discretion the right to trial, test, and introduce new compensation practices, elements, components, programs, and plans subject to the minimum pre-chargeback "at-risk" commission set forth above. SSEs on new hire guarantee are exempt. This letter does not replace, relieve, or diminish any right to impose or set quota requirement(s) as the Company deems appropriate.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to ratification of the 2024 Labor Agreement between AT&T Mobility LLC and the Communications Workers of America, monthly sales quotas for Virtual Sales Experts will be adjusted in eight-hour increments for Vacation, EWP, Company mandated training, and Union absence time. Monthly sales quotas for discipline purposes will be adjusted in 8-hour increments for Vacation, EWP, Company-mandated training, and Union absence time.

According to the Company's normal business operations and operating practices, the Company implemented the following changes to the sales relief calculation on October 1, 2022.

Sales Relief percentage range for Virtual Sales Experts is determined based on the total number of eligible hours of absence an employee has during a monthly Commission cycle.

- Range 0 – 160 minimum hours (8-hour increments)
- Range Relief Percentage 0.00%-100% (8 aggregate hours in a calendar month)

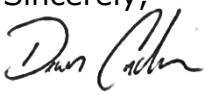
Example based on eligible absence "Vacation" in 8-hour increments for eligible absence within a monthly Commission cycle.

Minimum Hours	Relief Percentage
8	5%

Total At-risk x % eligible hours of absence = Sales Relief Payment $1,450 Position At-risk x.05 = $72.50 Sales Relief Payment
Actual Net Sales Monthly Commission is $900 + $72.50 = $972.50 Commission Advanced

In the same example above, if the employee takes 40 hours eligible absence in a calendar month, Sales Relief Percentage is 25%; $1,450 Position At-risk x.25 = $362.50 Sales Relief Payment. Actual Net Sales Monthly Commission is $900 + $362.50 = $1,262.50 Commission Advanced.

Sincerely,



Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to the ratification of the 2024 Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America, the Company agrees during the period of this Letter of Agreement:

- Under the current compensation design, full time Virtual Sales Experts (VSEs) will be targeted to earn a minimum pre-chargeback "at-risk" commission of $13,050 per year upon 100% achievement of performance targets.

- All components of the Compensation Plan are determined and remain at the sole discretion of the Company including, but not limited to, compensation components (e.g. what activities and measures are subject to compensation, volumes required, establishment of performance targets and target minimums), and qualifiers (i.e. minimum standards that must be met in order to be eligible for commissions, division of dollars associated with each compensated element, seasonality impact on target setting, and new hire expectations).

- The Company reserves in its sole discretion the right to trial, test, and introduce new compensation practices, elements, components, programs, and plans subject to the minimum pre-chargeback "at-risk" commission set forth above. VSEs on new hire guarantee are exempt. This letter does not replace, relieve, or diminish any right to impose or set quota requirement(s) as the Company deems appropriate. It also does not replace, relieve, or diminish the Company's existing right to determine in its sole discretion the products and services offered and sold by Mobility employees.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

February 24, 2024

Jason Vellmer
Administrative Director
CWA District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

In the event the Company determines that a temporary workforce imbalance exists for Wireless Technicians in a specified area, the Company will notify the Union Local(s) in that area. For purposes of satisfying the temporary workforce imbalance, the Company will first seek volunteers for the affected Wireless Technicians, as determined by management, in seniority order. If an insufficient number of employee volunteer, then the Company will assign by inverse seniority. The Company shall determine the location(s)/orbit(s) from which the reassignment will occur. If the temporary workforce imbalance continues for six (6) months, the imbalance will be remedied by making a permanent rearrangement of the workforce as described below.

In the event the Company determines a permanent rearrangement of the Wireless Technician workforce becomes necessary due to a workforce imbalance, the Company will advise the CWA Local(s) representing affected employees prior to notification of the employees. The Company will endeavor to notify affected employees thirty (30) days prior to the effective date of their reassignment. The Company shall determine the location(s)/orbit(s) from which the reassignment will occur.

In making the determination the Company will first seek volunteers from the affected Wireless Technicians, as determined by management, in seniority order. If an insufficient number of employees volunteer, then the Company will assign by inverse seniority. The Company will notify the Union with the results of the canvas before completing a permanent rearrangement.

If an employee is reassigned, voluntarily or involuntarily, through this process and an assignment becomes available within one (1) year in the orbit(s) from which the technician was previously assigned, the employee shall have the opportunity to retreat to the previously assigned location/orbit. An employee who rejects an initial opportunity to retreat will forfeit all return rights under this section.

Sincerely,

Dean Cordova
Lead Labor Relations
AT&T

MEMORANDUM OF AGREEMENT

Regarding CWA Internal Appeal Process
For Arbitration

Subject to ratification of the **2024** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America, District 6:

1. Whenever the Union notifies the Company in writing of its election to arbitrate a grievance pursuant to Article 9, Arbitration, of the applicable Articles of Agreement, and in the same writing also notifies the Company: (1) that the election to arbitrate is involved in the Union's internal appeal process, and (2) that the notice of election to arbitrate is therefore being given solely to preserve the Union's right to arbitrate in the event that the appeal is upheld, the parties agree that the running of the 60-day time limit provided for in Section 3 of said Article 9 shall be frozen as of the date the Company receives said notice, but in no event should the notice be "frozen" for longer than one (1) year.

2. With respect to any grievance as to which notice is given to the Company in accordance with the terms of Paragraph 1, above, the Union shall notify the Company promptly in writing of the outcome of its internal appeal process, and at the same time:

   a. If the appeal is upheld, the Union shall also notify the Company of its intent to proceed to arbitration, and the running of the 60-day time limit provided for in Section 3 of Article 9, Arbitration, of the applicable Articles of Agreement, shall resume as of the date upon which the Company receives this notice.

   b. If the appeal is denied, the Union shall also notify the Company of withdrawal of its previous notice of election to arbitrate the subject grievance.

Communications Workers of America	AT&T Mobility Services LLC
By: Jason Vellmer	By: Dean Cordova
Jason Vellmer Administrative Director District 6	Dean Cordova Lead Labor Relations AT&T
Date: 2/24/2024	Date: 2/24/2024

MEMORANDUM OF AGREEMENT

District 6 and AT&T Mobility Services LLC
Expedited Arbitration Resolution Process
Discipline Cases Only

1. Time limit for total presentation: Each side shall be limited to a total of three (3) hours for opening, closing, and witness examination (both cross and direct); Arbitrator will keep track of time limits and offer appropriate equity as situations require. No matter shall generally exceed total time of 6.5 hours from start to finish.

2. Witnesses: Both sides shall be limited to a total of four (4) witnesses each. Parties must exchange their witness list for each pending matter two (2) work days before the scheduled hearing.

3. Location: Arbitration hearing will be held in a mutually agreeable location.

4. Evidence: Same rules of evidence as those utilized in typical discipline cases; given the time limits, liberal introduction of evidence should be expected, and objections discouraged.

    a. Each side shall submit to the Arbitrator and the opposing side a one-page written summary not to exceed five hundred (500) words on each matter to be heard. Each submission shall be exchanged by email to the designated representative for each side two (2) business days prior to the scheduled hearing date.

5. Closing and Decision: In lieu of briefs, both sides will present short closing arguments consistent with the above-referenced time limitations whereupon the Arbitrator can recess the hearing for thirty (30) minutes then announce his/her decision.

    a. The Parties will agree to a form to be used by the Arbitrator to announce his/her decision.

    b. All decision(s) rendered through this process shall be non-precedent setting and neither side may use a decision from this process in other grievance or arbitration matters.

    c. The Arbitrator’s decision on each matter submitted to this process shall be final and binding.

6. Eligibility: Both sides must mutually agree to utilize this expedited process for a particular grievance; the grievance must be capable of resolution given the limitations set forth for the expedited process.

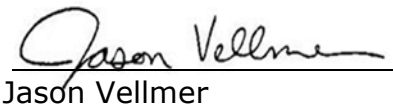
7. Arbitrator Selection/Fee: The Parties will mutually agree to the Arbitrator who must be picked from the existing panel for the particular CWA District where the

expedited proceeding will take place; both sides will equally share the cost of the Arbitrator's fees and costs.

8. Resolution Process:

    a. This Resolution Process may only be used for discipline related issues; contract grievances are excluded.

    b. This Process is not subject to the grievance and arbitration articles provided in the Regional Collective Bargaining Agreement between the parties.

Communications Workers of America	AT&T Mobility Services LLC
By: 	By: 
Jason Vellmer Administrative Director District 6	Dean Cordova Lead Labor Relations AT&T
Date: 2/24/2024	Date: 2/24/2024

MEMORANDUM OF AGREEMENT

Four Day Work Week

1. In certain administrative work units or work groups, it may be beneficial to employees and in the best interests of the business to establish a four-day-per-week, ten-hours-per-day (four-day work week) scheduled as a normal work week.

2. The provisions of the **2024** Labor Agreement and any other applicable existing Union-Management agreements will continue to apply to bargaining unit employees on four-day work week schedules.

3. Management will notify the appropriate CWA Local(s) seven (7) working days in advance of the implementation of a four-day-work week schedule. Management will share business reasons supporting the implementation and also administrative procedures that will be used. If requested by the CWA Local(s), Management will meet with the CWA Locals(s) to consider any suggestions they may have for improving the implementation and/or administration of the four-day work week.

4. Should Management implement a four-day work week, participation by the affected employees will generally be on a voluntary basis. In the event that there are not enough volunteers to meet shift requirements, shifts will be filled by assigning employees in inverse seniority.

5. The normal work week shall consist of four ten-hour tours. Segments shall be no less than four (4) hours or more than six (6) hours in length. Employees that are scheduled on a four-day, ten-hour work week shall be permitted one (1) additional ten (10) minute break per day. Such breaks shall be scheduled at the discretion of the Company. The company will endeavor to schedule two (2) consecutive days off during a work week.

6. Employees electing to take day-at-a-time vacations will do so on a four-day, ten-hour basis. Individual vacation days may also be taken in half-day increments. When changes to or from four-day work week schedules occur, unused day at a time vacation will first be divided into full or half-days if possible.

7. If remaining balances are less than the required minimum increments as outlined in the Labor Agreement, that balance must be taken as one complete block of time.

    - EWP – available only to employees whose remaining EWP balance is one hour.
    - VAC – available only to employees whose remaining VAC balance is fewer hours than a scheduled half-day workday.
    - FH – available only to employees whose remaining FH balance is fewer hours than a scheduled full day workday.

- DH – available only to employees whose remaining DH balance is fewer hours than a scheduled full day workday.

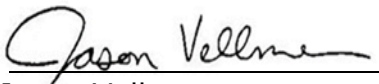
8. A maximum of seven (7) authorized Holidays shall be compensated for on an eight-hour basis. During a week that an authorized Holiday occurs the employee's work schedule~~d~~ will revert to a five (5) day eight (8) hour schedule.

9. Eligible employees must schedule the Floating Holidays and the Designated Holidays in eight (8) hour increments. The remaining two (2) hours may be substituted with two (2) hours EWP, two (2) hours excused with no pay, or other scheduled adjustments.

10. Eligible employees will qualify for up to thirty-two (32) hours of Excused Work Days which may be taken as either up to three (3) paid Excused Work Days and two (2) one-hour increments or two (2) paid Excused Work Days and twelve (12) one-hour increments. All Excused Work Days may be taken in one-hour increments.

11. An Illness waiting day, as provided in Article 21, Absences, Section 6, Illness and Injury, of the Labor Agreement will be an absence of at least one (1) session from scheduled time. Likewise, an absence of a full day will be paid on a ten-hour basis.

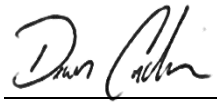
Communications Workers of America

By: 

Jason Vellmer
Administrative Director
District 6

Date: 2/24/2024

AT&T Mobility Services LLC

By: 

Dean Cordova
Lead Labor Relations
AT&T

Date: 2/24/2024

MEMORANDUM OF AGREEMENT
WORK FROM HOME (WFH)

Subject to the ratification of the 2024 Regional Labor Agreement ("2024 Purple CBA") between AT&T Mobility Services LLC (referred to herein as the "Company") and the Communications Workers of America District 6 ("CWA"), the following guidelines will apply to any employee in a WFH Title:

1. The Company will pay a fifty-five ($55) dollars per month high-speed internet stipend applicable to each permanent, full-time work from home employee in a WFH title. Employees in states where reimbursement is required by state law the employee will get the higher of the two.

2. The Company will email employees a link for access to an electronic bulletin board provided by the Union.

3. Web cameras may be used for training, coaching/feedback sessions, skill transfer sessions, team calls, virtual face-to face meetings, clean desk inspections, recognition, and disciplinary discussions. Web cameras will not be used for surveillance. Employee will not be asked to show a 360-degree view of the room in which they are working.

    a. Clean Desk inspections are limited to the employee's desk area and cover:

        (1) Employee workstation being free and clear of pen and paper/notebooks and employee is not taking handwritten notes.

        (2) Employee workstation is free and clear of personal devices, e.g., mobile phones, e-Readers, electronics, gaming devices, tablets, laptops, and Bluetooth devices.

        (3) Employee is working in a private area: e.g., area is isolated to avoid another person in the room/background or noises/sounds (pets, etc.) that can impact/disrupt the customer experience or have access to customer information.

4. Loss of Pay Internet/Power Outage:
    a. For issues due to the AT&T system used by the employee, this time is paid.
    b. If the employee is without power or internet, this time is not paid and is not point impacting.

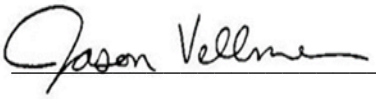
        Options for coding time include:

        (1) Offer exchange time.

        (2) Offer excused time.

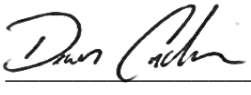
        (3) PTO if employee has available time.

COMMUNICATIONS WORKERS OF AMERICA

By: 

Jason Vellmer
Administrative Director
Communications Workers of America

AT&T MOBILITY SERVICES LLC

By: 

Dean Cordova
Lead Labor Relations
AT&T

MEMORANDUM OF UNDERSTANDING

Personnel Records

This Memorandum of Understanding by and between AT&T Mobility Services LLC (The "Company") and the Communications Workers of America (The "Union") hereby reflects the additional understandings and agreements between the parties with respect to personnel records as follows:

1. Upon written request, an employee shall be permitted to examine records containing personally identifiable employee information about themselves pursuant to and in accordance with the Company's then current policies and procedures relating to that subject.

2. The Company shall provide an employee with any written notice of disciplinary action.

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