

# **2016 National Internet Contract**

## **Communications Workers of America**



**and**

## **AT&T Services, Inc.**



**Effective July 24, 2016  
Expiration Date July 20, 2019**



AT&T Services, Inc.  
And  
Communications Workers of America

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## AGREEMENT

This agreement is made and entered into as of July 24, 2016 by and between COMMUNICATIONS WORKERS OF AMERICA (hereinafter called the "Union") and AT&T Services, Inc. (hereinafter called the "Company"). This agreement, like its predecessors will generally be referred to as the "National Internet Contract" ("NIC"). The Company and the Union agree as follows:

### ARTICLE 1 RECOGNITION

**Section 1.01** The Company hereby recognizes the Union as the exclusive bargaining representative for the employees having the job titles listed in Section 1.02 below who are not represented by another union and are not in another CWA bargaining unit.

**Section 1.02** Applicable job titles:

- Billing Coordinator
- Circuit Coordinator
- Connectivity Specialist I
- Connectivity Specialist II
- Customer Assistant
- Customer Billing Representative
- Dispatcher
- Internet Assistant
- NCG Representative
- Network Specialist
- Network Technician
- Provisioning Administrator I
- Provisioning Administrator II
- Provisioning Administrator III
- Support Administrator I
- Support Administrator II
- Surveillance Administrator
- Surveillance Technician
- Technical Support Representative I
- Technical Support Representative II
- Video Site Operations Technician

**Section 1.03** The Company recognizes the Union as having sole power to execute agreements with the Company in regard to wages, hours of employment and other conditions of employment affecting the represented employees described above.

**ARTICLE 2**  
**COMPANY-UNION RELATIONS**

**Section 2.01** The Company and the Union recognize that it is in the best interest of both parties, the employees, the customers of the Company 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 Contract fairly in accord with its intent and meaning and consistent with the Union's status as the exclusive bargaining representative of all employees covered by this Contract.

**Section 2.02** The Union agrees to furnish the Company with a list of the names of authorized Union representatives and their Union titles and provide updates to the list as changes are made.

**Section 2.03 Unpaid Union Time**

Union representatives shall be excused from their work assignments without pay to perform Union activities subject to the following:

- A. The Union recognizes that service requirements, as determined by the Company, must be taken into consideration in excusing Union representatives from work to perform Union activities.
- B. Except for unusual circumstances, Union representatives shall give at least one (1) week notice, if possible, prior to the requested time off for Union activities.
- C. Time off for Union activities will be limited to three hundred (300) hours per calendar year, per Union representative, except that up to ten (10) Union representatives may have time off for Union activities limited to 600 hours per calendar year and up to five (5) representatives may have time for union activities limited to eight hundred (800) hours per calendar year. Time off to engage in formal negotiations for subsequent collective bargaining agreements shall not be included in determining the amount of time off for the purpose of this section. However, those identified by the Union may be granted additional time upon approval at the Company bargaining level.
- D. One (1) representative may request a leave of absence without pay while on business pertaining to the Union. This leave of absence will be granted once during the term of this Agreement. The leave shall be for an initial period of not less than thirty (30) calendar days and not to exceed one hundred and eighty (180) calendar days. A Union Representative who, at the time an unpaid leave of absence is granted under this paragraph (D), has accumulated more than three hundred (300) hours of time off for Union activities will be counted as one of the ten (10) representatives entitled to take up to six hundred (600) hours per calendar year or one of the five (5) representatives entitled to take up to eight hundred (800) hours per calendar year under paragraph C above dependent on the actual amount of time accumulated over three hundred (300) hours.
  - 1. For such leaves of absence, an employee shall:
    - a. receive full service credit for all purposes except wage progression;

- b. remain under their current level of benefits for medical, dental, vision and life insurance plans with applicable contributions paid by the employee.
- 2. Meetings with Management during a period of leave of absence shall not be considered as breaking a continuous period of leave of absence and shall be included in the period of such leave.
- 3. Upon application for reinstatement at or prior to expiration of leave of absence, employee(s) shall be returned to a job of like status and pay.

E. Time off for Union activities shall not be deducted from the employee's seniority.

**Section 2.04                      Paid Union Time**

If attendance at any meeting or the performance of any Union activity is at the Company's request, the time involved shall be excused with pay at the straight time rate, subject to the following provisions:

- A. Pay shall be allowed only if the employee has been excused from duty in advance by the employee's supervisor to attend the meeting or perform the Union activity.
- B. The meeting pertains to matters relating to employees of the Company represented by the Communications Workers of America.
- C. Paid time is limited to the actual meeting time, and will be paid at the straight time, not to exceed eight (8) hours of pay.
- D. Under no circumstance, will an overtime rate be paid to employees as a result of attending a meeting with management or performing Union activities under this Section.
- E. The Company will compensate four (4) authorized representatives of the Union, who are active employees covered by this Contract, for attending meetings with Management for the purpose of negotiating a written Contract during triennial bargaining. This compensation will be at the employee's basic straight time wage rate for scheduled workdays only and will not include any differential payments. The total days paid by the Company for each employee will not exceed fifteen (15). The expenses of all Union representatives will be borne by the Union.

**Section 2.05                      Union Activities On The Company's Premises**

- A. Authorized representatives of the Union may be granted access to the Company's premises where employees covered by this contract are located upon application to the appropriate Company representative, subject to the Company's practices and the requirements of Government regulations.
- B. The Union, or employees acting as its officers or agents, may conduct Union activities and distribute Union literature, on Company premises with notification to the appropriate Company

Representative. Activities shall only be permitted on Company premises when both the employees performing the activity and the employees to whom the activity is directed are on non-work time (such as lunch periods, rest periods and before or after an employee's work time). Distribution of Union literature may take place only in areas where work is not performed and on the employee's non-work time. Union literature shall not contain anything controversial or anything derogatory to the Company or any of its employees. Should the Union distribute any Union literature that, in the judgment of the Company, is at variance with the spirit and intent of this Section, such literature shall be immediately collected by the Union upon notification by the Company.

C. Union activities involving the solicitation of members on the Company's premises shall be carried on only in accordance with the following:

1. Solicitation of employees shall only be made during periods when neither the Union representatives nor the employees being solicited are on Company time, excluding paid rest periods and lunch periods.
2. Such solicitation shall not be carried on in space where the Company's operations or administrative work is being performed.
3. Such solicitation shall be limited to small groups of employees (not to exceed four (4)), unless authorization for a larger group is obtained in advance from the appropriate Company representative.
4. Such solicitation shall not interfere with the operations of the Company or the use of the space for the purposes for which the space was intended.



## ARTICLE 3

### UNION SECURITY AND PAYROLL DEDUCTIONS OF UNION DUES

**Section 3.01** Employees shall, as a condition of employment, pay or tender to the Union amounts equal to the periodic dues applicable to members within thirty (30) calendar days after they enter the bargaining unit.

**Section 3.02** The condition of employment specified above shall not apply during periods of formal separation from the bargaining unit by any such employee but shall reapply to such employee on the thirtieth (30th) calendar day following the employee's return to the bargaining unit. The term formal separation includes transfers and assignments out of the bargaining unit, removal from the payroll of the Company and leaves of absence of more than thirty (30) calendar days duration.

**Section 3.03** Section 3.01 and 3.02 above shall apply in all states allowed by law on the effective date of this contract. If during the term of this Contract the Union shall become duly authorized under the laws of another state to enter into this type of union security agreement, the effective date of this Section as to employees in that state shall be thirty (30) calendar days after the Company receives proper written evidence from the Union that it is fully qualified to enter into such an agreement in that state.

**Section 3.04** The Company agrees to collect Union dues monthly and on a designated pay period through payroll deduction from the employee's pay check, upon receipt of a written authorization form signed by the employee and delivered to the Company. This authorization shall continue in effect until cancelled, by written notice and sent by certified or registered mail, return receipt requested, to the Company and postmarked during the fourteen (14) day period prior to each contract anniversary date or during the fourteen (14) day period prior to the termination date of the current or any subsequent contract.

**Section 3.05** Dues or their equivalent deductions shall be in an amount, which is provided to the Company in writing by the Union as being the regular monthly membership dues.

**Section 3.06** The Company agrees to remit the amount of Union dues deducted to the designated representative of the Union on a monthly basis, along with a list of the names of those employees represented by the Union and the amount of dues deducted. The content and form of other employee information to be furnished to the Union shall be as agreed upon by the parties from time to time.

**Section 3.07** The Company assumes no responsibility to the employee or the Union for any failure to make or any errors made in making such deductions, but will make efforts, as it considers appropriate, to correct any errors or omissions.

**Section 3.08** It is agreed that the payroll deduction of Union dues shall be in lieu of the Union's collection of dues, assessments and contributions on the Company's premises where work operations are being performed and while Union representatives and/or the employees involved are on Company time.

**Section 3.09** The Union shall indemnify and hold the Company harmless against any and all claims, demands, suits, or other forms of liability that may arise out of or by reason of action taken or not taken by the Company for the purpose of complying with the provisions of this Article, or in reliance on any dues deduction card furnished under the provisions of this Article or on any certification by the Union.

**ARTICLE 4**  
**NO STRIKE/NO LOCKOUT**

**Section 4.01** During the life of this agreement, the Union agrees that it will not call, encourage or condone any strike, slow down or work stoppage against the Company.

**Section 4.02** The Company agrees that there will be no lockout of employees in this bargaining unit during the duration of this agreement.

**Section 4.03** The Company and the Union agree that any work stoppage or delay and/or failure to reach a new collective bargaining agreement in this bargaining unit will not result in a work stoppage in any other bargaining unit with employees of an AT&T company or in any way impact the other collective bargaining agreements and/or relationships between the Union and any other AT&T company.

The Company and the Union further agree that any work stoppage or delay and/or failure to reach a new collective bargaining agreement for any other AT&T bargaining unit will not result in a work stoppage between the Union and the Company for this unit or in any way impact the collective bargaining agreement and/or relationship between the Union and the Company.

**Section 4.04** In the event of a work stoppage in any other AT&T bargaining unit that is an occupant in the same building as this bargaining unit, the Company and the Union agree that a separate entrance will be established for the exclusive use of the employees in this bargaining unit.

**ARTICLE 5**  
**BULLETIN BOARDS**

**Section 5.01**            Upon written request from the Union, the Company agrees to install or move bulletin boards for the exclusive use of the Union. The number and location of the bulletin boards shall be determined jointly by the Company and the Union, with due regard to visibility and accessibility to employees.

**Section 5.02**            Unless agreed upon in advance by the Company, the Union agrees not to post Union material any place on the Company's premises other than on Union bulletin boards. Material posted on bulletin boards shall not contain anything controversial or anything derogatory to the Company or any of its employees. The Union assumes responsibility for compliance with the provisions contained herein. Should the Union post material that, in the judgment of the Company, is at variance with the spirit and intent of this section, such material shall be immediately removed by the Union upon notification by the Company.

**Section 5.03**            If the Union violates any provision of this Article, the Company, after giving due notice of such violation, may deny the right of the Union to use any or all bulletin boards on the Company's premises and may remove any or all bulletin boards.

**ARTICLE 6**  
**NONDISCRIMINATION**  
**AFFIRMATIVE ACTION**  
**FEDERAL AND STATE LAWS**

**Section 6.01** In a desire to restate their respective positions, neither the Company nor the Union shall unlawfully discriminate against any employee on the basis of race, color, religion, sex, age, sexual orientation, gender identity, disability, genetic information, marital status, citizenship status, military status, veteran status, or any other status protected by applicable federal, state or local law.

**Section 6.02** In the event that any Federal or State law, regulation, governmental order, or the final decision of any court or board of competent jurisdiction affects any one or more provisions of this contract, the provision or provisions so affected shall be made to comply with the requirements of such law, regulation, governmental order, or decision for the localities within the jurisdiction, and otherwise the contract shall continue in full force and effect.

**Section 6.03** The Company and the Union recognize that potential conflicts may arise between obligations under the Americans With Disabilities Act (ADA) and the terms of the Contract. In order to minimize disputes due to any such potential conflicts and to ensure timely resolution, the parties agree that all issues regarding actions which the Company believes to be consistent with the ADA and the Union believes to be in conflict with the Contract, will be referred to and addressed by the Human Resources Director, Human Resources Manager and one (1) Union representative (the "ADA Committee").

- A. The ADA Committee is empowered to resolve any issues or problems regarding a potential conflict between obligations under the ADA and the terms of this Contract.
- B. Agreements made by the ADA Committee will not prejudice the position of either party and will not be cited in any other proceeding. Such agreements will not be subject to the grievance and arbitration process.
- C. Unresolved issues or problems regarding potential conflicts will not delay or defer the Company's actions. If the ADA Committee is unable to resolve a dispute, the issue(s) regarding appropriate actions under the ADA and the Contract may then be addressed under the arbitration provisions of the Contract. To ensure timely resolution of such disputes, the grievance procedure shall be bypassed and the matter submitted directly to arbitration.
- D. The Union representative participating in the ADA Committee, if an employee of the Company, will be paid for attending ADA Committee meetings in accordance with Article 2, Section 2.04.

**ARTICLE 7**  
**CLASSIFICATION OF EMPLOYEES**

**Section 7.01** For the purposes of this agreement, all employees hired after the effective date of this agreement, unless otherwise specified by management, will be probationary. Employees will remain probationary for twelve (12) months. Probationary employees may be terminated at any time for any reason during the twelve (12) month period.

**Section 7.02 Part-time**

Part-time employees are employees who are normally scheduled to work less hours per average month than a comparable full-time employee.

**Section 7.03 Regular Employees**

Regular employees are employees whose employment is reasonably expected to continue for longer than twelve (12) months. A regular employee may be either full-time or part-time.

**Section 7.04 Temporary Employees**

Temporary employees are employees who are engaged for a specific project or for a limited period with a definite understanding that employment will terminate upon completion of the project or at the end of the period. Temporary employment is expected to continue for not more than twelve (12) months. A temporary employee may be either full-time or part-time.

**Section 7.05 Term Employees**

Term employees are employees who are engaged for a specific project or for a limited period of normally not less than one (1) year or more than three (3) years with a definite understanding that employment may terminate on or before completion of the project or at the end of the period.

**Section 7.06**

The provisions of the following Articles/Memorandums of Agreements shall not apply to Temporary or Term Employees:

- A. Article 14
- B. National Transfer Plan (NTP)

**ARTICLE 8**  
**SENIORITY**

**Section 8.01** Seniority as used in this agreement shall be determined by Net Credited Service (NCS) with the Company. Net credited service shall mean “term of employment” as set forth in the applicable pension plan for the employee(s) covered by this Agreement.

**Section 8.02** If more than one (1) employee has the same Seniority date, the employee whose last four (4) Social Security Number digits comprise the larger number will be treated as if he/she were more senior. If two (2) employees with the same NCS date, also have the same last four (4) Social Security Number digits, revert to the middle two (2) digits of the Social Security Number to determine the most senior employee, with the higher number treated as most senior.

## **ARTICLE 9**

### **TIME OFF**

#### **Section 9.01 Paid Holidays**

Seven (7) paid holidays shall be observed as follows:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

Holidays that fall on a Sunday will be observed on the following Monday. When a holiday falls on a Saturday, and an employee is not scheduled to work, the employee may choose an extra day's pay or request an additional Personal Day Off. When the Holiday falls on a Saturday and the employee is scheduled to work, Section 9.02, Working On a Holiday will apply.

#### **Section 9.02 Working On A Holiday**

Employees who work on a holiday, will not be given a day off to be taken at a later date. Employees who work on a holiday will be paid eight (8) hours at straight time for the holiday and at time and one half (1 ½) for each hour worked on the holiday.

#### **Section 9.03 Holidays During A Vacation Week**

When a holiday falls during a week in which an employee is on vacation, the day will be treated as a holiday, not as a day of vacation.

#### **Section 9.04 Vacation Year**

The vacation year is defined as a period of time beginning December 31<sup>st</sup> and ending on December 30<sup>th</sup> of the following year. Employees must be active on the payroll (not on a leave of absence or on disability) and must physically report to work for at least one (1) day in the vacation year to be eligible for Personal Days off and to be eligible to accrue vacation.

However, an employee may take vacation which (s)he will otherwise accrue in a vacation year without performing any work for the Company in that year provided they are not on a leave of absence or disability and such vacation is contiguous to and continues with their vacation for the preceding year; or such vacation begins during the first seven (7) days of the vacation year.



### **Section 9.05      Vacation Eligibility**

Employees shall be eligible to accrue annual vacation, based on their Net Credited Service (NCS) with the Company, as follows:

- A. One (1) week of vacation upon completion of six (6) months of service.
- B. Two (2) weeks of vacation upon completion of twelve (12) months of service. This provision cannot be combined with the above to result in more than two (2) weeks of vacation entitlement in the same vacation year.
- C. Three (3) weeks of vacation to any employee who could complete seven (7) years of service or more but less than fifteen (15) years of service within the vacation year.
- D. Four (4) weeks of vacation to any employee who could complete fifteen (15) years of service or more but less than twenty-five (25) years of service within the vacation year.
- E. Five (5) weeks of vacation to any employee who could complete twenty-five (25) years of service or more within the vacation year.

NOTE: After employees reach their initial six (6) months of net credited service, vacation days are accrued proportionately during the calendar year.

### **Section 9.06      Carry-over Vacation**

All employees are encouraged to take all of their vacation time during the vacation year. However, a maximum of one (1) week of vacation may be scheduled in accordance with Section 9.08. A vacation week that is carried over must be taken by April 30<sup>th</sup>.

The Company may at its discretion place employees on vacation and require them to take vacation at a specified time. The number of weeks management may place employees on vacation is limited to not more than one (1) week in a vacation year. Should the need to place employees on vacation occur, the Company will provide thirty (30) days notice to the affected employees.

### **Section 9.07      Payments in Lieu of Vacation**

- (a) In the event of an employee's resignation or other termination of employment, other than termination for misconduct, before using all the vacation which the employee is eligible to accrue under Section 9.05 (Vacation Eligibility), an amount equivalent to such unused accrued vacation shall be paid to the employee or his or her beneficiary or estate. In the event of an employee's termination for misconduct, the employee waives and forfeits any right (s)he may have to receive pay for vacation accrued at the time of termination including any rights under California Labor Code Section 227.3 or any similar law in another state.

- (b) To determine the number of “accrued” current year vacation hours for employees who have completed at least six (6) months of service and who are eligible as noted in Section 9.05 (Vacation Eligibility), see the chart below:

Month Employee Leaves Company or  (Credited Months)	Annual Eligible Vacation Hours				
	5 Days or 1 Week (40 Hours)	10 Days or 2 Weeks (80 Hours)	15 Days or 3 Weeks (120 Hours)	20 Days or 4 Weeks (160 Hours)	25 Days or 5 Weeks (200 Hours)
	Number of “Accrued” Current Year Vacation Hours				
Jan. (1)	3	7	10	13	17
Feb. (2)	7	13	20	27	33
Mar. (3)	10	20	30	40	50
Apr. (4)	13	27	40	53	67
May (5)	17	33	50	67	83
Jun. (6)	20	40	60	80	100
Jul. (7)	23	47	70	93	117
Aug. (8)	27	53	80	107	133
Sep. (9)	30	60	90	120	150
Oct. (10)	33	67	100	133	167
Nov. (11)	37	73	110	147	183
Dec. (12)	40	80	120	160	200

- (c) In the event of an employee’s death, retirement, or layoff before using all the vacation which the employee is eligible to receive under Paragraph 9.05 (Vacation Eligibility), an amount equivalent to such unused vacation, as though it was granted based on the number of years net credit service and not based on the accrual language, shall be paid to his or her beneficiary or estate.

**Section 9.08 Vacation Selection**

Employees may select their vacation in full weeks and on a day-at-a-time basis during the vacation selection process. Vacations shall be selected in a work group as determined by the Company, based on seniority. The Company shall determine periods available for selection and the number of employees allowed off on vacation. The Company may in its discretion allow employees within a work group to take one (1) week of vacation in four (4) hour increments.

**Section 9.09 Personal Days Off**

Employees are allowed flexibility through the use of Personal Days Off to be off work with pay, subject to approval by management. Such time will be approved to the extent practicable consistent with force requirements.

Each employee who has completed six (6) months of service will be eligible for seven (7) paid Personal Days Off each vacation year.

The Company may at its discretion place employees on Personal Days Off and require them to take Personal Days Off at a specified time. The number of Personal Days Off that management may place employees on, is limited to not more than two (2) in each vacation year. Should the need to place employees on a Personal Day Off occur, the Company will provide thirty (30) days notice to the affected employees.

**Section 9.10 Carry-Over Of Personal Days Off**

All employees are encouraged to take all of their Personal Days Off during the vacation year. However, Personal Days Off may be carried over into the next vacation year. Personal Days Off that are carried over must be taken by April 30th.

**Section 9.11 Selection Of Personal Days Off**

All Personal Days Off shall be selected based on seniority within a workgroup as determined by the Company. Employees may be permitted to take all of their Personal Days Off in two (2) hour increments. Four (4) Personal Days Off may be taken in one (1) hour increments. The Company shall determine periods available for selection and the number of employees allowed off on Personal Days Off.

**Section 9.12 Sequence Of Time Off**

All time off earned in the previous vacation year, must be taken before any time off in the current vacation year can be taken.

**Section 9.13 Civic Duty**

Employees must give their supervisor advance notice when they are requested to appear for jury duty. Time off to comply with a summons for obligatory jury duty will be paid subject to court verification. Employees shall be allowed pay for necessary scheduled time absent due to jury duty. Payment for such absent time shall consist of basic pay and any extra payments for night work which would otherwise have been received had the regular scheduled tour been worked.

The Company will grant unpaid time off for other court ordered processes. For example, an employee who is subpoenaed as a witness, acts as a voluntary witness (unless the employee has been directed by the Company to appear as a witness), attends a child custody court proceeding, appears for a traffic citation, or serves on voluntary jury duty, such as serving on certain grand juries and time to serve is made available, will be granted excused unpaid time off. Employees are expected to notify their supervisors as soon as possible of the need for time off to comply with any court order.

**Section 9.14 Death In An Employee's Immediate Family/Household**

Employees will be granted up to three (3) paid days of excused time off due to a death in the employee's immediate family. Immediate family includes the employee's parents, stepparents, adoptive parents, children, stepchildren, adoptive children, brothers, stepbrothers, sisters, stepsisters, husband or wife (including legally recognized partner), grandparents, grandchildren, mother-in-law, father-in-law, brother-in-law, sister-in-law, or other persons living in the same household. If more time off is needed, an employee may request vacation time or unpaid time off, all of which is dependent on the needs of the business. In all cases, supervisory approval is required. Subject to Management's discretion, the Company may grant unpaid excused time necessary to an employee who requests an absence to attend the funeral of an aunt, uncle, niece, nephew.

**Section 9.15 Absence**

A. Employees hired after July 23, 2016:

Employees having one (1) or more years of NCS shall be paid at the basic wage rate for illness absences on scheduled workdays, up to a maximum of forty (40) paid illness absence hours per calendar year.

Employees must notify their supervisor before their scheduled start time that they will be absent from work due to illness.

B. Employees hired on or before July 23, 2016:

Employees having one (1) or more years of NCS shall be paid at the basic wage rate for illness absences on scheduled workdays, up to a maximum of forty (40) paid illness absence hours per calendar year. Employees having seven (7) or more years of NCS shall be paid at the basic wage rate for illness absences on scheduled workdays, up to a maximum forty-eight (48) paid illness absence hours per calendar year. Employees must notify their supervisor before their scheduled start time that they will be absent from work due to illness. Employees who report to work and subsequently become ill must notify their supervisor prior to leaving work and, in such cases, will be paid for the remainder of the day if paid time as described above is available.

**Section 9.16 Excused Time Required By Law**

Employees will be granted other excused time off (paid or unpaid) as required by applicable State and/or Federal laws.

**Section 9.17 Time Off For Part-Time Employees**

All paid time off described in Article 9 will be prorated for part-time employees based on actual hours worked during the prior calendar quarter. Proration for newly hired part-time employees will be based on their normally scheduled hours until the employee has worked for a full calendar quarter.

## ARTICLE 10

### WORKING CONDITIONS

#### **Section 10.01 Work Schedules**

The Company will determine and post the work schedules. Insofar as the needs of the business and the abilities of the employees permit, Net Credited Service will be the deciding factor when assigning work schedules. Determination of the “needs of the business and the abilities of the employees” rests solely with management. Employee’s scheduled work hours may start at any time of the day, on any day of the week and may be spread over any six (6) days of the week. Work schedules will be posted for a minimum period of one (1) week and are subject to change, with forty-eight (48) hours notice to the employee. However, work schedules will not be posted for employees who normally work the same hours Monday through Friday.

#### **Section 10.02 Split Work Days**

The Company may schedule employees to work a split workday. A split workday is a divided workday, with hours off in between.

#### **Section 10.03 Change Of Hours**

If an employee is notified less than eighteen (18) hours before the originally scheduled start time of a change in work hours, the affected employee will receive two (2) hours of pay at the straight time rate.

#### **Section 10.04 Cancellation Of Hours**

- A. If an employee is notified less than eighteen (18) hours before the originally scheduled start time that the scheduled hours are canceled, the affected employee will receive two (2) hours of pay at the straight time rate.
- B. If an employee reports to work and his/her hours are canceled for the remainder of the day, the employee will receive four (4) hours of pay at the straight time rate or pay for the actual hours worked, whichever is greater.

#### **Section 10.05 Overtime**

Employees may be required to work overtime subject to the needs of the business. Employees scheduled to work overtime will be paid in accordance with applicable Federal and/or State Laws.

#### **Section 10.06 Shift Differentials**

Employees who are scheduled to work an evening or night assignment in which more than fifty (50) percent of the time falls between the hours of 8:00 p.m. and 6:00 a.m., shall receive a daily premium payment of ten (10) percent of their base wages for each day worked.

Shift differentials will be included in the employee’s rate of pay for purposes of computing payments during periods of vacation and holidays, if the following conditions are met:

An employee works one (1) full work week of evening or night assignments before his/her vacation or holiday and is scheduled to work one (1) full work week of evening or night assignments, following his/her vacation or holiday.

**Section 10.07 Sunday Premium Payments**

Employees who work on a Sunday shall receive the rate of one and one-half (1-1/2) times the employee's base wages, up to a maximum of eight (8) hours per day. Employees who are excused from work with pay during scheduled hours on Sunday shall be paid at straight time for the excused absence.

**Section 10.08 Meal Periods**

Unpaid meal periods will normally be scheduled for thirty (30), forty-five (45) or sixty (60) minutes, as determined by the Company.

**Section 10.09 Rest Periods**

Rest periods will be assigned in accordance with State and/or Federal law; however, they will be fifteen (15) minutes in length.

**Section 10.10 Relief Differential**

Employees will be paid a differential of eight dollars (\$8.00) when in addition to their normal duties they relieve or assist a manager for four (4) hours or more. Relief Differential assignments specifically exclude administering discipline to other employees.

**Section 10.11 Working In A Different Title**

The assignment of a particular title to an employee does not mean that the employee shall perform only the kind of work coming under his/her title classification, or that certain kinds of work shall be performed exclusively by certain classifications of employees.

**Section 10.12 Temporary Assignment To a Higher Job Classification**

An employee temporarily assigned by management to perform the duties of a job title with a higher top wage rate shall receive a classification differential for each day the employee performs the full scope of duties of such job title for three (3) or more hours. Such daily classification differential shall be one-fifth (1/5) of the promotional increase which would apply if the assignment in the higher classification were on a permanent rather than a temporary basis.

**Section 10.13 Travel and Temporary Work Locations**

- A. The Company will either furnish all means of transportation or specify what transportation shall be used for travel on Company business.
- B. Employees who agree to use their personal vehicles for Company business will be reimbursed at the then current IRS reimbursement rate for mileage.
- C. Employees may be assigned to work at a temporary work location. When employees are assigned to work at a temporary work location, the employee will be reimbursed for travel time and transportation expenses to and from the temporary work location in excess of that required for the employee's normal commute.
- D. Transportation expenses include, but are not limited to, mileage, bridge toll, parking, airfare, and bus fare.

**Section 10.14 Overnight Trips**

If the Company determines that overnight travel is required, the employee will, unless otherwise provided below, be reimbursed for expenses which are supported by receipts as follows:

- A. Transportation expenses as described in Section 10.13; payment for transportation expenses which can reasonably be charged or pre-paid by the Company such as airline tickets and rental cars should be charged or pre-paid.
- B. Lodging Expenses, approved in advance by the Company; payment of lodging which can reasonably be charged or pre-paid by the Company should be charged or pre-paid.
- C. Meals, not to exceed thirty five dollars (\$35) per day.

**Section 10.15 Changes to Job Titles**

- A. Whenever the Company determines it is appropriate to create a new job title or change a job title in the bargaining unit, it shall give advance notice to the Union. The Union may initiate negotiations over wage schedules regarding new job titles.
- B. Whenever, during the life of the Contract, the Company determines it appropriate to create a new job title in the bargaining unit, it shall proceed as follows:
  - 1. The Company will give advance notice to the Union in writing of such new job title and provisional wage schedule. Notification will include information about the new or changed job title and the assigned provisional wage schedule. Upon such notification, the Company may proceed to staff such position within the provisional wage schedule.
  - 2. The Company agrees to meet with the Union, upon the Union's request, to discuss all aspects, which led to the Company's decision to create the new job title and the assigned provisional wage schedule.
  - 3. The Company will conduct a follow-up review to assess whether the provisional wage schedule remains appropriate. The follow-up review will occur no less than six (6) months after staffing. After the Company's follow-up review is completed, the Company will notify the Union in writing. The notification will include information regarding the wage schedule to which the title will be assigned. If the wage schedule is different than the provisional wage schedule, employees will be placed into the same wage schedule step as they were on the provisional wage schedule. Time spent in the provisional wage schedule will be counted toward any progression increases.

- C. Within thirty (30) days from the Union's receipt of the notice referred to in Section 10.15(B)(3), the Union shall have the right to initiate negotiations concerning the wage schedule established by the Company.
  
- D. The parties agree that they shall negotiate for a period of no more than sixty (60) calendar days from the date such negotiations commenced. If no agreement is reached within the sixty (60) calendar days, the Union may elect to submit the issue to a Neutral Third Party for resolution. The Union will notify the Company in writing of its intent to submit the issue to a Neutral Third Party within thirty (30) calendar days from the conclusion of the negotiations. If the Company does not receive written notification within the thirty (30) calendar day period referred to above, the matter shall be considered settled in the Company's favor.
  
- E. All the time limits in Section 10.15 may be extended by mutual agreement.
  
- F. If the parties reach an agreement, such agreement on the wage schedule shall be applied retroactively to the day of establishment of the new job title and wage schedule.
  
- G. The Neutral Third Party referred to above shall be selected from the panel of arbitrators referred to in Section 16.13 of this agreement.
  - 1. The Neutral Third Party will render a written decision within fifteen (15) working days after the hearing.
  
  - 2. The Neutral Third Party is empowered to decide only whether the wage schedule assigned by the Company or the wage schedule requested by the Union is the appropriate schedule.
  
  - 3. The Neutral Third Party shall have no authority to add to, subtract from, or modify any provisions of this Agreement.
  
  - 4. The Neutral Third Party's decision shall be applied retroactively to the day of the establishment of the new job title and wage schedule.
  
- H. The procedures set forth in Section 10.15 shall be the exclusive means by which the Union may dispute the wage schedule set by the Company.



**Section 10.16 Call-In Payments**

An employee contacted while at home and off duty and required to report to work during non-scheduled periods or during a previously excused scheduled tour on an authorized holiday shall be paid for all time worked, including a reasonable amount of travel time going to and from home, at the appropriate rate. Payment for time worked on a call-in plus pay for traveling time, as specified, shall not be less than two (2) hours pay at the applicable rate.

**ARTICLE 11  
COMPENSATION**

**Section 11.01 Eligibility**

All employees who are active on the payroll (not on disability or a leave of absence) on the effective date of a lump sum, general increase, or progression increase will be eligible for the increase.

Employees, who on the effective date of the wage increase and/or lump sum payment, are on disability or a leave of absence, if otherwise eligible, will receive a wage increase and/or lump sum payment effective on their return to work date.

Lump sum payments will be prorated for disability and leave of absence.

**Section 11.02 Wages**

General Increases, Lump Sums, and Wage Schedules are located in Appendix A.

<u>Job Title</u>	<u>Wage Schedule</u>
Internet Assistant	2
Customer Assistant	3
Dispatcher	4
Surveillance Administrator	4
Billing Coordinator	5
Customer Billing Representative	5
Support Administrator I	7
Provisioning Administrator I	7
Provisioning Administrator II	10
Technical Support Representative I	9
Technical Support Representative II	11
Network Technician	13
Support Administrator II	13
Surveillance Technician	13
NCG Representative	15
Provisioning Administrator III	16
Connectivity Specialist I	18
Circuit Coordinator	20
Connectivity Specialist II	22
Network Specialist	22
Video Site Operations Technician	16

Employees will be paid on a bi-weekly basis. Payment of wages for each two-week period will be made no later than the Friday following the end of the pay-period.

**Section 11.03 Additional Cash Awards**

The Company may provide employees with additional cash awards.

The selection of employees and the amounts of the cash awards will be made at the discretion of management.

**ARTICLE 12**  
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## ARTICLE 14

### FORCE ADJUSTMENT

#### **Section 14.01 Transfers**

The Company may in its discretion hire employees off the street to fill vacancies. However, if the Company determines that a vacancy is to be filled from within the Bargaining Unit, it will post a notice of the vacancy using the internal online post and bid process. Employees with at least eighteen (18) months of time in title, unless waived by the Company, and who have satisfactory attendance and work performance may apply for the vacancy.

In deciding who will be selected for a vacancy, the Company will determine which employee is most qualified to fill the position. The Company will consider an employee's qualifications and where, in the judgment of the Company are equal, it will use seniority. The Company may elect to retreat an employee within the first nine (9) months from the date the employee accepted the position.

When an employee transfers to a higher or a lower wage schedule the employee will move to the same wage schedule step on the new wage schedule that the employee was at on the old wage schedule. In addition, the employee's time spent, months and days, at the step on the old wage schedule will count towards the time required for the employee to progress to the next higher step on the new wage schedule.

#### **Section 14.02 Relocation Of Work**

When the Company relocates work, the Company may if it deems appropriate, offer the affected employees the opportunity to follow their work to the new location. Employees who follow their work to the new location will be considered as employee initiated transfers and may be offered a relocation allowance.

#### **Section 14.03 Force Adjustment**

Whenever force conditions as determined by the Company are considered to warrant a surplus and the possible layoff of employees, the Company shall notify the Union in writing, and meet with the Union to obtain input on its proposed layoff process, prior to notifying the affected employees. Employees will be laid off in a process determined by the Company. The surplus employees designated for layoff will be notified a minimum of thirty (30) calendar days prior to the layoff date, unless otherwise provided by law. In order to relieve a surplus the Company may, in a process determined by the Company, offer employees the opportunity to voluntarily resign and receive a severance payment as provided in Section 14.04.

**Section 14.04 Layoff Allowance**

Employees who are laid off will be paid a layoff allowance based on their seniority and their base weekly wage rate in effect at the time of the layoff, in accordance with the following:

<b>LENGTH OF SERVICE</b>	<b>LAYOFF ALLOWANCE</b>
0 - 12 Months	1 Week of pay
13 - 24 Months	2 Weeks of pay
25 - 47 Months	3 Weeks of pay
48 - 59 Months	4 Weeks of pay
60 - 71 Months	6 Weeks of pay
72 – 83 Months	8 Weeks of pay
84 Months or More	10 Weeks of pay

Note: Part-time employees will receive a prorated amount based on the rules identified in Section 9.17.

**Section 14.05 Priority Rehire**

Employees who are laid off with satisfactory attendance and work performance and who apply for re-employment for a position they are qualified for within this Agreement, will receive priority consideration for re-hire over new applicants for twelve (12) months from his/her layoff date.

## ARTICLE 15

### BENEFIT PLANS

**Section 15.01** In the event, during the life of this contract, the Company desires to make any change to the Benefit Plans which would affect the benefits of employees within the bargaining unit, it will, before making any such change, notify the Union and afford the Union a period of sixty (60) calendar days for bargaining, provided, however, that no change may be made in the Plans which would reduce or diminish the benefits provided thereunder, as they may apply to employees within the bargaining unit, without consent of the Union.

**Section 15.02** Any claim that section 15.01 has been violated may be presented as a grievance and, if not resolved by the parties under their Problem Resolution Process, may be submitted to arbitration pursuant to provisions of Article 16. Any decision or action of the Company shall be controlling unless shown to have been discriminatory or in bad faith, and only the question of discrimination or bad faith shall be subject to the grievance procedure and arbitration. However, nothing in this contract shall be construed to subject the Plans or their administration to the grievance or arbitration procedures.

**Section 15.03** The sole remedy for issues with respect to questions of whether benefits are due to covered employees, including the amount of any benefits due, is the claim and appeal process as defined in each of the Benefit Plans.

**Section 15.04** The agreements between the Company and the Union regarding benefit plans establish the benefits that the Company will provide to employees in the bargaining unit, but are not intended to be plans or plan documents under the Employee Retirement Income Security Act (ERISA).

**ARTICLE 16**  
**PROBLEM RESOLUTION PROCESS**

**Section 16.01** To the extent practicable, prior to any operational changes in a work location or work area which affect the working conditions of employees, the manager will communicate these changes to the appropriate Union representative in advance of any changes and solicit input from the Union representative.

**Section 16.02** All issues or prospective grievances may be taken up informally with the appropriate manager in an effort to resolve the matter. In no case will such an informal attempt to resolve an issue or grievance result in a modification of the time limits, for filing a formal grievance.

**Section 16.03** The Company recognizes the right of the Union to investigate the circumstances surrounding any grievance and agrees to cooperate with the Union in any such investigation. Pending final resolution of the grievance, the Company shall not deal directly with the employee on any grievance already filed by the Union, without Union concurrence, but shall deal directly with the Union representative.

**Section 16.04**                    **Grievances**

It remains the mutual goal of the Company and Union to resolve all issues and grievances at the lowest possible level. Any employee complaint not resolved under Section 16.02 above and which is reduced to writing, setting forth specifically the substance of the grievance and the specific provision or provisions of the Agreement allegedly violated, if any, delivered by a Union representative in accordance with Section 16.05 below within forty-five (45) calendar days of the action complained of, except for termination which shall be filed within thirty (30) calendar days of the action complained of, shall be considered and handled as a formal grievance. The Company will provide the Local Union with information requested in writing relevant to the grievance within fourteen (14) calendar days following the presentation of the grievance. For any deadline under this Article, the date to determine compliance with a deadline shall be the date of either the postmark on the envelope or on the facsimile receipt containing the communication.

**Section 16.05** The formal grievance procedure shall consist of two successive steps. Notice of grievance and appeals of decision shall be forwarded in accordance with the following:

- A.     Step 1:           The Director or his/her designee shall meet with the Union as soon as practicable and offer a decision on the grievance in writing within fourteen (14) calendar days after completing the meeting(s) unless mutually agreed otherwise in writing by the parties.
  
- B.     Step 2:           If the decision of the Company in Step 1 is unsatisfactory to the Union, the grievance may be appealed within fifteen (15) calendar days after a decision has been rendered at the first step. The designated Company representative shall meet with the Union representative as soon as practicable and offer a decision in writing on the



grievance within fourteen (14) calendar days after completion of the meeting(s) unless mutually agreed otherwise in writing by the parties.

- C. For all formal grievances, the designated Company representative shall, within fourteen (14) calendar days of receipt of a written notice of a grievance or a grievance appeal, contact the Union representative to schedule a mutually agreeable meeting date and location. Upon mutual agreement, the grievance may be conducted by telephone. The designated Company representative will provide a decision in writing within fourteen (14) calendar days after completion of the meeting(s), unless mutually agreed otherwise by the parties.
- D. At either step of the grievance procedure described above, up to two (2) employees of the Company will suffer no loss in base pay for time consumed in traveling to and from grievance meetings and in presenting grievances under this section.
- E. The Company and the Union desire to process grievances in an expeditious manner. Accordingly neither party will recess a grievance at Step 2 in excess of sixty (60) calendar days, unless otherwise agreed. If the grievance meeting is not reconvened within sixty (60) calendar days from the initial recess date, the grievance shall be considered denied. The Union may then appeal the grievance in accordance with the time limits set forth herein.

**Section 16.06** A decision at Step 2 of the formal grievance procedure as set forth above shall be deemed full completion of the formal grievance procedure, effective either on the date of the Company's decision or the date the decision is deemed denied.

**Section 16.07** Grievances may be presented by the Union during working hours. The Company shall not pay for time spent by the Union preparing grievances during working hours.

**Section 16.08** Every effort should be made to conduct grievance meetings in person, however the Company and the Union may mutually agree that a grievance meeting may be conducted via telephone or video conference. Grievance meetings shall be held at a mutually agreed upon time and location.

**Section 16.09** Failure to submit or pursue a grievance under the terms and conditions of this Article shall be construed as a waiver by the employee and the Union of the formal grievance. Any complaint of this type may be handled by the Company as an informal grievance on an informal basis, at the Company's discretion, and will not be subject to arbitration.

**Section 16.10** Regardless of any provision in this Agreement, no discipline, including suspension or discharge, of employees with less than one year's continuous service with the Company, will be subject to arbitration.

**Section 16.11 Arbitration**

It is agreed by both the Union and the Company that any arbitration under this Agreement shall be strictly confined to either the suspension or dismissal for just cause of any employee with one or more years of continuous service, or to differences arising out of the interpretation or application of specifically identified articles or sections of this Agreement or such other agreements specifically making reference to arbitration under this Article. The Union and Company further agree that any arbitration under this Agreement shall be exclusive, final and binding.

**Section 16.12** If the decision of the Company's representative at the conclusion of Step 2 of the grievance procedure above is unsatisfactory to the Union, then within sixty (60) days of the date of the conclusion of the grievance procedure the Union may send the Company a request in writing to arbitrate the grievance. With any request for arbitration during the sixty-day period in this section, the Union may also submit to the Company a request in writing to "stop the clock" on further proceedings under this Article; however, any "stop the clock" request under this section shall last no more than eighteen (18) months, or such other period as the parties may mutually agree in writing, after which time the grievance shall be deemed withdrawn if the Union does not proceed to arbitration under this Article.

**Section 16.13** Within thirty (30) calendar days after submitting its written request for arbitration to the Company, the Union may notify the Company of its desire to select an arbitrator. For discipline cases, the arbitrator will be selected from a list of names and in accordance with the process used for selecting arbitrators by the region (as established for the wireline business) in which the grievance originated. For contract interpretation grievances, the arbitrator will be selected from the list of names and in accordance with the process used for selecting arbitrators under the legacy AT&T agreement. The timeframes and other limitations set forth in this Agreement continue to apply. The arbitrator chosen by the parties shall hold a hearing as soon as possible and the arbitrator's decision shall be final and binding upon both parties and any employee affected. The parties shall each bear its own costs and expenses, and the fees and expenses of the arbitrator shall be paid in equal shares by both parties. If one of the parties requests a transcript of the proceeding and the other party declines to share the cost of the transcript, the party ordering the transcript shall permit the other party to review said transcript in the offices of the party that ordered the transcript. The reviewing party shall not cite to page numbers of the transcript in any post-hearing briefing or argument to the arbitrator.

**Section 16.14** The arbitrator shall be strictly 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 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 the arbitrator's discretion for that of the Management, but shall be limited in power and jurisdiction solely to determine whether there has been a violation of this Agreement and, if so, the appropriate remedy.

- A. If the arbitrator awards back pay, such award may include only such relief necessary to make the grievant whole. In the event of back pay, however, no award shall be retroactive to a period more than twelve (12) months preceding the request for arbitration by the Union in Section 16.13. Further, the Company will not be responsible for back pay during any period of delay, such as a "stop the clock" request or a hearing postponement, caused solely by the Union after it has requested arbitration.

**Section 16.15** Except where otherwise mutually agreed in writing, failure to submit a matter to arbitration within the times above stated, failure to pursue subsequent steps within the time and in the manner above stated, or failure to otherwise take any action required by this Article within the deadlines so stated shall constitute a waiver by the employee and the Union of the right to arbitration, and the grievance shall be deemed withdrawn.

**ARTICLE 17**

**CONCLUSION**

This Agreement shall be effective July 24, 2016 and shall continue until 11:59 p.m. on July 20, 2019. Negotiations on a new contract shall begin not earlier than sixty (60) days prior to such termination. It is the intention of the parties with respect to the collective bargaining of future contracts to conduct their negotiations thereon in such a manner as to reach a new agreement on or before the termination of the present contract.

IN WITNESS WHEREOF, the parties have caused this Agreement to be signed this 4<sup>th</sup> day of October, 2016.

For Communications Workers of  
America

For AT&T Services, Inc.

\_\_\_\_\_  
/s/Ruth Marriott

\_\_\_\_\_  
/s/John A. Andrasik

\_\_\_\_\_  
/s/Mayetta Arii

\_\_\_\_\_  
/s/Susan M. McDermott

\_\_\_\_\_  
/s/Tim Skaggs

\_\_\_\_\_  
/s/Andrea R. Ward

**APPENDIX A - WAGES**

**A1. For Title of Internet Assistant, Wage Schedule 2**

Effective August 21, 2016 the wage schedule will be as follows:

<b>Step</b>	<b>Wage Rate</b>
1	\$400.00
2	\$417.93
3	\$435.54
4	\$454.58
5	\$474.24
6	\$494.86
7	\$516.38
8	\$538.83
9	\$562.26
10	\$586.71
11	\$612.22

Employees on payroll on the day following ratification will be moved to the nearest step of the new wage schedule incurring no loss in pay. Retroactive wages from August 21, 2016 to the date of ratification will be paid as soon as practicable after ratification.

- A 2% general increase to the top step of the wage schedule, effective August 20, 2017. Increases to be applied exponentially.
- A 2.5% general increase to the top step of the wage schedule, effective August 19, 2018. Increases to be applied exponentially.

**A2. For Title of Customer Assistant, Wage Schedule 3**

Effective August 21, 2016 the wage schedule will be as follows:

<b>Step</b>	<b>Wage Rate</b>
1	\$480.00
2	\$495.53
3	\$511.57
4	\$528.12
5	\$545.21
6	\$562.85
7	\$581.06
8	\$599.86
9	\$619.27
10	\$639.31
11	\$660.00

Employees on payroll on the day following ratification will be moved to the nearest step of the new wage schedule incurring no loss in pay. Retroactive wages from August 21, 2016 to the date of ratification will be paid as soon as practicable after ratification.

- A 2% general increase to the top step of the wage schedule, effective August 20, 2017. Increases to be applied exponentially.
- A 2.5% general increase to the top step of the wage schedule, effective August 19, 2018. Increases to be applied exponentially.

**A3. For all other titles:**

- A 3% general increase to the top step of the wage schedules effective August 21, 2016. Increases to be applied exponentially. The retroactive wages from August 21, 2016 to the date of ratification will be paid as soon as practicable after ratification.
- A 2% general increase to the top step of the wage schedules effective August 20, 2017. Increases to be applied exponentially.
- A 2.5% general increase to the top step of the wage schedules effective August 19, 2018. Increases to be applied exponentially.

NIC Wage Schedules for Contract

Wage Schedule 2			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$400.00	\$400.00	\$400.00
2	\$417.39	\$418.22	\$419.25
3	\$435.54	\$437.27	\$439.43
4	\$454.48	\$457.19	\$460.59
5	\$474.24	\$478.01	\$482.76
6	\$494.86	\$499.79	\$505.99
7	\$516.38	\$522.55	\$530.35
8	\$538.83	\$546.35	\$555.88
9	\$562.26	\$571.24	\$582.64
10	\$586.71	\$597.26	\$610.68
11	\$612.22	\$624.46	\$640.08

**Title(s):**  
Internet Assistant

Wage Schedule 3			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$480.00	\$480.00	\$480.00
2	\$495.53	\$496.51	\$497.74
3	\$511.57	\$513.60	\$516.14
4	\$528.12	\$531.27	\$535.22
5	\$545.21	\$549.54	\$555.00
6	\$562.85	\$568.45	\$575.51
7	\$581.06	\$588.01	\$596.78
8	\$599.86	\$608.24	\$618.84
9	\$619.27	\$629.16	\$641.72
10	\$639.31	\$650.81	\$665.43
11	\$660.00	\$673.20	\$690.03

**Title(s):**  
Customer Assistant

Wage Schedule 4			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$420.00	\$420.00	\$420.00
2	\$448.17	\$449.06	\$450.17
3	\$478.23	\$480.12	\$482.50
4	\$510.30	\$513.34	\$517.16
5	\$544.53	\$548.86	\$554.30
6	\$581.05	\$586.83	\$594.12
7	\$620.02	\$627.43	\$636.79
8	\$661.60	\$670.83	\$682.53
9	\$705.97	\$717.24	\$731.55
10	\$753.32	\$766.87	\$784.10
11	\$803.84	\$819.92	\$840.42

**Title(s):**  
Dispatcher  
Surveillance Administrator

Wage Schedule 5			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$583.40	\$583.40	\$583.40
2	\$620.31	\$621.54	\$623.08
3	\$659.56	\$662.18	\$665.46
4	\$701.30	\$705.47	\$710.72
5	\$745.67	\$751.60	\$759.06
6	\$792.85	\$800.74	\$810.69
7	\$843.02	\$853.09	\$865.82
8	\$896.36	\$908.87	\$924.71
9	\$953.07	\$968.29	\$987.61
10	\$1,013.37	\$1,031.60	\$1,054.78
11	\$1,077.49	\$1,099.04	\$1,126.52

**Title(s):**  
Billing Coordinator  
Customer Billing Representative

Wage Schedule 7			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$624.00	\$624.00	\$624.00
2	\$666.60	\$667.92	\$669.57
3	\$712.11	\$714.94	\$718.48
4	\$760.73	\$765.26	\$770.95
5	\$812.66	\$819.12	\$827.26
6	\$868.14	\$876.78	\$887.67
7	\$927.41	\$938.50	\$952.50
8	\$990.73	\$1,004.56	\$1,022.07
9	\$1,058.37	\$1,075.27	\$1,096.72
10	\$1,130.62	\$1,150.95	\$1,176.82
11	\$1,207.81	\$1,231.97	\$1,262.76

**Title(s):**  
Support Administrator I  
Provisioning Administrator I

Wage Schedule 9			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$658.00	\$658.00	\$658.00
2	\$706.34	\$707.75	\$709.49
3	\$758.24	\$761.25	\$765.02
4	\$813.95	\$818.80	\$824.89
5	\$873.75	\$880.70	\$889.45
6	\$937.95	\$947.29	\$959.05
7	\$1,006.87	\$1,018.90	\$1,034.11
8	\$1,080.84	\$1,095.93	\$1,115.04
9	\$1,160.26	\$1,178.78	\$1,202.30
10	\$1,245.50	\$1,267.90	\$1,296.39
11	\$1,337.01	\$1,363.75	\$1,397.85

**Title(s):**  
Technical Support Representative I

NIC Wage Schedules for Contract

Wage Schedule 10			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$690.90	\$690.90	\$690.90
2	\$741.66	\$743.13	\$744.97
3	\$796.15	\$799.31	\$803.27
4	\$854.65	\$859.74	\$866.14
5	\$917.44	\$924.74	\$933.92
6	\$984.85	\$994.65	\$1,007.01
7	\$1,057.21	\$1,069.85	\$1,085.82
8	\$1,134.89	\$1,150.73	\$1,170.79
9	\$1,218.27	\$1,237.73	\$1,262.42
10	\$1,307.78	\$1,331.30	\$1,361.22
11	\$1,403.87	\$1,431.95	\$1,467.75

**Title(s):**  
Provisioning Administrator II

Wage Schedule 11			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$695.00	\$695.00	\$695.00
2	\$745.65	\$747.13	\$748.98
3	\$800.00	\$803.17	\$807.15
4	\$858.31	\$863.42	\$869.84
5	\$920.86	\$928.18	\$937.40
6	\$987.98	\$997.81	\$1,010.20
7	\$1,059.98	\$1,072.65	\$1,088.66
8	\$1,137.24	\$1,153.11	\$1,173.22
9	\$1,220.12	\$1,239.61	\$1,264.34
10	\$1,309.05	\$1,332.59	\$1,362.53
11	\$1,404.46	\$1,432.55	\$1,468.36

**Title(s):**  
Technical Support Representative II

Wage Schedule 13			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$729.50	\$729.50	\$729.50
2	\$782.53	\$784.08	\$786.02
3	\$839.41	\$842.74	\$846.91
4	\$900.43	\$905.79	\$912.53
5	\$965.88	\$973.56	\$983.23
6	\$1,036.09	\$1,046.40	\$1,059.40
7	\$1,111.41	\$1,124.69	\$1,141.48
8	\$1,192.20	\$1,208.84	\$1,229.91
9	\$1,278.86	\$1,299.28	\$1,325.20
10	\$1,371.82	\$1,396.49	\$1,427.87
11	\$1,471.54	\$1,500.97	\$1,538.50

**Title(s):**  
Network Technician  
Support Administrator II  
Surveillance Technician

Wage Schedule 15			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$768.00	\$768.00	\$768.00
2	\$823.29	\$824.92	\$826.96
3	\$882.57	\$886.07	\$890.46
4	\$946.11	\$951.75	\$958.82
5	\$1,014.22	\$1,022.29	\$1,032.44
6	\$1,087.24	\$1,098.06	\$1,111.70
7	\$1,165.52	\$1,179.45	\$1,197.06
8	\$1,249.43	\$1,266.87	\$1,288.96
9	\$1,339.39	\$1,360.78	\$1,387.92
10	\$1,435.82	\$1,461.64	\$1,494.48
11	\$1,539.19	\$1,569.97	\$1,609.22

**Title(s):**  
NCG Representative

Wage Schedule 16			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$765.98	\$765.98	\$765.98
2	\$821.66	\$823.29	\$825.32
3	\$881.38	\$884.88	\$889.26
4	\$945.45	\$951.09	\$958.16
5	\$1,014.18	\$1,022.24	\$1,032.39
6	\$1,087.90	\$1,098.72	\$1,112.37
7	\$1,166.97	\$1,180.92	\$1,198.55
8	\$1,251.80	\$1,269.27	\$1,291.40
9	\$1,342.79	\$1,364.24	\$1,391.45
10	\$1,440.40	\$1,466.30	\$1,499.25
11	\$1,545.10	\$1,576.01	\$1,615.41

**Title(s):**  
Provisioning Administrator III  
Video Site Operations Technician

Wage Schedule 17			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$806.50	\$806.50	\$806.50
2	\$864.06	\$865.77	\$867.91
3	\$925.72	\$929.39	\$933.99
4	\$991.78	\$997.69	\$1,005.11
5	\$1,062.56	\$1,071.01	\$1,081.64
6	\$1,138.39	\$1,149.71	\$1,164.00
7	\$1,219.63	\$1,234.20	\$1,252.63
8	\$1,306.67	\$1,324.90	\$1,348.00
9	\$1,399.91	\$1,422.27	\$1,450.64
10	\$1,499.82	\$1,526.79	\$1,561.10
11	\$1,606.85	\$1,638.99	\$1,679.96

**Title(s):**

NIC Wage Schedules for Contract

Wage Schedule 18			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$806.40	\$806.40	\$806.40
2	\$864.46	\$866.17	\$868.31
3	\$926.69	\$930.37	\$934.98
4	\$993.41	\$999.33	\$1,006.76
5	\$1,064.93	\$1,073.40	\$1,084.06
6	\$1,141.60	\$1,152.96	\$1,167.29
7	\$1,223.79	\$1,238.42	\$1,256.90
8	\$1,311.90	\$1,330.21	\$1,353.40
9	\$1,406.35	\$1,428.81	\$1,457.31
10	\$1,507.60	\$1,534.71	\$1,569.20
11	\$1,616.14	\$1,648.46	\$1,689.68

**Title(s):**

Connectivity Specialist I

Wage Schedule 19			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$845.50	\$845.50	\$845.50
2	\$905.30	\$907.09	\$909.34
3	\$969.33	\$973.17	\$977.99
4	\$1,037.88	\$1,044.07	\$1,051.83
5	\$1,111.29	\$1,120.13	\$1,131.25
6	\$1,189.89	\$1,201.73	\$1,216.66
7	\$1,274.05	\$1,289.27	\$1,308.52
8	\$1,364.15	\$1,383.20	\$1,407.31
9	\$1,460.64	\$1,483.96	\$1,513.57
10	\$1,563.94	\$1,592.06	\$1,627.84
11	\$1,674.55	\$1,708.04	\$1,750.75

**Title(s):**

Wage Schedule 20			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$846.83	\$846.83	\$846.83
2	\$907.26	\$909.06	\$911.31
3	\$972.01	\$975.86	\$980.70
4	\$1,041.37	\$1,047.58	\$1,055.37
5	\$1,115.69	\$1,124.56	\$1,135.72
6	\$1,195.31	\$1,207.20	\$1,222.20
7	\$1,280.61	\$1,295.91	\$1,315.25
8	\$1,371.99	\$1,391.14	\$1,415.40
9	\$1,469.90	\$1,493.37	\$1,523.17
10	\$1,574.80	\$1,603.12	\$1,639.14
11	\$1,687.18	\$1,720.92	\$1,763.95

**Title(s):**

Circuit Coordinator

Wage Schedule 22			
Step	8/21/2016	8/20/2017	8/19/2018
1	\$887.78	\$887.78	\$887.78
2	\$950.57	\$952.45	\$954.81
3	\$1,017.80	\$1,021.84	\$1,026.90
4	\$1,089.78	\$1,096.28	\$1,104.43
5	\$1,166.86	\$1,176.14	\$1,187.81
6	\$1,249.39	\$1,261.82	\$1,277.49
7	\$1,337.75	\$1,353.74	\$1,373.95
8	\$1,432.36	\$1,452.36	\$1,477.68
9	\$1,533.67	\$1,558.16	\$1,589.25
10	\$1,642.14	\$1,671.67	\$1,709.24
11	\$1,758.28	\$1,793.45	\$1,838.28

**Title(s):**

Connectivity Specialist II  
Network Specialist



## **MEMORANDA OF AGREEMENT**

The following Memoranda of Agreement are in effect in accordance with their terms upon ratification of the 2016 agreement between AT&T Services, Inc. and the Communications Workers of America ("National Internet Contract") for the life of the 2016 Agreement absent a specific expiration date:

## MEMORANDUM OF AGREEMENT -- BENEFITS

The means for fulfilling the terms of this Agreement may be the Company's adoption of its own plan and associated plan document or participation in an equivalent plan having a plan document that includes, for bargained-for employees, the benefits agreed to be provided pursuant to this Agreement and substantially the terms, provisions and conditions under which such benefits are to be provided. The sole remedy for issues with respect to the validity or amount of any claim for benefits is the claim and appeal process as defined in the individual benefits plans and programs. The parties agree to the plans, policies and programs described below. Copies of the plan documents, Summary Plan Descriptions (SPDs) and Summary of Material Modifications (SMMs) of these plans, policies and programs have been provided to the Union. If there is any difference between these SPDs and the ERISA plans or programs (including amendments thereto), the plan texts shall govern.

For purposes of this Agreement (including Exhibit 1):

- National Internet employees, excluding employees working in a job title classified as Customer Assistant or Video Site Operations Technician (VSOT), shall be referred to as "NIC Tier 2 Employees";
- National Internet employees working in a job title classified as Customer Assistant or Video Site Operations Technician (VSOT) shall be referred to as "NIC Tier 1 Employees";
- NIC Tier 2 Employees who were hired/rehired before April 16, 2008, shall be referred to as "NIC Tier 2 Current Employees";
- NIC Tier 2 Employees who were hired/rehired on and after April 16, 2008, and before January 1, 2011, shall be referred to as "NIC Tier 2 Pre-2011 Current Employees";
- NIC Tier 2 Employees hired/rehired or transferred after December 31, 2010, shall be referred to as "NIC Tier 2 New Hires";
- NIC Tier 2 Employees (including NIC Tier 2 New Hires, NIC Tier 2 Pre-2011 Current Employees and NIC Tier 2 Current Employees where applicable) and NIC Tier 1 Employees shall be collectively referred to as "NIC Employees";
- NIC Employees who terminate employment during the term of this Agreement and who meet the applicable requirements to be eligible for post-employment benefits are referred to as "Eligible Retired Employees".

Paragraph 3 of this Memorandum provides specific rules regarding benefits for NIC Employees who move among job titles or move pursuant to the National Transfer Plan. The provisions of Paragraph 3 of this Memorandum take precedence over any other provisions of this Memorandum of Agreement – Benefits with respect to NIC Employees addressed in Paragraph 3 of this Memorandum.

### 1. HEALTH AND WELFARE BENEFIT PLANS

- A. Effective January 1, 2018, NIC Employees shall be eligible to participate in the same benefit plans, programs and policies identified in the chart below by an x, with the plan terms, conditions and provisions which were in effect on July 23, 2016, as described in the applicable SPDs and SMMs, except as noted herein and in Exhibit 1.

<b>Plan/Program/Policy</b>	<b>NIC Tier 2 Current Employees</b>	<b>NIC Tier 2 Pre-2011 Current Employees</b>	<b>NIC Tier 2 New Hires</b>	<b>NIC Tier 1 Employees</b>
AT&T Medical Program (bargained provisions)	X	X	X	X
AT&T Dental Program (management provisions)	X	X	X	X
AT&T Vision Program (management provisions)	X	X	X	X
AT&T CarePlus – A Supplemental Benefit Program	X	X	X	X
AT&T Group Life Insurance Program for Active Employees*	X	X	X	X
AT&T Consolidated Long-Term Care Insurance Plan (closed to new entrants 5/1/2012)	X	X	X	X
AT&T Flexible Spending Account Plan	X	X	X	X
AT&T Disability Income Program for Bargained Employees	X	X		
AT&T Disability Income Program			X	X
AT&T Leaves of Absence Policy	X	X	X	X
AT&T Employee Assistance Program	X	X	X	X
AT&T Commuter Benefit Policy	X	X	X	X
AT&T Adoption Reimbursement Policy	X	X	X	X
AT&T Voluntary Benefits Platform**	X	X	X	X

\*This program includes Supplemental Life Insurance and Dependent Life Insurance provisions.

\*\*The Company may unilaterally modify the AT&T Voluntary Benefits Platform from time-to-time or discontinue without further discussions with the Union.

B. NIC Employees, including newly eligible NIC Employees and Eligible Retired Employees shall continue to participate in the same benefit plans, programs and policies on the same terms and conditions which were in effect on July 23, 2016, until the benefits identified in Paragraph 1.A. above become effective, subject to changes to benefits resulting from the operation of existing plan provisions and amendments necessary due to changes in the law.

C. NIC Employees who terminate employment with the Company during the term of this Agreement and are eligible for post-retirement medical coverage under the terms of the medical program the NIC Employee was eligible for as an active NIC Employee as of the date of termination (an “Eligible Retired Employee”) will be eligible, during the term of this Agreement, for coverage under the AT&T Eligible Former Bargained Employee Medical Program (as applicable to similarly situated NIC Employees), the AT&T Eligible Former Employee Dental Program, the AT&T Eligible Former Employee Vision Program, AT&T Eligible Former Employee Group Life Insurance Program for Bargained Employees, the AT&T Eligible Former Employee CarePlus Program - A Supplemental Benefit Program and the AT&T Consolidated Long Term Care Insurance Plan (current participants only), subject to changes to benefits resulting from the operation of existing plan provisions and

amendments necessary to comply with changes in the law, and with the exceptions identified in Exhibit 1. Nothing in this Paragraph C shall be construed to provide benefits for any period subsequent to the term of this Agreement or for any employee other than those referenced above who terminated employment during the term of this Agreement.

- D. Exhibit 1 provides a summary of certain plan, program, and/or policy terms, conditions and provisions, including any which are exceptions to terms, conditions and provisions described in the applicable SPDs and SMMs as well as any which differ among groups of employees eligible to participate in a particular plan, program or policy, such as the applicable deductible or copayment amount. If there are discrepancies between the specific information provided in Exhibit 1 and the plan documents, SPDs or SMMs, the information provided in Exhibit 1 will govern. It is understood that certain benefits are subject to change to comply with implementation of the Patient Protection and Affordable Care Act (PPACA) and associated regulations and agency guidance. The Company will notify the Union of the changes the Company makes to conform the benefits under this Agreement with final regulations and guidance under PPACA and any amendment determined to be necessary due to changes in the law. Should any of these changes require bargaining, all other terms and provisions of the Agreement will remain in effect through expiration.

## 2. PENSION AND SAVINGS BENEFIT PLANS

### A. NIC Tier 2 Current Employees and NIC Tier 2 Pre-2011 Current Employees

NIC Tier 2 Current Employees and NIC Tier 2 Pre-2011 Current Employees shall continue to participate in the following pension and savings benefit plans, programs, and policies on the same terms and conditions which were in effect on July 23, 2016.

- AT&T Retirement Savings Plan
- Bargained Cash Balance Program of the AT&T Pension Benefit Plan

### B. NIC Tier 2 New Hires and NIC Tier 1 Employees

NIC Tier 2 New Hires and NIC Tier 1 Employees shall participate in the following pension and savings benefit plans, programs, and policies on the same terms and conditions that were in effect on July 23, 2016.

- AT&T Retirement Savings Plan
- Bargained Cash Balance Program #2 of the AT&T Pension Benefit Plan

3. BENEFITS RULES FOR MOVEMENT OF EMPLOYEES

A. General Provisions – Effective on the day after the Ratification Date, any employee who moves from a job title not covered by this Agreement to a job title covered by this Agreement where the circumstances of the move are not specifically accounted for in one of the following paragraphs, will be treated as a newly hired employee in the position to which they transfer (NIC Tier 1 Employees or NIC Tier 2 New Hires, as applicable).

B. Treatment of Transferred Current Employees

i. *Definitions:*

- A “Transferred Current Employee” means an individual who as of August 8, 2009 was employed in one of the 2009 Core CWA Collective Bargaining Agreements, moved pursuant to the National Transfer Plan into any job title covered by this Agreement, and immediately preceding the transfer to this Agreement:
  1. was being treated as a “current employee” for benefit plan purposes under the transferring applicable collective bargaining agreement, and
  2. was not covered under one of the following appendices under the Core CWA Collective Bargaining Agreements: Midwest Region Appendix F, West Region Appendix E, Southwest Region Appendix J, or the Southeast Network Addendum – U-verse Field Operations

ii. *Applicable Benefit Plans:*

- Transferred Current Employees will be eligible to participate in the same plans, programs and policies on the same terms and conditions as apply to employees in the position to which they transfer (NIC Tier 1 Employees or NIC Tier 2 Current Employees/NIC Tier 2 Pre-2011 Current Employees, as applicable).

**Benefits Outline Summary – Exhibit 1**

Provision	NIC Employees
<b>Active Employees</b>	
<b>Effective Date(s)</b>	Health & Welfare: 1/1/2018
<b>Eligibility</b>	
<b>For Medical, Dental, Vision, Disability, CarePlus, and Life Insurance (unless otherwise specified)</b>	<p><u>NIC Employees</u>                      Follow provisions of the applicable Program:                      Medical – AT&amp;T Medical Program (bargained provisions)                      Dental – AT&amp;T Dental Program (management provisions as they change from time to time)                      Vision – AT&amp;T Vision Program (management provisions as they change from time to time)                      Disability                      - AT&amp;T Disability Income Program - NIC Tier 1 Employees and NIC Tier 2 New Hires                      - AT&amp;T Disability Income Program for Bargained Employees - NIC Tier 2 Current Employees &amp; NIC Tier 2 Pre-2011 Current Employees                      CarePlus - AT&amp;T CarePlus – A Supplemental Benefit Program                      Life Insurance – AT&amp;T Group Life Insurance Program for Active Employees*</p> <p>* This program includes Supplemental Life Insurance and Dependent Life Insurance provisions.</p>
<b>Medical</b>	
<b>Program</b>	<p><u>NIC Employees</u>                      No change from current program except that the standard for determining what is covered shall be changed to Medically Necessary from Medically Appropriate, and as provided below.</p> <p>Fully insured coverage options, such as HMOs, will continue to be available at the discretion of the Company.</p>
<b>Eligibility for Coverage</b>	Eligibility for coverage continues to begin on the employee’s date of hire, provided the employee enrolls within the 31-day enrollment period. Employees pay the full cost of coverage until eligible for Company Subsidy.
<b>Eligibility for Company Subsidy</b>	<p><u>NIC Employees</u>                      No change from current program.</p>
<b>Active (Full-Time) Monthly Contributions</b>	<p><u>NIC Employees</u>                      No change from current program.</p>
<b>Active (Part-Time) Monthly Contributions</b>	<p><u>NIC Employees</u>                      No change from current program</p>
<b>Annual Deductibles</b>	<p><u>NIC Employees</u>                      No change from current program.</p> <p>Annual Deductible Provisions:                      No change from current program.</p>
<b>General CoPay/Coinsurance</b>	<p><u>NIC Employees</u>                      No change from current program.</p>
<b>Office Visit Copay / Coinsurance</b>	<p><u>NIC Employees</u>                      No change from current program.</p>
<b>Urgent Care Facility/Professional Services Copay / Coinsurance</b>	<p><u>NIC Employees</u>                      No change from current program.</p>
<b>Emergency Room Facility/Professional Services Copay / Coinsurance (Emergencies)</b>	<p><u>NIC Employees</u>                      No change from current program.</p>

Provision	NIC Employees
<b>Hospital Inpatient/Outpatient Facility/Professional Services Copay / Coinsurance</b>	<u>NIC Employees</u> No change from current program.
<b>Tests (all tests including x-ray, radiology, lab test, etc.) CoPay/ Coinsurance</b>	<u>NIC Employees</u> No change from current program.
<b>Mental Health/Substance Abuse (MH/SA) Copay / Coinsurance</b>	<u>NIC Employees</u> No change from current program.
<b>Annual Out-of-Pocket Maximums (OOP)</b>	<u>NIC Employees</u> No change from current program.  Out-of-Pocket Maximum provisions: No change from current program
<b>Hearing Benefit</b>	<u>NIC Employees</u> No change from current program.
<b>Prescription Drug Program (Rx)</b>	<u>NIC Employees</u> Deductible: No change from current program.  Out-of-Pocket Maximum: No change from current program.  Retail – Network Copays: No change from current program.  Retail – Non-Network Copays: No change from current program.  Mail Order Copays: No change from current program.  The following provisions will continue to apply: <ul style="list-style-type: none"> <li>• Mandatory mail order for maintenance Rx – Applies after second fill at retail.</li> <li>• Specialty pharmacy program</li> <li>• Personal Choice – not covered but discount available</li> <li>• Mandatory Generic</li> <li>• Compound medication limitation</li> </ul> The following provisions will also apply: <ul style="list-style-type: none"> <li>• Advanced Control Specialty Formulary</li> <li>• New Standard Prescription Drug Formulary</li> <li>• Generic Step Therapy</li> </ul>
<b>Employee Assistance Program (EAP)</b>	
<b>Program</b>	<u>NIC Employees</u> AT&T Employee Assistance Program
<b>Visit Limit</b>	<u>NIC Employees</u> No change from current program.
<b>Disability</b>	
<b>Program</b>	<u>NIC Employees</u> NIC Tier 1 Employees, NIC Tier 2 New Hires: AT&T Disability Income Program. NIC Tier 2 Pre-2011 Current Employees & NIC Tier 2 Current Employees: AT&T Disability Income Program for Bargained Employees  No change from current programs.
<b>Short Term Disability (STD)</b>	<u>NIC Employees</u> No change from current program.

Memorandum of Agreement

Provision	NIC Employees
<b>Long-Term Disability (LTD)</b>	<u>NIC Employees</u>  No change from current programs except that Temporary and Term employees are not eligible for LTD benefits.
<b>Leaves of Absence (LOAs)</b>	
<b>Policy</b>	<u>NIC Employees</u> AT&T Leaves of Absence Policy
<b>Types of LOAs</b>	<u>NIC Employees</u>  No change from current policy.
<b>Dental</b>	
<b>Program</b>	<u>NIC Employees</u> AT&T Dental Program (Management) PPO; DHMO (available at the Company's discretion)  Management provisions as they change from time to time.
<b>Eligibility for Coverage</b>	<u>NIC Employees</u> No change from current program.
<b>Eligibility for Company Subsidy</b>	<u>NIC Employees</u> No change from current program.
<b>Active (Full-Time) Monthly Contributions</b>	<u>NIC Employees</u> No change from current program.
<b>Active (Part-Time) Monthly Contributions</b>	<u>NIC Employees</u> No change from current program
<b>Annual Deductible</b>	<u>NIC Employees</u> No change from current program.
<b>Annual Maximum Benefit</b>	<u>NIC Employees</u> No change from current program.
<b>Orthodontic Lifetime Maximum</b>	<u>NIC Employees</u> No change from current program.
<b>Coverage Levels</b>	<u>NIC Employees</u> No change from current program.
<b>Outside Network Area (ONA)</b>	<u>NIC Employees</u> No change from current program.
<b>Vision</b>	
<b>Program</b>	<u>NIC Employees</u>  AT&T Vision Program (Management)  Management provisions as they change from time to time.
<b>Eligibility</b>	<u>NIC Employees</u> No change from current program
<b>Active (Full-Time) Monthly Contributions</b>	<u>NIC Employees</u> No change from current program.
<b>Active (Part-Time) Monthly Contributions</b>	<u>NIC Employees</u> No change from current program
<b>Coverage Levels</b>	<u>NIC Employees</u> No change from current program.



Provision	NIC Employees
<b>Flexible Spending Account (FSA)</b>	
<b>Plan</b>	<u>NIC Employees</u> No change from current plan except those that are mandated by healthcare reform legislation (PPACA)
<b>Contribution Minimum/Maximums</b>	<u>NIC Employees</u> No change from current plan except those that are mandated by healthcare reform legislation (PPACA) and to annually adjust the maximum contribution amount to that permitted by law for each calendar year for which the IRS issues timely guidance such that the Company can implement the change.
<b>CarePlus</b>	
<b>Program</b>	<u>NIC Employees</u> AT&T CarePlus – A Supplemental Benefit Program
<b>Monthly Contributions</b>	<u>NIC Employees</u> No change from current program*  * Note: Contribution amounts are subject to annual adjustment.
<b>General Benefits</b>	<u>NIC Employees</u> Company continues to retain the unilateral right to change, modify, amend and discontinue the benefits offered under CarePlus.
<b>Life Insurance</b>	
<b>Program</b>	<u>NIC Employees</u> AT&T Group Life Insurance Program for Active Employees*  * Provisions as they change from time to time.  This program includes Supplemental Life Insurance and Dependent Life Insurance provisions.
<b>Active Benefits</b>	<u>NIC Employees</u> No change from current program.  Provisions as they change from time to time.  Note: Contribution amounts are subject to annual adjustment.
<b>Definition of Pay</b>	<u>NIC Employees</u> No change from current program
<b>Long-Term Care</b>	
<b>Plan</b>	<u>NIC Employees</u> AT&T Consolidated Long-Term Care Insurance Plan
<b>Coverage</b>	<u>NIC Employees</u> Participants currently enrolled may remain in the plan; closed to new entrants as of 5/1/2012.
<b>Adoption</b>	
<b>Policy</b>	<u>NIC Employees</u> AT&T Adoption Reimbursement Policy
<b>Coverage</b>	<u>NIC Employees</u> No change from current policy.
<b>Commuter</b>	
<b>Policy</b>	<u>NIC Employees</u> AT&T Commuter Benefit Policy
<b>Coverage</b>	<u>NIC Employees</u> No change from current policy.
<b>Voluntary</b>	
<b>Discretionary Program</b>	<u>NIC Employees</u> AT&T Voluntary Benefits Platform (products offered as they may change from time to time).

July 24, 2016

Ruth Marriott  
Staff Representative  
Communication Workers of America – T&T  
501 3<sup>rd</sup> Street, NW  
Washington, DC 20001

**RE: Company Wellness**

Dear Ruth:

Effective as soon as administratively feasible on or after January 1, 2018, bargained AT&T employees covered under the CWA National Internet Contract under the AT&T Medical Program for Bargained Employees shall be eligible to participate in the AT&T Your Health Matters Program as provided below.

The Your Health Matters Program includes Disease Management and Wellness programs as well as access to an online portal with a variety of tools and resources. Below are examples of the benefits and services that are available to eligible bargained Employees under Your Health Matters:

- Wellness Programs
  - Medical Decision Support,
  - Coaching topics, including but not limited to the following: weight management, exercise, stress management, tobacco cessation, healthy eating, appointment adherence, depression prevention, medication adherence and self-management.
- Disease Management
  - Asthma
  - Heart Failure
  - Coronary Artery Disease
  - Diabetes
  - Chronic Obstructive Pulmonary Disease
- Health Assessment and Portal

Disease Management programs are only available to employees who enroll in the AT&T Medical Program for Bargained Employees. Employees who enroll in a fully-insured medical coverage option such as an HMO or waive medical coverage (opt-out) will have access to the YHM portal, the Health Assessment and Challenges.

The Company retains the unilateral right to change, modify, amend or discontinue the Your Health Matters Program.

This letter will remain in effect through the term of the 2016 Collective Bargaining Agreement.

Regards,

/s/John Andrasik  
Director – Labor Relations  
AT&T National Internet Contract

July 24, 2016

Ruth Marriott  
Staff Representative  
Communication Workers of America – T&T  
501 3<sup>rd</sup> Street, NW  
Washington, DC 20001

Dear Ruth:

AT&T has arranged with CVS Caremark to designate all CVS pharmacies as a part of the Caremark mail order fulfillment process. Essentially, this will permit AT&T employees to pick up 90 day prescriptions for maintenance drugs at CVS retail pharmacies and receive the lower mail order rates. This applies even after the prescription has been filled the allowed number of times at a retail pharmacy.

This arrangement is available at CVS branded pharmacies only. It will not be available at other pharmacies in the Caremark network.

If the union does not object, AT&T will continue to have this arrangement available to bargained AT&T employees covered under the CWA National Internet Contract. This arrangement is solely at AT&T's discretion and can be terminated or modified at any point during the term of the contract.

Sincerely,

/s/John Andrasik  
Director – Labor Relations  
AT&T National Internet Contract

**MEMORANDUM OF AGREEMENT  
NEUTRALITY AND CARD CHECK**

Except for the duration provisions, the parties agree that if during subsequent CWA Core Collective Bargaining or through other negotiation any Core Neutrality and Card Check Agreement is modified or terminated, then such changes to the Neutrality and Card Check Agreement will also apply to this AT&T Services, Inc. bargaining unit (NIC).

**MEMORANDUM OF AGREEMENT**

**CUSTOMER ASSISTANT PAY PLAN**

The Company will provide additional cash awards as provided in Article 11, Section 11.03 (Additional Cash Awards) and described herein for the Customer Assistant title.

The Company will modify the Customer Assistant Pay Plan (CAPP) in place beginning for the first quarter of 2017 to have quarterly payout opportunities through the second performance quarter of 2020 as noted below. Until such time, the current CAPP established in accordance with the 2013 NIC Agreement will continue.

Payouts to eligible Customer Assistants will take place by the second full pay period after the close of the performance quarter.

The CAPP will have four (4) performance criteria.

Customer Assistants must meet attendance criterion and not be on discipline to participate in the CAPP. Customer Assistants will be considered meeting the attendance criterion if they are not on a formal step of discipline on the last day of the performance quarter for their attendance.

The Company will establish performance criteria and metrics required for the CAPP one (1) week in advance of each performance quarter.

The performance criteria and metrics required for the CAPP will be set at the discretion of the Company and may change on a quarterly basis.

Customer Assistants must work 240 live production hours during the performance quarter to be eligible for any payout. Talk time, hold time, after call work and ongoing training as approved by the Company will be considered as live production hours for the CAPP.

Customer Assistants must meet two (2) of the four (4) performance criteria established by the Company to qualify for a payout. Customer Assistants must be on the payroll at the time of any payout to receive such a payout.

Of continuous service at the beginning of the quarter	Meeting 2 of 4	Meeting 3 of 4	Meeting 4 of 4
Less than 6 Months	\$100	\$200	\$350
6 Months or greater but less than 18 Months	\$250	\$350	\$600
18 Months or greater	\$300	\$500	\$1,000

Payments will be subject to taxes as required by applicable law.

Union dues will be deducted in a prorated amount from any payment.

Payments will not be applied or be eligible for pension calculation or savings plan deductions.

Any overtime re-calculation and required payment will be done as required by state and federal law.

Customer Assistants performing "team lead" functions during a performance quarter as compensated under Section 10.10, union representatives (see Section 2.02), and employees assigned to special projects by the Company who work less than 240 live production hours because of the activities stated above in this paragraph will receive credit for meeting two (2) of four (4) performance criteria.

The Company and the Union will establish a joint committee to review and discuss the results of the CAPP as soon as possible after ratification, and annually thereafter. The joint committee will be comprised of one (1) union representative from the International Union and two (2) union representatives from the unit. Time for the representatives from the unit will be paid under Article 2, Section 2.04 of the National Internet Contract. The Company will have two (2) representatives on this joint committee.

If the number of Customer Assistants achieving a quarterly payout under this plan falls below 60% of the total eligible Customer Assistant population for two (2) consecutive quarters, the Company will meet and discuss the results with the joint committee referenced above. Any suggestions that require bargaining must be mutually agreed upon by the bargaining representatives of the Company and the Union.

## **MEMORANDUM OF AGREEMENT**

### **NATIONAL TRANSFER PLAN (NTP)**

The Company agrees to modify the current external job posting system to provide for employees who chose to participate in the attached National Transfer Plan as an IMF or CSE participant as follows:

- Positions will advertise in the system for a minimum of seven (7) calendar days
- Employees will have the ability to indicate their interest in the position as an IMF or CSE candidate via the online system
- The system will be accessible to employees from both inside and outside of the AT&T firewall.
- Employees will have the ability to contact the regional employment office to determine the status of a position for which they indicated interest.

The parties to this agreement further agree that if during subsequent Core Collective Bargaining or through other agreement the National Transfer Plan is modified or terminated, then such changes to the National Transfer Plan will also apply to this AT&T Services, Inc. bargaining unit (NIC).

The parties to this agreement further agree that IMF Section 4 and CSE Section 7 of the NTP shall not apply to employees transferring to this AT&T Services, Inc. bargaining unit (NIC); instead, employees otherwise covered by those sections shall be covered by IMF Section 6 or CSE Section 9, as applicable.

The parties to this agreement further agree to participate with those AT&T affiliate companies that may be added from time to time to the National Transfer Plan as participants as a result of collective bargaining or other agreements between CWA and an AT&T affiliate company.

In response to the CWA's concern for its members' employment security and its expressed interest in removing impediments to movement between various AT&T Companies identified in the attachments to this Memorandum, the Company agrees to extend the Intersubsidary Movement (IMF) process and the CWA Surplus Exchange (CSE) process with the following modifications:

**IMF:**

1. Eligible employees will receive priority placement before external hires after regional contract processes for any bargaining unit job for which they qualify. The qualification criteria utilized will be the same qualification criteria utilized for the regional contractual processes.
2. In situations where there are equally qualified employees eligible and interested in the same position at the receiving Company, eligible employees will be offered the position in order of seniority. If needed, the tie breaker for employees with the same seniority will be the last four digits of their social security number with the higher number being the more senior.
3. When a bargained-for employee moves among bargaining units of the Company covered by this Memorandum of Agreement treatment of vacation time, the Designated Holiday (DH), Floating Holidays (FHs), and Excused Work Days (EWDs) or their equivalent (covered time) will be treated as follows:
  - A covered employee will be eligible for covered time for the current vacation year at the new entity based on the existing labor agreements at that entity. Any covered time already taken at the former entity will be deducted from equivalent covered time for which the employee is eligible at the new entity; the remaining covered time will be scheduled at the new entity subject to needs of the business.
  - Covered time carried over from the prior vacation year must be disposed of, i.e., paid in lieu of or taken at the former entity.
  - In no case will an employee's movement from one entity to another result in the double payment for covered time.
4. Employees who have held the Premises/Wire Technician job title, or any job title in an agreement or appendix to an agreement that provides for the terms and conditions of employment for Premises/Wire Technicians ("Premises/Wire Technician Agreements"), are eligible for IMF, but shall be treated as provided in this paragraph. Any employee who has ever held a position in a Premises/Wire Technician Agreement will be treated by any receiving company that is party to this IMF agreement and that also is party to a Premises/Wire Technician Agreement as if they were received from their own Premises/Wire Technician Agreement for all purposes. If the receiving company does not have a Premises/Wire Technician Agreement, then employees transferring to that company shall receive the benefits applicable to other bargained-for employees with similar service in the receiving company, except for pension and post-retirement medical and dental benefits; instead, 1) such employees shall participate in the Bargained Cash Balance Program 2 and 2) if such employee meets the eligibility requirements for post-retirement benefits upon termination, the former employee will pay contributions equal to 50% of the total cost of coverage for post-retirement medical and dental coverage if the former employee is not Medicare eligible and will not be eligible for medical or dental post-retirement coverage if Medicare eligible.



5. Employees selected to fill openings in accordance with terms outlined above, will have their Term of Employment (TOE, which was previously known as Net Credited Service or NCS) or Seniority at the departing company recognized by the receiving Company's pension plan or program, subject to the receiving Company's service bridging rules. However where pensions are applicable, the TOE or Seniority will be recognized by the receiving company's pension program only for vesting, participation and eligibility service purposes, but not pension credit or accrual purposes. Further, the service performed at the receiving company will be counted in the departing company's pension plan or program, but only for vesting, participation and eligibility purposes (not for pension credit purposes). In no event will a period of service count as pension credit or accrual service in more than one AT&T pension plan or program (in other words, no double counting of service for pension credit or accrual purposes).
6. Unless expressly provided to the contrary by the Benefits Agreement in the Core Collective Bargaining Agreement, employees transferring to companies under this Agreement will receive active benefits and any post-retirement benefits under the benefit plans or programs and subject to the terms of the contractual Benefits provisions of the receiving company.

**CSE:**

1. Surplus employees who express interest in available positions in participating companies will receive priority placement before external hires after regional contract processes for any bargaining unit job for which he/she qualifies. The qualification criteria utilized will be the same qualification criteria utilized for the regional contractual processes.
2. Employees who are declared surplus and subsequently involuntarily laid off who express interest in available positions in participating companies will receive priority placement before external hires after regional contract processes for any bargaining unit job for which he/she qualifies for a period of twelve (12) months following their involuntary lay off. The qualification criteria utilized will be the same qualification criteria utilized for the regional contractual processes.
3. In situations where there are equally qualified employees eligible and interested in the same position at the receiving Company, eligible employees will be offered the position in order of seniority. If needed, the tie breaker for employees with the same seniority will be the last four digits of their social security number with the higher number being the more senior.
4. Any CWA-represented regular employee covered by a CWA Labor Agreement held by a participating company whose work is moving from that company to another participating company may be offered the opportunity to follow their work. Such offer will be subject to the need for additional employees at the receiving Company and all applicable qualifications and selection criteria at the receiving Company. Employees who select this option in lieu of any severance payment and who are placed at and report to, the receiving Company, will receive payment for Relocation Allowance per the applicable terms and conditions of the collective bargaining agreement at their former Company. This Relocation Allowance will be paid when 1) the employee relocates his/her home residence as a result of following the work; and 2) the employee's new place of reporting is fifty (50)

miles or greater road miles by the most direct route farther from their residence than was the old report location.

5. Any CWA-represented regular employee covered by a CWA Labor Agreement held by a participating company who becomes surplus and is offered a job, through the CSE process, in another participating company, will receive payment for Relocation Allowance per the applicable terms and conditions of the collective bargaining agreement at their former Company. Employees who accept a job offer in lieu of any severance payment and who are placed at and report to, the new location will receive payment for this Relocation Allowance when 1) the employee relocates his/her home residence; and 2) the employee's new place of reporting is fifty (50) miles or greater road miles by the most direct route farther from their residence than was the old report location.
6. When a bargained-for employee moves to another bargaining unit of the Company covered by this Memorandum of Agreement treatment of vacation time, the Designated Holiday (DH), Floating Holidays (FHs), and Excused Work Days (EWDs) or their equivalent (covered time) will be treated as follows:
  - A covered employee will be eligible for covered time for the current vacation year at the new entity based on the existing labor agreements at that entity. Any covered time already taken at the former entity will be deducted from equivalent covered time for which the employee is eligible at the new entity; the remaining covered time will be scheduled at the new entity subject to needs of the business.
  - Covered time carried over from the prior vacation year must be disposed of, i.e., paid in lieu of or taken at the former entity.
  - In no case will an employee's movement from one entity to another result in the double payment for covered time.

7. Employees who have held the Premises/Wire Technician job title or any job title in an agreement or appendix to an agreement that provides for the terms and conditions of employment for Premises/Wire Technicians ("Premises/Wire Technician Agreements"), are eligible for CSE, but shall be treated as provided in this paragraph. Any employee who has ever held a position in a Premises/Wire Technician Agreement will be treated by any receiving company that is party to this CSE agreement and that also is party to a Premises/Wire Technician Agreement as if they were received from their own Premises Technician/Wire Agreement for all purposes. If the receiving company does not have a Premises/Wire Technician Agreement, then employees transferring to that company shall receive the benefits applicable to other bargained-for employees with similar service in the receiving company, except for pension and post-retirement medical and dental benefits; instead, 1) such employees shall participate in the Bargained Cash Balance Program 2 and 2) if such employee meets the eligibility requirements for post-retirement benefits upon termination, the former employee will pay contributions equal to 50% of the total cost of coverage for post-retirement medical and dental coverage if the former employee is not Medicare eligible and will not be eligible for medical or dental post-retirement coverage if Medicare eligible.
8. Employees selected to fill openings in accordance with terms outlined above, will have their Term of Employment (TOE, which was previously known as Net Credit Service or NCS) or Seniority at the departing company recognized by the receiving Company's pension plan or program, subject to the receiving Company's service bridging rules. However, the TOE or Seniority will be recognized by the receiving company's pension program only for vesting, participation and eligibility service purposes, but not pension credit or accrual purposes. Further, the service performed at the receiving company will be counted in the departing company's pension plan or program, but only for vesting, participation and eligibility purposes (not for pension credit purposes). In no event will a period of service count as pension credit or accrual service in more than one AT&T pension plan or program (in other words, no double counting of service for pension credit or accrual purposes).
9. Unless expressly provided to the contrary by the Benefits Agreement in the Core Collective Bargaining Agreement, employees transferring to companies under this Agreement will receive active benefits and any post-retirement benefits under the benefit plans or programs and subject to the terms of the contractual Benefits provisions of the receiving company.

**Order of Consideration:**

Job offers made under IMF or CSE will follow the order of consideration below after regional contract processes for any bargaining unit job for which he/she qualifies.

- (1) Surplus employee currently on the payroll and surplus employees involuntarily laid off within the last twelve (12) months
- (2) Current employee using the IMF process

For both IMF and CSE, the Union agrees that it will not seek to alter any existing bargaining units in any AT&T Company on the basis of any movement or transfer of employees between said companies as a result of this Agreement. Further, the Union will not, on the basis of this Agreement or change in operations or practices made by Participating Companies as a result of this Agreement in any pleading, petition, complaint or proceeding before the National Labor

Relations Board, an arbitrator or panel of arbitrators, or any court, assert, claim, charge or allege that such companies are a single or joint employer or enterprise, alter egos, accretions or successors of one another, or that any bargaining units of said entities represented by or sought to be represented by the Union are a single bargaining unit, or are or should be otherwise altered in their scope or composition. This commitment on the part of the Union will survive the expiration of this Memorandum, unless and until such time as this commitment is terminated by the mutual written agreement of the parties.

This Agreement shall be subject to the grievance and arbitration procedures of the affected employee's collective bargaining agreement.

**Attachment A**

**CURRENT PARTICIPATING COMPANIES  
COVERED BY INTERSUBSIDIARY MOVEMENT**

Ameritech Services, Inc.  
AT&T Billing Southeast, LLC  
AT&T Corp.  
AT&T Mobility, LLC  
AT&T Mobility Puerto Rico Inc.  
AT&T Services, Inc.  
BellSouth Communication Systems, LLC  
BellSouth Telecommunications, LLC  
Illinois Bell Telephone Company  
Indiana Bell Telephone Company, Incorporated  
Michigan Bell Telephone Company  
Nevada Bell Telephone Company  
The Ohio Bell Telephone Company  
Pacific Bell Telephone Company  
SBC Global Services, Inc. (Midwest, West Region)  
Southwestern Bell Telephone Company  
Teleport Communications America, LLC  
Wisconsin Bell Inc.

**CURRENT PARTICIPATING COMPANIES  
COVERED BY CWA SURPLUS EXCHANGE**

Ameritech Services, Inc.  
AT&T Billing Southeast, LLC  
AT&T Corp.  
AT&T Mobility, LLC  
AT&T Mobility Puerto Rico Inc.  
AT&T Services, Inc.  
BellSouth Communication Systems, LLC  
BellSouth Telecommunications, LLC  
Illinois Bell Telephone Company  
Indiana Bell Telephone Company, Incorporated  
Michigan Bell Telephone Company  
Nevada Bell Telephone Company  
The Ohio Bell Telephone Company  
Pacific Bell Telephone Company  
SBC Global Services, Inc. (Midwest, West Region)  
Southwestern Bell Telephone Company  
Teleport Communications America, LLC  
Wisconsin Bell Inc.

**SUCCESS SHARING PLAN (SSP)**

The Company and the Communications Workers of America (Union) agree to the following concerning the Success Sharing Plan (SSP) for all titles:

Eligible employees may receive annual lump sum cash payments based on AT&T stock price appreciation and AT&T dividend rate.

**Plan Components**

1. **Success Units**

Employees will be awarded 150 success units at the beginning of each award year (October 3, 2016, October 2, 2017 and October 1, 2018). Those success units will only be valid for that award year and will not carryover to the next award year. A success unit is only used as a multiplier in the payout calculation and is not a share of stock nor does it have any other value.

2. **Determining Award Value**

Award Year	Beginning Award Value	Ending Award Value
2017 (October 3, 2016 to September 29, 2017)	October 3, 2016 closing AT&T stock price	September 29, 2017 closing AT&T stock price
2018 (October 2, 2017 to September 28, 2018)	October 2, 2017 closing AT&T stock price	September 28, 2018 closing AT&T stock price
2019 (October 1, 2018 to September 30, 2019)	October 1, 2018 closing AT&T stock price	September 30, 2019 closing AT&T stock price

The stock price used in establishing the award value will be the closing AT&T stock price on the New York Stock Exchange. The award value will be adjusted proportionally to reflect any stock split.

3. **Determining Dividend Rate Value**

Each Award Year payout will include a dividend rate value. This value will be determined by adding each AT&T declared quarterly dividend during the award year and multiplying this total by 150 success units.

**Quarterly Dividend Rates:**

Award Year	Quarters
2017	December 2016, March 2017, June 2017, September 2017
2018	December 2017, March 2018, June 2018, September 2018
2019	December 2018, March 2019, June 2019, September 2019

4. Payout

Employees will receive a total payout based on the difference between the ending award value and the beginning award value for the award year times 150 success units plus the dividend rate value. For example:

**Stock Appreciation Value:**

Beginning award value – October 3, 2016 closing AT&T stock price \$37.00

Ending award value – September 29, 2017 closing AT&T stock price \$42.00

Payout –  $\$42 - \$37 = \$5 \times 150 \text{ success units} = \$750.00$

**Dividend Rate Value:**

December 31, 2016 dividend           \$.48

March 31, 2017 dividend           \$.48

June 30, 2017 dividend           \$.48

September 29, 2017 dividend       \$.48

Total Dividend                       \$1.92

Payout -  $\$1.92 \times 150 \text{ success units} = \$288.00$

**Total Payout**

$\$750.00 \text{ stock appreciation value} + \$288.00 \text{ dividend rate value} = \$1,038.00$

Payment of the award will be made as soon as practicable after the award year and will normally occur the payday of the last full pay period in November. An overtime true-up will be paid in accordance with applicable Federal and/or State laws.

**Eligibility**

Employees eligible for payments as described above are those employees who are on the payroll on both the beginning and ending dates of the award year and who work for a minimum of three (3) months within the award year in a position covered by this Collective Bargaining Agreement. Eligible employees who are on approved leaves of absence or short-term disability absence and meet the other eligibility requirements on the ending date of the award year shall receive a payment, provided they return to duty on or before December 31 of the year in which the payment is made.

An eligible employee who transfers between AT&T Companies participating in the SSP will be eligible to receive a payout under the terms of the SSP applicable to the employee's current bargaining unit at the time of a payout, so long as the combined service in both AT&T Companies satisfies the above eligibility provisions.

**Part-Time Employees**

Eligible part-time employees will receive prorated payments based on actual hours worked during the prior calendar quarter on the ending date of the award year.

**Benefits Treatment**

SSP payments will be recognized as eligible compensation under the following benefit plans:

- Medical
- Life Insurance
- Pension
- Savings Plan



**Taxes, Personal Allotments**

Payments are subject to state and local taxes, Federal Income Tax, Social Security Tax, Medicare Tax, and any state disability deductions at the time of payment. Union dues will be deducted at the same rate as they are deducted for wages. Employees with 401(k) pre-tax elections will not have State or Federal Income Taxes deducted from that portion.

Personal allotments such as United Way contributions will not be made.

**Dispute Resolution**

The Company determinations under this plan shall be final and binding. The Union may present grievances relating to matters covered by the SSP, but neither the plan nor its administration shall be subject to arbitration.

**MEMORANDUM OF AGREEMENT  
2016 NATIONAL INTERNET CONTRACT**

**WAGE CREDIT**

The Company and the Union agree to the following regarding wages for employees who are hired into the 2016 National Internet Contract or who move to the 2016 National Internet Contract via the National Transfer Plan:

- Newly hired employees will normally begin employment at the minimum step of the wage schedule for their job title except that the Company, for prior training or experience may place newly hired employees on any step higher than the minimum step.
- If the Company hires a Customer Assistant(s) at a rate of pay higher than the minimum step due to Tight Labor Market Conditions, it will abide by the Tight Labor Market Wage Credit Guidelines of the AT&T Wage Credit and Wage Treatment Policy as determined by the Company at its discretion.
- New employees who move from another AT&T subsidiary into a position covered by the 2016 National Internet Contract will be placed on the wage step of the wage schedule with a wage rate that is closest to but not lower than the employee's current base wage rate at the subsidiary. But, under no circumstance, will any new employee be paid at a rate higher than the top step of the wage schedule for the title in the National Internet Contract.

This agreement is effective upon signing and will terminate with the Conclusion Article (Article 17) of the 2016 National Internet Contract.

**PRE-2016 MEMORANDA OF AGREEMENTS EXTENDED**

For the life of the 2016 agreement between AT&T Services, Inc. and the Communications Workers of America (“National Internet Contract”), the following Memoranda of Agreement are in effect in accordance with their terms upon ratification of the 2016 Agreement regardless of the termination/expiration date set forth in any such Memorandum of Agreement.

Four-Ten Workweeks
Personnel Records
Strategic Alliance Committee

**MEMORANDUM OF AGREEMENT  
FOUR-TEN WORKWEEKS**

This memorandum of Agreement confirms our understanding concerning the guidelines for administration of Four-Ten hour work schedules.

**Guidelines for Administration of Four-Ten Hour Work Schedules**

**1. Establishing a Four-Ten Work Schedule**

The Company will determine if, when and in which work groups it would establish a four-ten work schedule. The Company can terminate an established four-ten work schedule at any time for any reason.

**2. Overtime**

Overtime will be paid according to Article 10, Section 10.05 of the current Agreement. Overtime is that time worked in excess of the ten (10) hours in a day or time worked in excess of forty (40) hours in a workweek.

**3. Pay for Vacations, Personal Days Off and Holidays**

**Vacations**

A vacation week will always equal forty (40) hours of time off. The employee's scheduled vacation week will be changed to a five-day (5), Monday through Friday, eight (8) hour schedule.

Vacation weeks taken a day-at-a-time should be converted to hours for administrative purposes. A vacation day will be ten (10) hours unless the remaining balance of vacation hours is less than ten (10) hours.

**Personal days off**

The Personal days off specified in Article 9, Section 9.09 will be eight (8) hours.

**Holidays**

An employee's work schedule during a holiday week shall normally be the same as though it were not a holiday week.

If the holiday falls on a scheduled day, and the employee is scheduled off, the Company will pay eight (8) hours of holiday pay at straight time. If the employee wishes to be paid the remaining two (2) hours, the employee may use available vacation or personal days off. If the employee does not wish to be paid, the time will be unpaid excused.

**MEMORANDUM OF AGREEMENT  
FOUR-TEN WORKWEEKS**

Employees who work the holiday will be paid as follows:

- Eight (8) hours straight time for the holiday;
- Time and one-half for each hour worked up to eight (8) hours;
- Straight time for time worked in excess of eight (8) hours;
- Overtime rules apply for time worked in excess of ten (10) hours in accordance with Article 10, Section 10.05 of the current Agreement.

If a holiday falls during an employee's scheduled vacation week; and if the holiday falls on a scheduled vacation day, the employee will be entitled to an additional eight (8) hours of vacation time. If the holiday falls on a non-scheduled day, the employee will receive eight (8) hours of holiday pay at straight time.

**Other Time Off**

Paid absence time will be granted in accordance with Article 9, section 9.15. An employee who is eligible for absence payments will receive ten (10) hours of pay if the employee is sick on a scheduled ten-hour (10) day, unless the remaining balance of paid absence time is less than ten (10) hours.

**MEMORANDUM OF AGREEMENT  
PERSONNEL RECORDS**

Once in each year (and more frequently in unique circumstances where the employee so requests and the Company agrees), employees shall, upon their request, inspect their personnel records in accordance with the Company's practices concerning inspection of personnel and/or medical records. Unless required otherwise by law, under normal circumstances, the opportunity to inspect personnel records will be provided within thirty (30) calendar days of the Company's receipt of the written request to do so.

The Company shall provide an employee with a copy of each written notice of disciplinary action within a reasonable period.

**MEMORANDUM OF AGREEMENT  
STRATEGIC ALLIANCE COMMITTEE**

In the spirit of partnership and in an effort to further strengthen open communication between the parties to the NIC agreement about issues which may affect employees covered by the NIC agreement, AT&T Services, Inc. and the Communications Workers of America agree to institute a national Strategic Alliance Committee in 2014.

The purpose of the committee will be to discuss the needs of the business supported by NIC bargaining unit employees and provide a forum for the Union to discuss various issues with leaders of this business.

The Strategic Alliance Committee will be comprised of two (2) representatives of the National Union, and an equal number of Company representatives, one of whom will be at the fifth level of management or above.

The Strategic Alliance Committee will meet once a year or, to the extent agreed by the parties, more often. The meetings will be conducted via conference call or telepresence unless otherwise mutually agreed.

The formation of the Strategic Alliance Committee will be conditioned upon ratification of the 2013 NIC Agreement.

**PRE-2013 MEMORANDA OF AGREEMENTS EXTENDED**

For the life of the 2013 agreement between AT&T Services, Inc. and the Communications Workers of America (“National Internet Contract”), the following Memoranda of Agreement are in effect in accordance with their terms upon ratification of the 2013 Agreement regardless of the termination/expiration date set forth in any such Memorandum of Agreement.

CWA Nett Academy Training Program
SBC Internet Services – Subcontracting
Subcontracting
Union Orientation
Work/Family Funding
Working Relations Committee



**CWA NETT ACADEMY TRAINING PROGRAM**

July 18, 2010

Bill Bates  
National Telecom Director  
Communications Workers of America – National  
501 3<sup>rd</sup> Street NW  
Washington, DC 20001

Donna Bentley  
Staff Representative  
Communications Workers of America – District 6  
1349 Empire Central, Suite 610  
Dallas, TX 75247

Re: CWA Nett Academy Training Program

Dear Bill and Donna:

During 2010 bargaining you requested that the Company promote the CWA Nett Academy training program. This is to inform you that the Company agrees to promote the CWA Nett Academy training program.

Please contact me with any questions.

Sincerely,

---

/s/Doug Flores  
Executive Director  
Labor Relations

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/s/Rob Zurovec  
Executive Director  
Labor Relations

**Effective Date/Language:** With ratification

**Termination Date/Language:** With expiration of the 2010 Collective Bargaining Agreements

**Applies to:** AT&T Internet Services

**SUBCONTRACTING**

July 31, 2002

William E. Quirk  
Assistant to the Vice President  
District 9  
Communications Workers of America  
2870 Gateway Oaks Drive Suite 100  
Sacramento, CA 95833

RE: SBC Internet Services - Subcontracting

Dear Bill:

As we have discussed during our negotiations for the SBC Internet Services Contract, in making decisions regarding contracting of work, it is the Company's objective to consider carefully the interests of both the customer and employee along with all other considerations essential to the management of the business in a highly competitive and dynamic environment. While the Company believes it is in its best interests to utilize its own employees, the Company does use contractors, as it deems necessary in order to respond to a highly unpredictable marketplace. For various reasons where the needs of the business require, the Company may subcontract bargaining unit work.

Sincerely,

---

/s/Sue Crutcher

**SUBCONTRACTING**

July 18, 2010

Bill Bates  
National Telecom Director  
Communications Workers of America – National  
501 3<sup>rd</sup> Street NW  
Washington, DC 20001

Donna Bentley  
Staff Representative  
Communications Workers of America – District 6  
1349 Empire Central, Suite 610  
Dallas, TX 75247

Re: Subcontracting

Dear Bill and Donna:

During 2010 bargaining you raised an issue regarding the subcontracting of work also performed by employees handling Tier 2 DSL and Tier 2 U-verse work. In response to this issue, and as a supplement to the Working Relations Committee, the Company agrees to have designated representatives meet with one Union representative twice a year in Richardson, Texas, to discuss Company subcontracting relating to work also performed by Tier 2 employees described above.

Sincerely,

---

/s/Doug Flores  
Executive Director  
Labor Relations

---

/s/Rob Zurovec  
Executive Director  
Labor Relations

**Effective Date/Language:** With ratification

**Termination Date/Language:** With expiration of the 2010 Collective Bargaining Agreements

**Applies to:** AT&T Internet Services

**MEMORANDUM OF AGREEMENT  
UNION ORIENTATION**

This Memorandum of Agreement confirms our understanding regarding allowing the Local Union time to meet with newly-hired employee(s) covered by the National Internet Contract.

When an employee is hired into a job title covered under the National Internet Contract, the appropriate Local Union President shall be notified in writing. Notification will include the employee's name, work location, report date, and the name of the designated manager to contact.

The Local Union will arrange with the designated manager to meet with newly-hired employee(s) for the purpose of furnishing them information about the Union. The meeting will be limited to a maximum of thirty (30) minutes and may be coupled with a relief or lunch period. Such orientation meetings shall not interfere with the operations of the Company or the use of space for which the space is intended. Time spent during the basic scheduled work period by the newly-hired employee(s) will be paid as time worked for that employee. One Local Union representative will be paid in accordance with Article 2, Section 2.04 for a maximum of thirty (30) minutes to meet with a newly hired employee(s) for Union orientation.

<b>Effective/date/language:</b>	Upon Ratification
<b>Termination date/language:</b>	With expiration of the 2007 Collective Bargaining Agreement
<b>Applies to:</b>	AT&T Internet Services

Communications Workers of America	AT&T Internet Services
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Agreed: _____ /s/Donna Bentley Staff Representative CWA District 6	Agreed: _____ /s/Doug Flores Executive Director Labor Relations
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Date: <u>3/8/08</u>	Date: <u>3/8/08</u>
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**MEMORANDUM OF AGREEMENT  
WORK/FAMILY FUNDING**

This Memorandum of Agreement confirms our understanding that effective October 1, 2004 the Company will provide a new service to employees. The service will be an educational, resource and referral service that employees can access by calling a toll free number and/or accessing a website. The service will provide education and referrals for a range of family care and daily life needs, including child care, eldercare, adoption information, and education/academic issues.

**Effective Date:** October 1, 2004  
**Termination Date:** With expiration of the 2004 Collective Bargaining Agreement  
**Coverage:** SBC internet Services

Communications Workers of America

SBC Internet Services

Agreed: \_\_\_\_\_  
/s/Val Afanasiev  
Staff Representative  
CWA – District 9

Agreed: \_\_\_\_\_  
/s/Sue Crutcher  
Vice President  
Labor Relations

Date: 8/4/04

Date: 8/4/04

**MEMORANDUM OF AGREEMENT  
WORKING RELATIONS COMMITTEE (WRC)**

This Memorandum of Agreement confirms our understanding that it would be beneficial to both parties to discuss broad concerns of mutual interest. In order to accomplish this goal, the Company and the Union agree to the following:

To establish a Working Relations Committee (WRC).

The WRC does not have the authority to formulate policy or enter into agreements that require collective bargaining. The WRC proceedings will not be used in lieu of the grievance or arbitration procedures nor will they be subject to the grievance and arbitration process.

The WRC will consist of no more than four (4) representatives designated by the Company and no more than four (4) representatives designated by the Union. Pay will be limited to four (4) Union representatives who will be paid in accordance with Section 2.04 of the current Collective Bargaining Agreement for attendance at WRC meetings. Additional Union or Company representatives may attend the meetings, as needed.

The WRC will meet on a quarterly basis, or more frequently upon mutual agreement of the parties, for the purpose of discussing whatever agenda either party may wish to present.

**Effective Date:** With ratification

**Termination Date:** In accordance with the Conclusion Article of the 2004 Collective Bargaining Agreement

**Coverage:** SBC Internet Services

Communications Workers of America

SBC Internet Services

Agreed: \_\_\_\_\_  
/s/Val Afanasiev  
Staff Representative  
CWA – District 9

Agreed: \_\_\_\_\_  
/s/Sue Crutcher  
Vice President  
Labor Relations

Date: 8/4/04

Date: 8/4/04