



YOUR RIGHTS & FAQ



FORMING A UNION AT IHX

★ **What would In Home Experts gain from being part of CWA?**

We will gain a voice on the job and a legally binding contract for our salaries, benefits, job security and working conditions. We will gain power in numbers by being part of the 100,000 CWA members working at AT&T.

★ **What is the urgency to organize now?**

This is the perfect time to organize, and there is some urgency to it. Firstly, AT&T has agreed that we can organize right now, and they have agreed to be completely neutral in the process so there will be no retaliation. But in less than 2 years, this opportunity will end. Secondly, our union is about to kick off bargaining for a new contract in most of the country in a few months. We will have much more leverage to bargain improvements if we organize and join bargaining right now.

★ **Can I be retaliated against for talking to my coworkers about supporting a union with CWA?**

No. AT&T's policy and federal law protect our rights to support and speak to each other about the union at work while on break. Plus, AT&T is officially neutral on employees joining a union. We are confident that there will be zero retaliation for signing a union card and becoming active in your union. That applies to all managers. Mobility policy explicitly directs our managers not to pressure or to discourage us in any other way from supporting the union.

★ **What is a Collective Bargaining Agreement?**

A Collective Bargaining Agreement (CBA), also known as a contract, is the legally binding document which results from the negotiation or bargaining between us and AT&T on salaries, benefits, job security and working conditions. 100,000 AT&T workers have Collective Bargaining Agreements.

★ **What will this mean for our job security?**

We will no longer be "at will" employees. We will fall under the "just cause" standard for discipline or termination under our union contract. This offers much more job security for all of us. Our union contracts also have strong job security provisions, like surplus rules and other agreements designed to protect our jobs.

★ **What protections can we get with CWA?**

We gain transfer and layoff protections, regular raises, "Just Cause" for discipline, Weingarten rights (the right to have union representation in company investigations), COVID-19 safety protections, grievance and arbitrations protections, and more. We can bargain for quota relief and overtime protections which RSCs have gained through bargaining.

★ **If a majority of us sign cards, will we automatically go into the existing Mobility union contracts?**

Yes. Once we win, we will get the benefits found in the existing union agreement.

★ **What happens to my wages and benefits during bargaining?**

Once we win our union, we will have a right to bargain over improvements in our pay. Our Mobility colleagues have been able to win consistent increases thanks to union negotiations. In every case, wages have gone up when Mobility workers have joined the union. Our health benefits will become much more affordable, which puts money in our pocket. See the Union Difference page for more info.

★ **How much are union dues and what do they get spent on?**

Dues are 1.3% of our base wages. Dues are not paid on commission, premiums or overtime. We only start paying dues as soon as we start receiving the benefits of the contract. We, as members, will decide how we spend our dues. Typically union dues are spent on representation, mobilization, organizing and education. The more of us that are members the stronger our voices will be in improving our working conditions. We need everyone to join and make our union stronger.

★ **Do unionized IHX workers have to work under the point system that RSC's have?**

No! CWA was able to successfully carve out IHX workers from the point system.

★ **I like my job. Why should we join the union?**

Joining CWA will allow us to protect the things we like about our job and have a say in the things we want to improve.

★ **I think we need a union but I am about to quit. How does this affect me?**

While you are here we would love for you to help us make it better and gain a voice by joining. You can help make this workplace better for those that will come after you.

★ **I thought I was a manager who could not join the union?**

At one point, some of us were told we were managers. A manager, typically, has the legal right to hire and fire, and direct work. Under the law, IHX employees are not managers. If you are still in the system erroneously as a manager, yes, that will probably change.

★ **I have a great relationship with my manager. How will this impact our relationship?**

Thousands of managers at AT&T supervise workers with union contracts. If you have a great relationship with your manager, being in the union will not change that. Some managers are former union members themselves and see the union as a positive for workers. Better pay and working conditions at IHX help everyone.

★ **I used to work as an RSC. Will I get to combine my RSC seniority with my time at IHX?**

Yes, they will be combined.

★ **If I am in the union, will I have transfer rights under the contract if I want to apply to a job in another state or department?**

As a union member, you can apply for and move to any job within AT&T Mobility. In addition, you will have access to our National Transfer Plan which provides a process for AT&T bargained-for employees to move to bargained-for jobs in other AT&T companies.

★ **I want to get active. How can I help build our union at IHX?**

Great! For this to succeed, we need IHX employees to step up and help to build the union. You can speak to your co-workers, distribute information, and ask them to sign an authorization card. Visit CWA.org/IHX or email MClinton@CWA-union.org to get more involved in building with CWA for a stronger voice on the job.