

AT&T Mobility Final Bargaining Report

February 21, 2020

The CWA Bargaining Committee has reached a tentative agreement with AT&T Mobility. The following summarizes the changes your bargaining team was able to negotiate.

Wages

- **Wage Increases**
 - 2020 – 2.00%
 - 2021 – 2.75%
 - 2022 – 2.50%
 - 2023 – 2.25%
- **Ratification Bonus**
 - \$1,000

Benefits

- **Short Term Disability**
 - No Changes
- **Pensions**
 - Banded Plan – no changes
 - BCB2 – no changes
- **Paternity Leave**
 - The Union negotiated 2 weeks of paid parental leave effective 1/1/2021
- **Healthcare**
 - 29% Cost share for all Current employees
 - 32% Cost share for all employees hired after 1/1/2021
 - 3 tier plan
 - Co-Insurance for RX

Upgrades

- **Customer Service Representatives, Customer Service Specialist, Client Service Specialist**
 - **The Union successfully negotiated an upgrade for approximately 2,000 employees with an increase to top step of \$42 a week**
- **Business Customer Service Specialist II (BCSSII)**
 - **The Union successfully negotiated an upgrade with an increase to top step of \$78 a week**
- **Clerical Associates and Workforce Administrator**
 - **The Union successfully negotiated an increase to top step of \$15 a week**

Article 12 – Hours of Work

- **The Union negotiated improvements including; A mini-shift bid will be initiated to integrate the New Hires into the existing schedule.**

Article 14 – Force Adjustment

- **The Union negotiated improvements including; the cap for severance pay was increased to \$18,000 and increased the notification timeframe in Retail Sales rearrangement or store closure.**

Article 15 – Non-Discrimination

- **The Union negotiated improvement to the article language in language to include gender identity and expression.**

Article 16 – Safety

- **The Union negotiated improvements to consider information provided by the employee regarding the State of Emergency for any impact to attendance related discipline.**

Article 17 – Company-Union Relationship

- **The Union negotiated improvements related to time off for Union Activities and time off to attend solely to Union matters.**

Article 19 – Basis of Compensation

- **The Union negotiated improvements related to Retail Sales Consultants and placement in the new wage table if moving to or from the RSC title**
- **The Union negotiated improvements to the On-Call pay out to \$38.**

Article 21 – Absences

- **The Union negotiated improvements including; language improvement by adding Memorial Service and by adding an additional day for travel beyond 200 miles**
- **The Union negotiated a ten (10) day paid absence cap to those hired before 1/1/2017 and a five (5) day cap on those hired after 1/1/2017**

Article 25 – Exchange Time

- **The Union negotiated improvements to the scheduling of exchange time language.**

Letter of Agreement – Quality Observations

- **The Union negotiated improvements that the Company is limited to eight (8) observations in the Call Centers and six (6) observations in Retail Locations**

Letter of Agreement – Safety Boots

- **The Union negotiated that the Company will provide climbing boots**

Letter of Agreement – Prescription Safety Glasses

- **The Union negotiated that the Company will provide safety glasses.**

Company Wellness Letter

- **Added Company Wellness Letter for access to Your Health Matters**

CVS Caremark

- **Added CVS Letter that allows employees to pick up 90-day supply at CVS as opposed to mail order**

Integrated Solutions Rep Operational Items

- **Added letter to address IHX concerns in Arkansas related to system access**

Letter Outside of Agreement – Manager in 60 (MI60)

- **The Union negotiated a letter of agreement that provides guidelines for call centers using this program.**

Letter of Agreement – Employee Security Commitment

- **The Union negotiated a letter of agreement that provides guidelines for those affected by a Call Center or Retail Sales closure.**

MOA Regarding Voluntary Recognition

- **The Union negotiated the continuation of this letter.**

National Transfer Plan

- **The Union negotiated the continuation of this letter.**

Letter Outside of Agreement – Team Lead Program

- **The Union negotiated a letter of agreement that provides guidelines for call centers using this program.**

Attendance language in settlement

- **The Union successfully negotiated a recalculation in attendance points reducing points assigned for multi day absences under point-based attendance policies to .5 points after day 1.**

Letter of Agreement – At-Risk Pay

- **The Union successfully negotiated to move \$2,500 from the “at-risk” commission to annual base wage for Retail Sales Consultants**
- **The Union successfully negotiated to move \$500 from the “at-risk” commission to annual base wage COS Sales Advocate (Cricket)**

Memorandum of Agreement – Call Center Percentages

- **The Union negotiated that call centers in District 6 will receive no less than 7% of the total calls for the life of the contract**

IHX Sales Profile Letter

- **The Union successfully negotiated a letter to address IHX concerns in Arkansas related to system access**

Letter Outside of Agreement – Wireline/Wireless Transition

- **The Union negotiated a letter to secure discussion about movement from AT&T Southwest Wireline agreement to the AT&T Mobility agreement in the event of a AT&T Southwest Wireline call center surplus.**

In Solidarity,

Your CWA Bargaining Committee

AT&T Mobility Services LLC
AT&T Customer Services, Inc.

and

Communications Workers of America District 6

Company Package Proposal
February 22, 2020

JCU 02/22/2020
@ 6:53pm

TA
2/22/2020

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THIS PROPOSAL MUST BE ACCEPTED OR REJECTED IN ITS ENTIRETY AND EFFECTIVELY REJECTS ALL PROPOSALS THAT ARE NOT INCLUDED IN THIS PROPOSAL PACKAGE.

Company Package Proposal February 22, 2020

The Company submits the following Package Proposal for a successor collective bargaining agreement. Any Union proposals not addressed in this proposal are deemed rejected, however, all prior tentative agreements reached between the parties during 2020 negotiations are incorporated by reference in this document

Subject to the parties executing this proposal by February 22, 2020 and the ratification of the 2020 Agreement by April 6, 2020, the Company will pay the following General Wage Increases, Ratification Bonus, and the attached benefits. If the stated conditions are met, the 2020 wage increases will be effective February 22, 2020 and the benefit changes will be effective beginning the 2021 plan year.

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Provisions in this proposal shall become effective as stated, subject to receipt by the Company of written notification from an authorized representative of the Union that the Agreement has been duly ratified by the employees represented by the Union, provided said notification is received by the Company on or before 5:00 p.m. Central Standard Time on April 6, 2020. If the stated conditions are not met, this offer will have no force or effect, and all proposals made by the Company up to that time will be deemed withdrawn.

THIS PROPOSAL MUST BE ACCEPTED OR REJECTED IN ITS ENTIRETY AND EFFECTIVELY REJECTS ALL PROPOSALS THAT ARE NOT INCLUDED IN THIS PROPOSAL PACKAGE.

GENERAL WAGE INCREASE

The top step of the wage tables for each job title shall be increased as shown in the table below. The remaining steps in the wage tables, other than step 1 which will remain the same as in the 2016 Regional Labor Agreement, will be exponentially increased.

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Effective	Top Step	Bottom Step
February 22, 2020	2.00%	No change
February 21, 2021	2.75%	No change
February 20, 2022	2.50%	No change
February 19, 2023	2.25%	No change

Annual increases are effective on the dates indicated above. Employees in the Integrated Solutions Representative and Integrated Sales Support Representative titles will receive the agreed upon annual percent increase applied to their current annual wage on the effective date each year.

The Company will notify the Union when it is ready to implement the 2020 wage adjustment retroactive to the Labor Agreement effective date February 22, 2020.

RATIFICATION BONUS

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A \$1,000 lump sum ratification bonus shall be paid if the Company receives official notice from the Union on or before 5:00 p.m. Central Standard Time on April 6, 2020. Employees must be on payroll in a Mobility District 6 (Purple) bargained title on both the Ratification Date and the payout date to be eligible to receive the payment. All payments will be subject to normal wage withholdings and deductions. The Company will pay this bonus within a reasonable time following the Ratification Date.

CONSOLIDATED CUSTOMER SERVICE REPRESENTATIVE TITLE

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**Identified Customer Support Specialist, Client Service Specialist
And Customer Service Representative 1
To Consolidated Customer Service Representative Title**

These employees will be slotted into the closest step in the new wage schedule applicable to the Consolidated Customer Service Representative title that is equal to, but not less than, their current wage rate. For those in progression, the next increase date will be reset upon the move into the new title/wage table and employees will receive the next applicable step increase six (6) months from the date of the move in accordance with wage progression rules. The provisions of Article 19, Section 1.c. do not apply. The Company will complete movements into the Consolidated Customer Service Representative title within a reasonable period of time after the Contract Ratification Date.

The Company has provided lists of the identified titles on CD02 based upon information and data currently available. As such, these lists may not contain all employees who will be impacted by the new job title. Likewise, some employees listed may not be impacted at the time when the title change occurs. The Company expressly reserves the right to supplement, correct, modify or change the list if it is later determined to be incomplete, inaccurate or erroneous.

New Wage Table

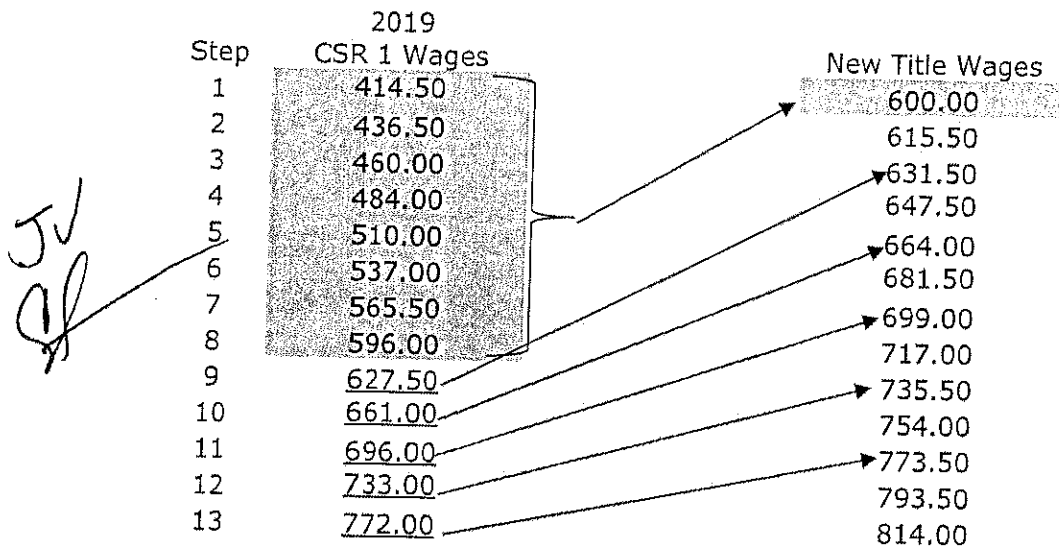
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Step	2019	
	CSR 1 Wages	New Title Wages
1	414.50	600.00
2	436.50	615.50
3	460.00	631.50
4	484.00	647.50
5	510.00	664.00
6	537.00	681.50
7	565.50	699.00
8	596.00	717.00
9	627.50	735.50
10	661.00	754.00
11	696.00	773.50
12	733.00	793.50
13	772.00	814.00

Note: The new title table above does not include the 2020 General Wage Increase (GWI) or appropriate rounding. The 2020 GWI and appropriate rounding will be applied to the table above and the new table will be used going forward.

Employees over the top of the new wage table may receive any applicable lump sum.

For example, CSR 1s on Steps 1 thru 8 would slot into the new table to Step 1 at 600.00 a week.



Identified Customer Support Specialist, Client Service Specialist and Customer Service Representative I to Consolidated Customer Service Representative Title

Title/Location for Upgraded Representatives

Customer Service Representative I	17000 Cantrell Rd	Little Rock, AR
Customer Service Representative I	3201 Quail Spring Pkwy	Oklahoma City, OK
Customer Service Representative I	15901 E Skelly Dr	Tulsa, OK
Customer Service Representative I	2029 S Sheridan Rd	Tulsa, OK
Customer Service Representative I	4544 S Lamar Blvd	Austin, TX
Customer Service Representative I	9700 Bissonnet St	Houston, TX
Customer Service Representative I	2321 N University Ave	Lubbock, TX
Customer Service Representative I	2220 Campbell Creek Ave	Richardson, TX
Customer Support Specialist	3201 Quail Spring Pkwy	Oklahoma City, OK
Customer Support Specialist	15901 E Skelly Dr	Tulsa, OK
Customer Support Specialist	4544 S Lamar Blvd	Austin, TX
Customer Support Specialist	2321 N University Ave	Lubbock, TX
Client Service Specialist	17000 Cantrell RD	Little Rock, AR
Client Service Specialist	2029 S Sheridan Rd	Tulsa, OK
Client Service Specialist	2321 N University Ave	Lubbock, TX

RETAIL SALES CONSULTANT WAGE TABLE UPGRADE:

Prior to implementing the 2020 General Wage Increase (GWI), the Company will increase each step of the 2019 Retail Sales Consultant wage table by \$2500 with a corresponding reduction in the "At-Risk" commission minimum in LOA 2.

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1. As soon as practicable following ratification, an effective date will be set for the \$2500 increase to correspond with the new "At Risk" Commission adjustment. The Company will notify the Union of the scheduled effective date.
2. The 2020 GWI and appropriate rounding will be applied to the table and the new table will be used going forward.

Step	2019 Weekly	2020 GWI Effective 2/22/2020	Commission Adjustment date TBD
1	354.50	354.50	402.50
2	378.00	378.50	427.50
3	403.00	404.50	454.00
4	430.00	432.00	482.50
5	458.50	461.50	512.50
6	489.00	493.00	544.50
7	521.50	526.50	578.50
8	556.00	562.50	614.50
9	593.00	600.50	652.50
10	632.00	641.50	693.50
11	674.00	685.50	736.50
12	719.00	732.00	782.50
13	766.50	782.00	831.00

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COS SALES ADVOCATE WAGE TABLE UPGRADE:

Prior to implementing the 2020 General Wage Increase, the Company will increase each step of the 2019 Sales Advocate wage table by \$500 with a corresponding reduction in the "At-Risk" commission minimum.

1. As soon as practicable following ratification, an effective date will be set for the \$500 increase to correspond with the new "At Risk" Commission adjustment. The Company will notify the Union of the scheduled effective date.
2. The 2020 GWI and appropriate rounding will be applied to the table and the new table will be used going forward.

Step	2019 Weekly	2020 GWI Effective 2/22/2020	Commission Adjustment date TBD
1	353.00	353.00	362.50
2	376.50	377.00	387.00
3	401.50	403.00	413.00
4	428.50	430.50	440.50
5	457.00	460.00	470.50
6	487.50	491.50	502.00
7	520.00	525.50	535.50
8	555.00	561.50	571.50
9	592.00	600.00	610.00
10	631.50	641.00	651.00
11	673.50	685.00	695.00
12	718.50	732.00	741.50
13	766.50	782.00	791.50

BUSINESS CUSTOMER SERVICE SPECIALIST II (BCSSII) WAGE TABLE UPGRADE

Prior to implementing the 2020 General Wage Increase, the Company will upgrade the BCSSII Wage Table as shown in the chart below.

Step	2019 Current Weekly	Upgrade prior to application of 2020 GWI
1	489.00	489.00
2	510.50	514.50
3	533.50	541.50
4	557.00	570.00
5	582.00	599.50
6	608.00	631.00
7	635.00	664.00
8	663.00	699.00
9	692.50	735.50
10	723.00	774.00
11	755.50	814.50
12	789.00	857.00
13	824.00	902.00

Note: The revised table above does not include the 2020 General Wage Increase (GWI) or appropriate rounding. The 2020 GWI and appropriate rounding will be applied to the table above and the new table will be used going forward.

CLERICAL ASSOCIATE WAGE TABLE UPGRADE

Prior to implementing the 2020 General Wage Increase, the Company will upgrade the Clerical Associate Wage Table as shown in the chart below.

Step	2019 Current Weekly	Upgrade prior to application of 2020 GWI
1	406.50	406.50
2	427.50	428.50
3	449.50	451.00
4	473.00	475.50
5	497.50	501.00
6	523.50	527.50
7	550.50	556.00
8	579.00	586.00
9	609.00	617.00
10	640.50	650.50
11	674.00	685.00
12	709.00	722.00
13	745.50	760.50

Note: The revised table above does not include the 2020 General Wage Increase (GWI) or appropriate rounding. The 2020 GWI and appropriate rounding will be applied to the table above and the new table will be used going forward.

WORKFORCE ADMINISTRATOR WAGE TABLE UPGRADE

Prior to implementing the 2020 General Wage Increase, the Company will upgrade the Clerical Associate Wage Table as shown in the chart below.

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Step	2019 Current Weekly	Upgrade prior to application of 2020 GWI
1	422.00	422.00
2	442.50	443.50
3	464.00	465.50
4	486.50	489.00
5	510.50	513.50
6	535.00	539.50
7	561.00	566.50
8	588.50	595.00
9	617.00	625.00
10	647.00	656.50
11	678.50	690.00
12	711.50	724.50
13	746.00	761.00

Note: The revised table above does not include the 2020 General Wage Increase (GWI) or appropriate rounding. The 2020 GWI and appropriate rounding will be applied to the table above and the new table will be used going forward.

APPENDIX A

See Attachment 1

SETTLEMENT AGREEMENT LANGUAGE

Attendance Policies:

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Statement of Intent Regarding Attendance Policy Changes

1. *Scope:* Will apply to all point-based attendance policies currently in effect except for the Network organization and other business organizations that have the same or similar attendance policies as the Network organization.
2. *Policy Change:* When an employee is absent for consecutive days, one point will be assigned to the first day of an unexcused absence in each multi-day occurrence. The second and each subsequent day of unexcused absence in each multi-day occurrence will be assessed one-half (0.5) point (e.g., an employee will receive two points for a three-day unexcused absence; one point for the first day, one-half point for the second day, and one-half point for the third day).
3. *Point of Reduction for Employees on a Final Written Warning for Attendance:* The Company will make a one-time adjustment to the point total of any within scope employee who, on the date of contract ratification in 2020, is on a Final Written Warning for Attendance, by reducing such employee's point total by one (1) full point. The Union reserves its right to grieve and arbitrate any attendance related discipline.

BENEFITS

**AT&T Mobility Purple
Benefit Outline Summary**

This Agreement is between the COMMUNICATIONS WORKERS OF AMERICA, DISTRICT 6 (hereinafter called the "Union" or the CWA), and AT&T MOBILITY SERVICES LLC and AT&T CUSTOMER SERVICES, INC. (collectively referenced as "the Company") (the Company and Union are collectively referenced as "Parties"), on behalf of all bargaining units represented by the Union ("Agreement"). Subject to the Company receiving written notice on or before XXXXX XX, 2020 from an authorized representative of the Union that this Agreement has been duly ratified by the employees represented by the Union and approved by the CWA International President, the Parties mutually agree as follows.

The benefit provisions of the successor National Bargained Benefit Plan ("NBBP") and its Attachments effective for the calendar years of 2017-2020 are not a subject of this Agreement and nothing in this Agreement, including but not limited to the definitions of Current Employees, 2017 New Hires and 2021 New Hires shall apply to the National Bargained Benefit Plan for any purpose.

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 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.

It is understood that certain benefits provided under the Agreement 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 this Agreement will remain in effect through expiration.

The Company retains the right to make administrative changes, corrections, and adjustments to the Agreement according to its fiduciary responsibilities. No administrative changes, corrections or adjustments shall have the effect of diminishing the plan benefits negotiated by the Parties. Benefit Claims will be governed by the ERISA Plan(s) appeal process terms and will not be subject to grievance or arbitration.

For purposes of this Agreement (including Exhibit 1) only, unless noted otherwise, and except that Pension and Savings Benefit Plans will be treated as described in Section 2 below:

- Mobility District 6 bargained employees hired, rehired or transferred (including transfers pursuant to the National Transfer Plan (NTP)) into Mobility Purple bargained titles before January 1, 2017 shall be referred to as "Current Employees". "Current Employees" shall also include transfers from Mobility Districts 1,2-13,4,7,9 and 3 hired or rehired before January 1, 2017;
- Mobility District 6 bargained employees hired, rehired or transferred (including transfers pursuant to the NTP) into Mobility Purple bargained titles on or after January 1, 2017 and before January 1, 2021 shall be referred to as "2017 New Hires". "2017 New Hires" shall also include transfers from Mobility Districts 1,2-13,4,7,9 and 3 hired or rehired on or after January 1, 2017 and before January 1, 2021;

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CWA must undertake all precautions to secure from inadvertent or improper disclosure.

- Mobility District 6 bargained employees hired, rehired or transferred (including transfers pursuant to the NTP) into Mobility Purple bargained titles on or after January 1, 2021 shall be referred to as "2021 New Hires". "2021 New Hires" shall also include transfers from Mobility Districts 1,2-13,4,7,9 and 3 hired or rehired on or after January 1, 2021;
- Current Employees, 2017 New Hires and 2021 New Hires shall be referred to collectively as "Employees".

Effective January 1, 2021 unless noted otherwise, Current Employees, 2017 New Hires and 2021 New Hires shall be eligible to participate in the benefit plans or programs identified in the chart below by an "X", with the plan terms, conditions and provisions which were in effect on February 21, 2020 as described in the applicable SPDs and SMMs, except as noted herein.

Plan/Program/Policy	Current Employees	2017 New Hires	2021 New Hires
AT&T Mobility Medical Program (program name expected to change for 2021)	X	X	X
AT&T Dental Program (Bargained Employees)	X	X	X
AT&T Vision Program (Bargained Employees)	X	X	X
AT&T CarePlus – A Supplemental Benefit Program	X	X	X
AT&T Employee Assistance Program	X	X	X
AT&T Group Life Insurance Program for Active Employees ¹	X	X	X
AT&T Consolidated Long-Term Care Insurance Plan (closed to new entrants 5/1/2012) ²	X		
AT&T Adoption Assistance Policy	X	X	X
AT&T Tuition Reimbursement Policy	X	X	X
AT&T Flexible Spending Account Plan	X	X	X
AT&T Mobility Disability Benefits Program for Southwest Bargained Employees	X		
AT&T Disability Income Program ³		X	X

¹ This program includes Supplemental Life Insurance and Dependent Life Insurance provisions.
² The Company may unilaterally discontinue or modify the AT&T Consolidated Long-Term Care Insurance Plan from time-to-time without further discussions with the Union.
³ Effective on January 1, 2021, 2021 New Hires will be eligible for the AT&T Disability Income Program.

Section 1: HEALTH AND WELFARE BENEFIT PLANS

Current Employees, 2017 New Hires and 2021 New Hires	
Effective Date(s)	1/1/2021, unless noted otherwise
MEDICAL PROGRAM BENEFITS	
Program	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> AT&T Mobility Medical Program*</p> <p>(program name expected to change for 2021)</p> <p>Fully-insured coverage options such as HMOs continue to be available at the discretion of the Company.</p> <p>*This document highlights key elements of program design. For complete program details, refer to the applicable Summary Plan Description (SPD) & associated Summary of Material Modifications (SMMs).</p>
Eligibility for Coverage	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> Eligibility for coverage begins 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*.</p> <p>*Temporary Employees who enroll will not be eligible for subsidized coverage.</p>
Eligibility for Company Subsidy	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program</p> <p>Individual Coverage*: Company subsidy for Employees enrolled in Company-sponsored Individual medical coverage (including fully insured coverage options, if available) will begin on the first day of the month in which 90 days of net credited service (NCS) is attained (also referred to as term of employment (TOE)). Employees with less than 90 days of NCS will be eligible to enroll in Company-sponsored medical coverage (including fully insured coverage options, if available) but are required to pay 100% of the cost of coverage.</p> <p>Individual+Child(ren), Individual+Spouse and Family Coverage*: Company subsidy for Employees enrolled in Company-sponsored medical coverage other than Individual coverage will begin on the first day of the month in which 6 months of net credited service (NCS) is attained (also referred to as term of employment (TOE)). Employees with less than 91 days of NCS may enroll in Company-sponsored medical coverage (including fully insured coverage options, if available) but are required to pay 100% of the cost of coverage. Employees with more than 90 days of NCS and less than 6 months of NCS may enroll in Company-sponsored medical coverage (including fully insured coverage options, if available) but are required to pay 100% of the cost of coverage reduced by the company subsidy for the Individual coverage tier.</p> <p>*Temporary Employees who enroll will pay 100% of the full cost of coverage.</p>
EE Class	Full Time & Part Time Regular Employees, and Full-time Temporary Employees
Health Reimbursement Account (HRAs)	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> None.</p>

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Current Employees, 2017 New Hires and 2021 New Hires

Full Time EE Contribution Per Month

No active participating Employee will pay more than 100% of the cost of coverage.

2017 New Hires and Current Employees

Option 1:

	2021	2022	2023	2024
Individual	\$122	\$127	\$133	\$139
Individual + Spouse	\$344	\$359	\$374	\$392
Individual + Child(ren)	\$215	\$224	\$234	\$245
Family	\$370	\$385	\$402	\$422

Option 2:

	2021	2022	2023	2024
Individual	\$82	\$87	\$93	\$99
Individual + Spouse	\$231	\$246	\$262	\$280
Individual + Child(ren)	\$144	\$153	\$164	\$174
Family	\$248	\$264	\$282	\$300

Option 3:

	2021	2022	2023	2024
Individual	\$18	\$24	\$30	\$36
Individual + Spouse	\$50	\$68	\$86	\$103
Individual + Child(ren)	\$31	\$43	\$53	\$64
Family	\$54	\$74	\$92	\$110

2021 New Hires

Option 1:

	2021	2022	2023	2024
Individual	\$145	\$152	\$158	\$166
Individual + Spouse	\$410	\$427	\$446	\$468
Individual + Child(ren)	\$256	\$267	\$279	\$292
Family	\$440	\$459	\$480	\$503

Option 2:

	2021	2022	2023	2024
Individual	\$105	\$111	\$119	\$126
Individual + Spouse	\$296	\$314	\$334	\$355
Individual + Child(ren)	\$185	\$196	\$209	\$222
Family	\$319	\$338	\$359	\$382

Option 3:

	2021	2022	2023	2024
Individual	\$41	\$49	\$56	\$63
Individual + Spouse	\$115	\$137	\$158	\$178
Individual + Child(ren)	\$72	\$86	\$98	\$111
Family	\$124	\$147	\$169	\$192

Part Time EE Contributions

No active participating Employee will pay more than 100% of the cost of coverage.

2021 New Hires, 2017 New Hires and Current Employees

No change from current program.

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Current Employees, 2017 New Hires and 2021 New Hires

Based on Scheduled hrs./week:

- Greater than or equal to 20 hrs. = 50% of full cost of coverage*.
- Less than 20 hrs. = 100% of full cost of coverage* with no Company subsidy.

* Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.

Working Spouse/ Partner Contribution

2021 New Hires, 2017 New Hires and Current Employees

Spouse/Partner Access to Medical Coverage Additional Medical Contribution:

Participants whose spouse/partner enrolls in AT&T-sponsored medical coverage (within either self-insured or fully insured programs) but otherwise has access to medical coverage through their employer, excluding AT&T, will pay an additional monthly contribution toward their cost of coverage. The monthly additional contribution is shown below. The participant must attest that his or her spouse/partner does not have access to medical coverage otherwise the additional contribution will be applied.

Additional Monthly Medical Contribution:

<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
\$100	\$100	\$115	\$125

Tobacco Use Contribution

2021 New Hires, 2017 New Hires and Current Employees

Tobacco Use Additional Medical Contribution:

Employees and/or spouses/partners who use tobacco, are enrolled in AT&T-sponsored medical coverage (within either self-insured or fully insured programs) and who choose not to participate in a designated Tobacco Cessation program will pay an additional monthly contribution toward their cost of coverage. The employee and/or spouse/partner must attest to no tobacco usage or engage in a Company-sponsored Tobacco Cessation program in the time defined during Annual Enrollment otherwise the additional monthly contribution will be applied. Engagement is currently defined as enrollment, participation and completion. A tobacco user is currently defined as someone who has used tobacco products more frequently than once every month. Tobacco products include cigarettes, cigars, pipes, e-cigarettes, vaporizers and smokeless tobacco. The definitions of engagement, the Company-sponsored Tobacco Cessation program, tobacco user and tobacco products may change from time to time, at the sole discretion of the Company. The monthly contribution is shown below.

Additional Monthly Medical Contribution for each employee or spouse/partner:

<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
\$60	\$65	\$70	\$75

Coinsurance Copay/Coinsurance

2021 New Hires, 2017 New Hires and Current Employees

No change from current program except as provided below.

Option 1 and Option 2:

	<u>2021-2024</u>	
	<u>Network/ONA</u>	<u>Non-Network</u>
Preventive	\$0 / 0% Ded waived	No Benefit
Sickness/ Illness	\$0 / 10% After Ded	\$0 / 50% After Ded

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Current Employees, 2017 New Hires and 2021 New Hires

Emergency Room Facility/Professional Services (Emergencies)	\$0 / 10% After Ded	\$0 / 10% After Ded
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Option 3:

	2021-2024	
	Network/ONA	Non-Network
Preventive	\$0 / 0% Ded waived	No Benefit
Sickness/Illness	\$0 / 20% After Ded	\$0 / 50% After Ded
Emergency Room Facility/Professional Services (Emergencies)	\$0 / 20% After Ded	\$0 / 20% After Ded

Examples of Coinsurance provisions include:

- Applies after applicable Network/ONA or Non-Network Deductible amount is satisfied.
- Applies to all covered health services, including mental health/substance abuse benefits under the program with the exceptions below:
 - Does not apply toward Prescription Drugs.
 - Does not apply toward Network/ONA preventive services.
- Actual amount that is applied to the Coinsurance is calculated on the basis of eligible/allowable expenses.
- All Coinsurance applies to applicable Network/ONA or Non-Network Out-of-Pocket Maximums

Note: For non-network provisions, the methodology for calculating the Allowable Charge for all categories of Non-Network expenses may be changed from time to time at the Company's discretion.

Annual Deductible

2021 New Hires, 2017 New Hires and Current Employees
No change from current program except as provided below.

Option 1:

	2021		2022		2023		2024	
	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network
Ind	\$ 750	\$2,625	\$ 800	\$2,800	\$ 850	\$2,975	\$ 900	\$3,150
Ind+Sp	\$1,500	\$5,250	\$1,600	\$5,600	\$1,700	\$5,950	\$1,800	\$6,300
Ind+Ch	\$1,500	\$5,250	\$1,600	\$5,600	\$1,700	\$5,950	\$1,800	\$6,300
Family	\$1,500	\$5,250	\$1,600	\$5,600	\$1,700	\$5,950	\$1,800	\$6,300

The following Annual Deductible Provisions will apply to Option 1:

- Applies to all covered health services, including mental health/substance abuse (MH/SA) benefits under the program.
- The following costs will never apply towards Deductible:
 - Network/ONA preventive care
 - Any applicable monthly contributions
 - Prescription drugs
 - Any charges for non-covered health services

Current Employees, 2017 New Hires and 2021 New Hires

- Any penalties for failure to comply with terms of program (i.e., preauthorization/predetermination)
- Charges that exceed eligible expenses
- Any charges for services that are exclusions under the program
- Actual amount that is applied to the Annual Deductible is calculated on the basis of eligible/allowable expenses.
- Separate Deductible amounts apply to Network/ONA and Non-Network. Amounts incurred under each option do not cross apply between any other option.
- With Individual+Child(ren), Individual+Spouse and Family coverage, a covered person is eligible to receive benefits once their eligible/allowable expenses satisfy the Individual Deductible amount. The Individual+Child(ren), Individual+Spouse or Family Deductible, as applicable, is met once any combination of covered persons' eligible/allowable expenses meet the Individual+Child(ren), Individual+Spouse or Family Deductible amount, respectively. It is not necessary that any one individual reach the Individual Deductible but no one individual may contribute more than the Individual Deductible amount.
- The following costs paid by the participant apply toward the applicable Network/ONA or Non-Network Deductible amounts:
 - Network allowable charges for eligible expenses (for Network/ONA),
 - Non-Network allowable charges for eligible expenses (for Non-Network),
- The Annual Deductibles are included in the Out Of Pocket Maximums.

Option 2:

	2021		2022		2023		2024	
	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network
Ind	\$1,300	\$3,900	\$1,350	\$4,050	\$1,400	\$4,200	\$1,450	\$4,350
Ind+Sp	\$2,600	\$7,800	\$2,700	\$8,100	\$2,800	\$8,400	\$2,900	\$8,700
Ind+Ch	\$2,600	\$7,800	\$2,700	\$8,100	\$2,800	\$8,400	\$2,900	\$8,700
Family	\$2,600	\$7,800	\$2,700	\$8,100	\$2,800	\$8,400	\$2,900	\$8,700

Option 3:

	2021		2022		2023		2024	
	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network
Ind	\$3,000	\$9,000	\$3,000	\$9,000	\$3,000	\$9,000	\$3,000	\$9,000
Ind+Sp	\$6,000	\$18,000	\$6,000	\$18,000	\$6,000	\$18,000	\$6,000	\$18,000
Ind+Ch	\$6,000	\$18,000	\$6,000	\$18,000	\$6,000	\$18,000	\$6,000	\$18,000
Family	\$6,000	\$18,000	\$6,000	\$18,000	\$6,000	\$18,000	\$6,000	\$18,000

The following Annual Deductible Provisions will apply to Option 2 and Option 3:

Integrated with Med/Surg, Rx, MH/SA, CarePlus

- Applies to all covered health services, including mental health/substance abuse (MH/SA) and prescription drug (Rx) benefits under the program.
- The following costs will never apply towards Deductible:
 - Network/ONA preventive care
 - Any applicable monthly contributions
 - Any charges for non-covered health services

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Current Employees, 2017 New Hires and 2021 New Hires

- Any penalties for failure to comply with terms of program (i.e., preauthorization/predetermination)
- Charges that exceed eligible expenses
- Any charges for services that are exclusions under the program
- Actual amount that is applied to the Annual Deductible is calculated on the basis of eligible/allowable expenses.
- Separate Deductible amounts apply to Network/ONA and Non-Network. Amounts incurred under each option do not cross apply between any other option.
- If the coverage tier is Individual+Child(ren), Individual+Spouse or Family, no individual can receive benefits until the Individual+Child(ren), Individual+Spouse or Family Annual Deductible, respectively, is met. The Individual+Child(ren), Individual+Spouse or Family Annual Deductible can be met by one or a combination of covered family members.
- The following costs paid by the participant apply toward the applicable Network/ONA or Non-Network Deductible amounts:
 - Network allowable charges for eligible expenses (for Network/ONA),
 - Non-Network allowable charges for eligible expenses (for Non-Network),
 - All prescription drug allowable charges for eligible expenses.
- The Annual Deductibles are included in the Out Of Pocket Maximums.

Annual Out of Pocket Maximum

2021 New Hires, 2017 New Hires and Current Employees

Option 1:

Out-of-Pocket Maximum Amounts
(Including the Annual Deductibles)

Option 1:

	2021		2022		2023		2024	
	<u>Network & ONA</u>	<u>Non-Network</u>	<u>Network & ONA</u>	<u>Non-Network</u>	<u>Network & ONA</u>	<u>Non-Network</u>	<u>Network & ONA</u>	<u>Non-Network/ONA</u>
Ind	\$3,750	\$11,250	\$4,000	\$12,000	\$4,250	\$12,750	\$4,500	\$13,500
Ind+Sp	\$7,500	\$22,500	\$8,000	\$24,000	\$8,500	\$25,500	\$9,000	\$27,000
Ind+Ch	\$7,500	\$22,500	\$8,000	\$24,000	\$8,500	\$25,500	\$9,000	\$27,000
Family	\$7,500	\$22,500	\$8,000	\$24,000	\$8,500	\$25,500	\$9,000	\$27,000

(Integrated Med/Surg, MH/SA)

Out-of-Pocket Maximum provisions:

- Applies to all covered health services, including mental health/substance abuse benefits under the program.
- The following costs paid by the participant apply towards the applicable Network/ONA or Non-Network Out-of- Pocket Maximum amounts:
 - Annual Deductibles
 - Coinsurance
- The following costs will never apply towards Out-of-Pocket Maximum nor be paid for by the program after the Out-of-Pocket Maximum is satisfied:
 - Prescription Drug expenses
 - Any applicable monthly contributions
 - Any charges for non-covered health services
 - Any penalties for failure to comply with terms of program (i.e., preauthorization /predetermination)

Current Employees, 2017 New Hires and 2021 New Hires

- Charges that exceed eligible expenses
- Any charges for services that are exclusions under the program
- The amount that is applied to the Out-of-Pocket Maximum is calculated on the basis of coinsurance.
- Separate Out-of-Pocket Maximum amounts apply to Network/ONA and Non-Network. Amounts incurred under each option do not cross apply between any other option.
- With Individual+Child(ren), Individual+Spouse and Family coverage, a covered person has satisfied the Out-of-Pocket Maximum once their coinsurance satisfies the Individual Out-of-Pocket Maximum amount. The Individual+Child(ren), Individual+Spouse or Family Deductible, as applicable, is met once any combination of covered persons' coinsurance meets the Individual+Child(ren), Individual+Spouse or Family Out-of-Pocket Maximum amount, respectively. It is not necessary that any one individual reach the Individual Out-of-Pocket Maximum amount but no one individual may contribute more than the Individual Out-of-Pocket Maximum amount.

Option 2 and Option 3:

Out-of-Pocket Maximum Amounts
(including the Annual Deductibles)

Option 2:

	2021		2022		2023		2024	
	<u>Network & ONA</u>	<u>Non-Network</u>	<u>Network & ONA</u>	<u>Non-Network</u>	<u>Network & ONA</u>	<u>Non-Network</u>	<u>Network & ONA</u>	<u>Non-Network</u>
Ind	\$6,450	\$19,350	\$6,650	\$19,950	\$6,750	\$20,250	\$6,900	\$20,700
Ind+Sp	\$12,900	\$38,700	\$13,300	\$39,900	\$13,500	\$40,500	\$13,800	\$41,400
Ind+Ch	\$12,900	\$38,700	\$13,300	\$39,900	\$13,500	\$40,500	\$13,800	\$41,400
Family	\$12,900	\$38,700	\$13,300	\$39,900	\$13,500	\$40,500	\$13,800	\$41,400

Option 3:

	2021		2022		2023		2024	
	<u>Network & ONA</u>	<u>Non-Network</u>	<u>Network & ONA</u>	<u>Non-Network</u>	<u>Network & ONA</u>	<u>Non-Network</u>	<u>Network & ONA</u>	<u>Non-Network</u>
Ind	\$6,650	\$19,950	\$6,650	\$19,950	\$6,750	\$20,250	\$6,900	\$20,700
Ind+Sp	\$13,300	\$39,900	\$13,300	\$39,900	\$13,500	\$40,500	\$13,800	\$41,400
Ind+Ch	\$13,300	\$39,900	\$13,300	\$39,900	\$13,500	\$40,500	\$13,800	\$41,400
Family	\$13,300	\$39,900	\$13,300	\$39,900	\$13,500	\$40,500	\$13,800	\$41,400

(Integrated with Med/Surg, Rx, MH/SA, CarePlus)

Out-of-Pocket Maximum provisions:

- Applies to all covered health services, including mental health/substance abuse and prescription drug benefits under the program.
- The following costs paid by the participant apply towards the applicable Network/ONA or Non-Network Out-of-Pocket Maximum amounts:
 - Annual Deductibles
 - Coinsurance
 - All prescription drug allowable charges for eligible expenses.
- The following costs will never apply towards Out-of-Pocket Maximum nor be paid for by the program after the Out-of-Pocket Maximum is satisfied:
 - Any applicable monthly contributions

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Current Employees, 2017 New Hires and 2021 New Hires

- Any charges for non-covered health services
- Any penalties for failure to comply with terms of program (i.e., preauthorization /predetermination)
- Charges that exceed eligible expenses
- Any charges for services that are exclusions under the program
- If the coverage tier is Individual+Child(ren), Individual+Spouse and Family, the applicable Individual+Child(ren), Individual+Spouse or Family Out-Of-Pocket Maximum must be met before the Program pays 100% of the Allowable Charges for Eligible Expenses, except that the Program will pay 100% of the Allowable Charges for Eligible Expenses for Network/ONA Services for an individual family member once the individual meets the Network/ONA Individual Out-Of-Pocket Maximum, even if the Individual+Child(ren), Individual+Spouse or Family Out-Of-Pocket Maximum has not been met.

Office Visit

2021 New Hires, 2017 New Hires and Current Employees
No change from current program except as provided below.

Option 3:

	2021-2024	
	Network & PPO	Non-Network & Non-PPO
Preventive	\$0 / 0% Ded waived	No Benefit
Sickness/ Illness	\$0 / 20% After Ded	\$0 / 50% After Ded

Emergency Room

2021 New Hires, 2017 New Hires and Current Employees
No change from current program except as provided below.

Option 3:

	2021-2024	
	Network & PPO	Non-Network & Non-PPO
	\$0 / 20% After Ded	\$0 / 20% After Ded

Urgent Care Center

2021 New Hires, 2017 New Hires and Current Employees
No change from current program except as provided below.

Option 3:

	2021-2024	
	Network & PPO	Non-Network & Non-PPO
	\$0 / 20% After Ded	\$0 / 50% After Ded

Current Employees, 2017 New Hires and 2021 New Hires							
Hospital	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program except as provided below.</p> <p>Option 3:</p> <table border="1"> <thead> <tr> <th colspan="2">2021-2024</th> </tr> <tr> <th><u>Network & PPO</u></th> <th><u>Non-Network & Non-PPO</u></th> </tr> </thead> <tbody> <tr> <td>\$0 / 20% After Ded</td> <td>\$0 / 50% After Ded</td> </tr> </tbody> </table>	2021-2024		<u>Network & PPO</u>	<u>Non-Network & Non-PPO</u>	\$0 / 20% After Ded	\$0 / 50% After Ded
2021-2024							
<u>Network & PPO</u>	<u>Non-Network & Non-PPO</u>						
\$0 / 20% After Ded	\$0 / 50% After Ded						
Diagnostic Testing	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program except as provided below.</p> <p>Option 3:</p> <table border="1"> <thead> <tr> <th colspan="2">2021-2024</th> </tr> <tr> <th><u>Network & PPO</u></th> <th><u>Non-Network & Non-PPO</u></th> </tr> </thead> <tbody> <tr> <td>\$0 / 20% After Ded</td> <td>\$0 / 50% After Ded</td> </tr> </tbody> </table>	2021-2024		<u>Network & PPO</u>	<u>Non-Network & Non-PPO</u>	\$0 / 20% After Ded	\$0 / 50% After Ded
2021-2024							
<u>Network & PPO</u>	<u>Non-Network & Non-PPO</u>						
\$0 / 20% After Ded	\$0 / 50% After Ded						
Lifetime Maximum	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> Note: No longer applies due to healthcare reform legislation (PPACA).</p>						
COB	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program.</p>						
Survivor	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program.</p>						
Eligible Retired Employees	See Exhibit 1.						
PRESCRIPTION DRUG BENEFITS							
Prescription Drugs	See Chart Below.						
Bargained Program Rx Program							
Restrictions	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program.</p>						
Deductible	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u></p> <p>Option 1: None.</p>						

[Handwritten initials]

Current Employees, 2017 New Hires and 2021 New Hires																										
	Option 2 and Option 3: Integrated with Med/Surg, MH/SA and CarePlus.																									
OOP Max	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u></p> <p>Option 1:</p> <table border="1"> <thead> <tr> <th></th> <th>2021</th> <th>2022</th> <th>2023</th> <th>2024</th> </tr> </thead> <tbody> <tr> <td>Individual</td> <td>\$1,300</td> <td>\$1,500</td> <td>\$1,700</td> <td>\$1,700</td> </tr> <tr> <td>Individual + Spouse</td> <td>\$2,600</td> <td>\$3,000</td> <td>\$3,400</td> <td>\$3,400</td> </tr> <tr> <td>Individual + Child(ren)</td> <td>\$2,600</td> <td>\$3,000</td> <td>\$3,400</td> <td>\$3,400</td> </tr> <tr> <td>Family</td> <td>\$2,600</td> <td>\$3,000</td> <td>\$3,400</td> <td>\$3,400</td> </tr> </tbody> </table> <p>Out-of-Pocket Maximum provisions:</p> <ul style="list-style-type: none"> • Applies to all Network prescription drug expenses. • The following costs will never apply towards Out-of-Pocket Maximum or are paid for by the program after the Out-of-Pocket Maximum is satisfied: <ul style="list-style-type: none"> - Any medical or mental health/substance abuse expenses - Any applicable monthly contributions - Any charges for non-covered prescription drugs - Any penalties for failure to comply with terms of program (i.e., mandatory generic penalty) - Any charges for prescription drugs that are exclusions under the program • The amount that is applied to the Out-of-Pocket Maximum is the Network prescription drug coinsurance. • With Individual+Child(ren), Individual+Spouse or Family coverage, a covered person has satisfied the Out-of-Pocket Maximum once their coinsurance payments satisfy the Individual Out-of-Pocket Maximum amount. The Individual+Child(ren), Individual+Spouse or Family Deductible, as applicable, is met once any combination of covered persons' prescription drug coinsurance payments meet the Individual+Child(ren), Individual+Spouse or Family Out-of-Pocket Maximum amount, respectively. It is not necessary that any one individual reach the Individual Out-of-Pocket Maximum amount but no one individual may contribute more than the Individual Out-of-Pocket Maximum amount. <p>Option 2 and Option 3: Integrated with Med/Surg, MH/SA and CarePlus.</p>		2021	2022	2023	2024	Individual	\$1,300	\$1,500	\$1,700	\$1,700	Individual + Spouse	\$2,600	\$3,000	\$3,400	\$3,400	Individual + Child(ren)	\$2,600	\$3,000	\$3,400	\$3,400	Family	\$2,600	\$3,000	\$3,400	\$3,400
	2021	2022	2023	2024																						
Individual	\$1,300	\$1,500	\$1,700	\$1,700																						
Individual + Spouse	\$2,600	\$3,000	\$3,400	\$3,400																						
Individual + Child(ren)	\$2,600	\$3,000	\$3,400	\$3,400																						
Family	\$2,600	\$3,000	\$3,400	\$3,400																						
Retail	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u></p> <p>No change from current program, except as provided below.</p> <p>Network Coinsurance: Up to 30-day supply, limited to 2 fills for maintenance subject to Advanced Control Specialty Formulary provisions.</p>																									
Retail Generic	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u></p> <p>Option 1 and Option 2: Coinsurance Retail/Specialty Network Coinsurance not to exceed Coinsurance Maximums below:</p> <table border="1"> <thead> <tr> <th></th> <th>2021-2024</th> </tr> </thead> <tbody> <tr> <td>Generic</td> <td>10%</td> </tr> </tbody> </table>		2021-2024	Generic	10%																					
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Current Employees, 2017 New Hires and 2021 New Hires																			
	<p>Option 3: Retail/Specialty Network Coinsurance not to exceed Coinsurance Maximums below:</p> <table border="1" style="margin-left: 20px;"> <tr> <td></td> <td style="text-align: center;"><u>2021-2024</u></td> </tr> <tr> <td>Generic</td> <td style="text-align: center;">20%</td> </tr> </table> <p>Coinsurance maximums applicable to Option 1, Option 2 and Option 3:</p> <p>Retail – Network Coinsurance Maximums: (Up to 30-day supply, limited to 2 fills for maintenance)</p> <table border="1" style="margin-left: 20px;"> <tr> <td></td> <td style="text-align: center;"><u>2021 - 2024</u></td> </tr> <tr> <td>Generic</td> <td style="text-align: center;">\$50</td> </tr> </table> <p>Retail – Non-Network Coinsurance: Participant pays the greater of the applicable Network coinsurance or balance remaining after the program pays 75% of network retail cost.</p>		<u>2021-2024</u>	Generic	20%		<u>2021 - 2024</u>	Generic	\$50										
	<u>2021-2024</u>																		
Generic	20%																		
	<u>2021 - 2024</u>																		
Generic	\$50																		
Retail Brand	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u></p> <p>Option 1 and Option 2: Coinsurance Retail/Specialty Network Coinsurance not to exceed Coinsurance Maximums below:</p> <table border="1" style="margin-left: 20px;"> <tr> <td></td> <td style="text-align: center;"><u>2021-2024</u></td> </tr> <tr> <td>Preferred</td> <td style="text-align: center;">10%</td> </tr> <tr> <td>Non-Preferred</td> <td style="text-align: center;">50%</td> </tr> </table> <p>Option 3: Coinsurance Retail/Specialty Network Coinsurance not to exceed Coinsurance Maximums below:</p> <table border="1" style="margin-left: 20px;"> <tr> <td></td> <td style="text-align: center;"><u>2021-2024</u></td> </tr> <tr> <td>Preferred</td> <td style="text-align: center;">20%</td> </tr> <tr> <td>Non-Preferred</td> <td style="text-align: center;">50%</td> </tr> </table> <p>Coinsurance maximums applicable to Option 1, Option 2 and Option 3:</p> <p>Retail – Network Coinsurance Maximums: (Up to 30-day supply, limited to 2 fills for maintenance)</p> <table border="1" style="margin-left: 20px;"> <tr> <td></td> <td style="text-align: center;"><u>2021 - 2024</u></td> </tr> <tr> <td>Preferred</td> <td style="text-align: center;">\$100</td> </tr> <tr> <td>Non-Preferred</td> <td style="text-align: center;">No Maximum</td> </tr> </table> <p>Retail – Non-Network Coinsurance: Participant pays the greater of the applicable Network coinsurance or balance remaining after the program pays 75% of network retail cost.</p>		<u>2021-2024</u>	Preferred	10%	Non-Preferred	50%		<u>2021-2024</u>	Preferred	20%	Non-Preferred	50%		<u>2021 - 2024</u>	Preferred	\$100	Non-Preferred	No Maximum
	<u>2021-2024</u>																		
Preferred	10%																		
Non-Preferred	50%																		
	<u>2021-2024</u>																		
Preferred	20%																		
Non-Preferred	50%																		
	<u>2021 - 2024</u>																		
Preferred	\$100																		
Non-Preferred	No Maximum																		
Personal Choice	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program.</p>																		
Mail Order	<p><u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program except as provided below.</p> <p>Mandatory mail order for maintenance RX continues to apply after second fill at retail.</p>																		

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Current Employees, 2017 New Hires and 2021 New Hires

Up to 90-day supply subject to Advanced Control Specialty Formulary provisions.

Mail Order Generic

2021 New Hires, 2017 New Hires and Current Employees

Option 1 and Option 2: Coinsurance

Mail/Specialty Network Coinsurance not to exceed Coinsurance Maximums below:

	2021-2024
Generic	10%

Option 3: Coinsurance

Mail/Specialty Network Coinsurance not to exceed Coinsurance Maximums below:

	2021-2024
Generic	20%

Coinsurance maximums applicable to Option 1, Option 2 and Option 3:

Mail Order Coinsurance Maximums:
(Up to 90-day supply)

	2021 - 2024
Generic	\$100

Provisions:

Mandatory Generic provisions continue to apply.

Mail Order Brand

2021 New Hires, 2017 New Hires and Current Employees

Option 1 and Option 2: Coinsurance

Mail/Specialty Network Coinsurance not to exceed Coinsurance Maximums below:

	2021-2024
Preferred	10%
Non-Preferred	50%

Option 3: Coinsurance

Mail/Specialty Network Coinsurance not to exceed Coinsurance Maximums below:

	2021-2024
Preferred	20%
Non-Preferred	50%

Coinsurance maximums applicable to Option 1, Option 2 and Option 3:

Mail Order Coinsurance Maximums:
(Up to 90-day supply)

	2021 - 2024
Preferred	\$200
Non-Preferred	No Maximum

Current Employees, 2017 New Hires and 2021 New Hires	
Personal Choice	<u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program.
MENTAL HEALTH BENEFITS	
Deductible	<u>2021 New Hires, 2017 New Hires and Current Employees</u> Option 1: No change from current program. Option 2 and Option 3: Integrated with Med/Surg, Rx and CarePlus.
OOP Max	<u>2021 New Hires, 2017 New Hires and Current Employees</u> Option 1: No change from current program. Option 2 and Option 3: Integrated with Med/Surg, Rx and CarePlus
Copayments and Coinsurance	<u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program.
Limitations	<u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program.
SUBSTANCE ABUSE BENEFITS	
Deductible	<u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program.
OOP Max	<u>2021 New Hires, 2017 New Hires and Current Employees</u> No change from current program.
EMPLOYEE ASSISTANCE PROGRAM (EAP)	
Program	AT&T Employee Assistance Program
Eligibility	Date of hire.
EE Class	All employees.
Cost	100% company-paid
Design	Up to 5 EAP sessions per issue per year
Survivors	None.
Eligible Retired Employees	None.
DISABILITY BENEFITS	
Effective Date(s)	1/1/2021
Program	<u>Current Employees</u> AT&T Mobility Disability Benefits Program for Southwest Bargained Employees No change from current program. <u>2021 New Hires and 2017 New Hires</u> AT&T Disability Income Program as described in the Summary Plan Description as these provisions change from time to time except as provided below. No change from current program.

Current Employees, 2017 New Hires and 2021 New Hires									
Short-Term Disability (STD)	<p><u>Current Employees</u> No change from current program.</p> <p><u>2021 New Hires and 2017 New Hires</u> The AT&T Disability Income Program as described in the Summary Plan Description except that Temporary and Term employees are not eligible for LTD benefits.</p> <p>No change from current program.</p>								
Long-Term Disability (LTD)	<p><u>Current Employees</u> AT&T Mobility Disability Benefits Program for Southwest Bargained Employees</p> <p>No change from current program.</p> <p><u>2021 New Hires and 2017 New Hires</u> The AT&T Disability Income Program as described in the Summary Plan Description as these provisions change from time to time except that Temporary and Term employees are not eligible for LTD benefits.</p> <p>No change from current program</p>								
DENTAL BENEFITS									
Program	<p>AT&T Dental Program* (Bargained Employees)</p> <ul style="list-style-type: none"> • Dental PPO • DHMO (available at the discretion of the Company) <p>*This document highlights key elements of program design. For complete program details, refer to the Summary Plan Description (SPD) & associated Summary of Material Modifications (SMMs).</p>								
Eligibility for Coverage	Eligibility for coverage continues to begin on the first day of the month in which 6 months of net credited service (NCS) is attained (also referred to as term of employment (TOE)).								
Eligibility for Company Subsidy	Eligibility for Company subsidy continues to begin on the first day of the month in which 6 months of net credited service (NCS) is attained (also referred to as term of employment (TOE)).								
EE Class	Regular Full Time & Part Time								
Full Time EE Contribution	<p>Contributions for Dental PPO or DHMO (if available) for 2021-2024:</p> <table border="1"> <thead> <tr> <th></th> <th>2021-2024</th> </tr> </thead> <tbody> <tr> <td>Ind</td> <td>\$10.00</td> </tr> <tr> <td>Ind +1</td> <td>\$20.00</td> </tr> <tr> <td>Family</td> <td>\$32.00</td> </tr> </tbody> </table>		2021-2024	Ind	\$10.00	Ind +1	\$20.00	Family	\$32.00
	2021-2024								
Ind	\$10.00								
Ind +1	\$20.00								
Family	\$32.00								
Part Time EE Contributions	<p><u>Based on Scheduled hrs./week:</u></p> <ul style="list-style-type: none"> • Greater than or equal to 20 hrs. = 50% of full cost of coverage*. • Less than 20 hrs. = 100% of full cost of coverage* with no Company subsidy. <p>* Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.</p>								
Annual Deductible	<p>Network and ONA: \$25 per individual</p> <p>Non-Network: \$50 per individual</p>								

Current Employees, 2017 New Hires and 2021 New Hires	
Annual Maximum Benefit	<p>Network and ONA: \$1,750 per individual*</p> <p>Non-Network: \$1,300 per individual*</p> <p>*Not to exceed \$1,750 combined Network/Non-Network</p>
Diagnostic & Preventive	<p>Class I (Diagnostic/Preventive)</p> <p>Network/ONA*: 100%, Ded. Waived</p> <p>Non-Network**: 100%, Ded. Waived</p> <p>*For ONA, paid at Network contracted rates.</p> <p>**For Non-Network paid based on reasonable and customary amounts</p>
Coverage Levels (replaces minor and major restorative)	<p><u>Dental PPO Coinsurance</u></p> <p>Class II (Basic restorative-fillings, extractions, periodontal treatment/maintenance)</p> <p>Network and ONA*: 90%, after deductible</p> <p>Non-Network**: 70%, after deductible</p> <p>Class III (Major restorative – crowns, dentures, bridgework)</p> <p>Network and ONA*: 80%, after deductible</p> <p>Non-Network**: 50%, after deductible</p> <p>Class IV (Orthodontia)</p> <p>Network and ONA*: 80%, after deductible</p> <p>Non-Network**: 50%, after deductible</p> <p>*For ONA, paid at Network contracted rate.</p> <p>**For Non-Network paid based on reasonable and customary amounts.</p>
Orthodontic – Lifetime Maximum	<p>Network and ONA: \$2,000 per individual*</p> <p>Non-Network: \$1,400 per individual*</p> <p>*Not to exceed \$2,000 combined Network/Non-Network</p>
COB	No change from current program.
Survivor	12 months Company extended coverage (CEC) concurrent with COBRA, then 100% cost of coverage for life or until remarriage.
Eligible Retired Employees	See Exhibit 1.
Outside Network Area (ONA)	<ul style="list-style-type: none"> • ONA benefit provided to employees who reside in a zip code which does not meet the network standards. • ONA benefits are equivalent to PPO Network benefits • Enrollees who are in Network will be offered the PPO option only. • Enrollees who are located outside the Network zip code criteria will be offered the ONA option only.
VISION BENEFITS	
Program	<p><u>AT&T Vision Program* (Bargained Employees)</u></p> <p>*This document highlights key elements of program design. For complete program details, refer to the Summary Plan Description (SPD) & associated Summary of Material Modifications (SMMs).</p>

Current Employees, 2017 New Hires and 2021 New Hires		
Eligibility for Coverage	Eligibility for coverage continues to begin on the first day of the month in which 6 months of net credited service (NCS) is attained (also referred to as term of employment (TOE)).	
Eligibility for Company Subsidy	Eligibility for Company subsidy continues to begin on the first day of the month in which 6 months of net credited service (NCS) is attained (also referred to as term of employment (TOE)).	
EE Class	Regular Full Time & Part Time	
Full Time EE Contribution	<u>Contributions for 2021 – 2024:</u>	
		<u>2021-2024</u>
	Ind	\$4.00
	Ind +1	\$8.00
	Family	\$13.00
Part Time EE Contributions	Based on Scheduled hrs./week: <ul style="list-style-type: none"> • Greater than or equal to 20 hrs. = 50% of full cost of coverage*. • Less than 20 hrs. = 100% of full cost of coverage* with no Company subsidy. <p>*Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.</p>	
Coverage Levels	<p>Exam: 1 exam per 12 months</p> <ul style="list-style-type: none"> • Network: \$0/0% • Non-Network: \$28 towards exam cost <p>Frame Allowance: 1 pair per 12 months</p> <ul style="list-style-type: none"> • Network: \$130 allowance towards frame cost • Non-Network: \$30 towards frame cost <p>Lenses Allowance: 1 set per 12 months</p> <p>Network: \$0/0%</p> <p>Covers std. plastic lenses: Single, Bi-focal, Tri-focal, Lenticular, Progressive + Polycarbonate at 100%.</p> <p>Non-Network: \$30-\$80 towards lenses</p> <p>Contact Lenses Allowance: Allowance per 12 months</p> <ul style="list-style-type: none"> Network: \$150 allowance Non-Network: \$150 allowance <p>2nd Pair Benefit: Network Only: Allows for a 2nd pair of glasses or contact lenses allowance after the first pair benefit/allowance is utilized, per 24 months.</p>	
COB	No change from current program.	
Survivor	No change from current program.	
Eligible Retired Employees	See Exhibit 1.	
SUPPLEMENTAL MEDICAL BENEFITS		

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Current Employees, 2017 New Hires and 2021 New Hires	
Program	AT&T CarePlus-A Supplemental Benefit Program* *This document highlights key elements of program design. For complete program details, refer to the Summary Program Description (SPD) & associated Summary of Material Modifications (SMMs).
Eligibility	Eligibility for coverage begins on the employee's date of hire, provided the employee enrolls within the 31-day enrollment period.
EE Class	Regular Full Time & Part Time
Employee Contributions (FT and PT)	Employee only \$0 Employee & family \$0 Note: Contribution amounts are subject to change from time to time at the sole discretion of the Company.
Benefits	No change from current program, except those required to comply with healthcare reform legislation (PPACA). Expand benefits which may be offered under CarePlus to include any benefits determined by the Company to be beneficial to Program participants. Company continues to retain the unilateral right to change, modify, amend and discontinue benefits offered under CarePlus.
	Frequency of enrollment continues to be annually.
COB	No change from current program.
Survivor	No change from current program.
Eligible Retired Employees	See Exhibit 1.
FLEXIBLE SPENDING ACCOUNTS	
Plan	AT&T Flexible Spending Account Plan* *This document highlights key elements of plan design. For complete plan details, refer to the Summary Program Description (SPD) & associated Summary of Material Modifications (SMMs).
Dependent Care Spending Accounts	
Plan	No change from current plan
Eligibility	No change from current plan.
EE Class	Regular Full Time & Part Time
Maximum	No change from current plan.
Minimum	No change from current plan.
Health Care Spending Accounts	
Plan	No change from current plan, except those that are mandated by healthcare reform legislation (PPACA).
Eligibility	No change from current plan.
EE Class	Regular Full Time & Part Time
Maximum	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.

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Current Employees, 2017 New Hires and 2021 New Hires	
Minimum	No change from current plan except those that are mandated by healthcare reform legislation (PPACA).
Survivor	No change from current plan.
Eligible Retired Employees	No change from current plan.
LIFE INSURANCE	
Program	AT&T Group Life Insurance Program for Active Employees* *This document highlights key elements of program design. For complete program details, refer to the Summary Plan Description (SPD) & associated Summary of Material Modifications (SMMs). Note: Contributions amounts are subject to annual adjustment.
Eligibility	All coverages: Eligible date of hire.
EE Class	Regular Full Time & Part Time
Basic Life Insurance Benefit	Basic: 1X Salary for the twelve months ending on Sept. 1 of previous plan year, rounded to the next \$1,000 Company paid. Max. \$7M basic plus supplemental.
Supplemental Life Insurance Benefit	1X-10X annual basic pay, max \$7M basic + supp; Employee paid; smoker/nonsmoker rates.
Accelerated Death Benefit	Available when life expectancy is 24 months or less. Minimum Distribution: 25% of total life insurance benefit. Maximum Distribution: lesser of 75% of total life insurance benefit or \$1M
AD&D	Basic: 1X annual basic pay; Company paid Supp: 1X-10X annual basic pay Spouse and child: applies
Seatbelt Incentive	Company paid \$10K. Supplemental, spouse, & child AD&D also have \$10K.
Dependent Benefit Amount	Employee paid Spouse/RDP life and AD&D: \$10K, \$25-\$300K in \$25K increments; smoker/nonsmoker rates. Child life and AD&D: \$5K-\$30K in \$5K increments
LTD Coverage	Basic & Supplemental life (not AD&D) continues for 3 years. Dependent coverages end with end of STD
Portability upon termination	Yes for supplemental employee life only
Conversion upon termination	Basic & Supplemental life, not AD&D. Spouse and child life, not AD&D.
Survivor	No change from current program.
Eligible Retired Employees	No change from current program.
Guaranteed Issue	No Evidence of Insurability (EOI) for Supplemental life coverage of up to 3X Annual Pay on initial enrollment or of an additional 1X Annual Pay for a Qualified Life Event, but may not exceed 10X Annual Pay, otherwise EOI required for any increase.

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Current Employees, 2017 New Hires and 2021 New Hires	
	<p>No EOI for Spouse coverage of \$10K during initial enrollment period. Otherwise, EOI required for any enrollment or increase.</p> <p>No EOI for Child coverage at any time for initial enrollment or increase in amount.</p>
LONG-TERM CARE	
Plan	<p>AT&T Consolidated Long-Term Care Insurance Plan*.</p> <p>*This document highlights key elements of plan design. For complete plan details, refer to the Summary Plan Description (SPD) & associated Summary of Material Modifications (SMMs).</p>
Eligibility	No change from current plan.
EE Class	No change from current plan.
Coverage	<p><u>2021 New Hires and 2017 New Hires</u> Not available; closed to new entrants as of 5/1/2012.</p> <p><u>Current Employees</u> Closed to new entrants as of 5/1/2012.</p> <p>No change from current plan, except that the Company has the unilateral right to change, modify, amend and discontinue the AT&T Consolidated Long-Term Care Insurance Plan.</p>
ADOPTION ASSISTANCE POLICY	
Policy	No change from current policy.
Eligibility	No change from current policy.
EE Class	No change from current policy.
Maximum	No change from current policy.
TUITION REIMBURSEMENT POLICY	
Eligibility	6 months of service.
EE Class	No change from current policy.
Maximum (same for FT & PT)	<p>Annual Tuition Cap-No change from current plan.</p> <p>Tuition Lifetime Cap-Undergraduate-\$20,000 Graduate-\$25,000.</p>
Reimbursement for classes	<p>Full Time: 100% ≥ 20 hours: 75% < 20 hours: 50%</p> <p>Fees required by the school to take the course will be reimbursed, e. g., lab fees, transportation fees, recreation fees</p>

Section 2: PENSION AND SAVINGS BENEFIT PLANS

Mobility District 6 bargaining employees	
PENSION PLAN	
Effective Date(s)	Effective January 1, 2021 unless noted otherwise, Employees shall be eligible to participate in the benefit plans or programs identified below, with the plan terms, conditions and provisions which were in effect on February 21, 2020 as described in the applicable SPDs and SMMs, except as noted herein.
Program(s)	<p><u>Employees hired or rehired on or before December 31, 2008</u> Mobility Bargained Program (Mobility Bargained Program) of the AT&T/WarnerMedia Pension Benefit Plan</p> <p><u>Employees hired, rehired or transferred after December 31, 2008</u> Bargained Cash Balance Program #2 (BCB#2 Program) of the AT&T/WarnerMedia Pension Benefit Plan</p>
Benefits	<p><u>Employees hired or rehired on or before December 31, 2008</u> No change from current program</p> <p>Employees hired, rehired or transferred after December 31, 2008 No change from current program</p>
SAVINGS PLAN	
Effective Date(s)	Effective January 1, 2021 unless noted otherwise, Employees shall be eligible to participate in the benefit plans or programs identified below, with the plan terms, conditions and provisions which were in effect on February 21, 2020 as described in the applicable SPDs and SMMs, except as noted herein.
Program	AT&T Retirement Savings Plan (ARSP)
Benefits	No change from current program.

**Retiree Health Care for Bargained Employees of the Company
Benefit Outline Summary**

Retiree Health Care for Bargained Employees for the period January 1, 2021 through December 31, 2024 who terminate employment during the period 1/1/2021 through 12/31/2024.

Employees who are eligible for post-employment benefits when employment ends (“**Eligible Retired Employees**”) shall be eligible to participate in the same plan as an active current employee except as specifically noted, with the same provisions that apply to active employees, except that provisions regarding eligibility for post-employment benefits and monthly contributions shall remain the same as the rules that applied to similarly situated former employees as of 12/31/2020 and shown in the chart below:

Hire Date	Hired before 1/1/2005		Hired on or after 1/1/2005
	Former SWBW Plan Participants	Former EDGE Plan Participants	NBBP or its Successor Plan(s) For Employees of the Company
Eligibility Rule	Modified rule of 75 <ul style="list-style-type: none"> ▪ 30 (NCS) and any age ▪ 25 (NCS) & 50 (age) ▪ 20 (NCS) & 55 (age) ▪ 10 (NCS) & 65 (age) 	Transition Groups 1-4	Modified rule of 75 <ul style="list-style-type: none"> ▪ 30 (NCS) and any age ▪ 25 (NCS) & 50 (age) ▪ 20 (NCS) & 55 (age) ▪ 10 (NCS) & 65 (age)
Retiree contributions	Same as active employees' contributions	<ul style="list-style-type: none"> ▪ Parent company provides benefit for Transition Group 1 ▪ Subsidy varies for Transition Groups 2-3; ▪ Access only for Transition Group 4 [Edge Plan retiree contributions are subject to change. See Summary Plan Description.]	Retiree pays 100% for coverage (Access Only)

Nothing in this Agreement or in Exhibit 1 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 terminate employment during the term of this Agreement.

ARTICLES

All existing Articles contained in the 2016 Agreement to which the Union and the Company did not mutually agree to make any changes during the 2020 negotiations shall continue with full force and effect in the 2020 Agreement.

JV *MD*

ARTICLE 1
AGREEMENT

THIS AGREEMENT is made and entered into effective **February 22, 2020**, by and between AT&T Mobility Services LLC and **AT&T Customer Services, Inc.** (hereinafter referred to as the "Company," the "Employer," or "Management") and COMMUNICATIONS WORKERS OF AMERICA, (hereinafter referred to as the Union).

ARTICLE 17
COMPANY-UNION RELATIONSHIP

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

The Company will notify the Union when new employees enter the Bargaining Unit and of current employees who have been transferred or released. During the orientation of new hires, each party will bring to the attention of new employees the relationship between the parties and the Union's status as exclusive representative of those employees in the Bargaining Unit.

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

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

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

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service requirements as determined by the Company, the requests for time off from other employees, and its ability to replace the Union representatives' services.

Section 5. Time off for Union activities will be limited to **320** ~~300~~ hours per calendar year per Union representative except that up to **two (2)** ~~twenty (20)~~ Union representatives may each be granted up to 960 hours per calendar year for Union activities. **When a member of the local also serves as the Local President, up to three (3) Union representatives per local may each be granted up to 960 hours per calendar year for Union activities.** However, those identified by the Union may be granted additional time upon approval at the Company bargaining level. The period of such time off shall not be deducted from the Union representative's seniority. The parties agree that the provisions of Section 2.c. of Article 21, Absences, shall not be used for Union functions.

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

- a. No such leave of absence shall be for an initial period of less than thirty-one (31) calendar days or more than one (1) year, nor shall the total cumulative period of all such leaves of absence for any one (1) employee exceed **twelve (12)** ~~nine (9)~~ years; and
- b. No more than fifteen (15) Union officers or designated representatives may be granted such leaves of absence at any one time at the request of the Union.
- c. All Union leaves of absence will be granted with the following conditions:
 - (1) During the absence the employee shall retain eligibility, if any, according to term of service, for the Medical Plan, the Dental Plan, the Group Life Insurance Plan, and the Vision Plan, provided that:
 - (a) The employee shall pay the premiums for the Medical Plan, the Dental Plan, the Vision Plan, the Supplementary Group Life Insurance Plan, the Dependent Group Life Insurance Plan; and
 - (b) The Company shall pay the premium for the Group Life Insurance Plan, (Basic and Accidental Death or Dismemberment).
 - (2) During the absence the employee shall retain eligibility, if any, according to term of service to:
 - (a) Payments for absence due to illness during the first seven (7) calendar days after expiration of the leave per Article 21, Section 6.
 - (b) Disability benefits beginning on the eighth (8th) calendar day after expiration of the leave.
 - (c) Death benefits and service or deferred vested pension.
 - (3) The period of absence will not be deducted in computing term of employment,

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and the period of absence will not be credited for wage progression purposes.

- (4) The pension base shall not in any manner be affected by a Union leave of absence. Should an employee on such leave elect to retire at the termination thereof, the employee's pension base, if any, shall be computed as if the employee were continually employed during the period of leave.
- d. When an employee has been granted a leave under this article and returns upon expiration of such leave, employee shall return to the same job or one of similar pay and status.

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

- a. The Working Relations Committee shall consist of one (1) representative from each participating local, designated by the Union, 50% of which must be AT&T Mobility employees and up to an equal number of representatives designated by the Company. The Union will be entitled to a minimum of four (4) representatives at any Working Relations Committee meeting. In connection with attendance at Working Relations Committee meetings, the employee representative(s) designated by the Union shall suffer no loss in pay for time consumed in, and necessarily consumed in traveling to and from, these meetings.
- b. The Committee may meet every six (6) months upon request of either party, or more frequently upon the mutual agreement of the parties, for the purpose of discussing whatever agenda either party may wish to present, including but not limited to subcontracting and supervisors' performance of Unit work.
- c. Union agenda items should normally be discussed with appropriate levels of Management by CWA Representatives prior to being placed on the agenda for the Working Relations Committee meeting. Occasionally, an agenda item that has not been discussed with Management, due to time constraints, may be added to the agenda rather than being delayed until the next scheduled Working Relations Committee meeting. This should be the exception and not the rule. In general, any action items for either party should be completed within a reasonable period of time.
- d. Discussions and decisions of the Committees shall not add to, subtract from or modify in any manner whatsoever the terms and conditions of this Agreement nor shall they constitute mid-term bargaining or be subject to the grievance and arbitration provisions of this Agreement.

ARTICLE 19
BASIS OF COMPENSATION

Section 1. Rates of Pay.

- a. The rates of pay and progression wage scales for full time employees shall be that shown in Appendix A.
- b. Starting Rates: Each employee who enters the service of the Company shall begin employment at the Start Rate for the appropriate job title, except that appropriate allowance over such starting rate may be made by the Company for an employee who has had previous experience or training considered to be of value. When employees who have no prior training or experience are hired at a start rate that is higher than incumbents in the same title and work location, the wage rate of incumbents in that title and work location will be raised to the same rate of pay as the new hire.
- c. When a (voluntary) change of title occurs, and is considered a promotion (higher end wage rate), fifteen (\$15.00) dollars will be applied to the employee's current weekly pay rate. The employee will then be slotted into the closest current wage rate (not lower provided they are not over the top rate for the job they are moving to) of the new schedule. The time interval to the next step increase on the new wage schedule will be six (6) months. No credit shall be allowed towards the next step increase. In the event an employee is over the top of the new wage scale, that employee will be placed at the top of the new schedule.

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

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

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

- d. **For the purposes of slotting Under Article 19, Section 1.c., the Retail Sales Consultant position (RSC) "at risk" as provided for in LOA 2 will be converted to a weekly amount (prorated for part-time employees) and applied to the RSC employee's current weekly rate of pay prior to slotting.**

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

- e. Anytime an employee moves to another job and subsequently retreats (employee

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

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

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

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

Section 3. Employees, other than Small Biz Advisor II, Business Account Executive, **Integrated Solutions Representative** and National Distribution Account Executive shall receive one and one-half (1½) times their regular rate of pay for all time worked in excess of eleven (11) consecutive hours within a workday or forty (40) hours within the workweek. Small Biz Advisor II, Business Account Executive, **Integrated Solutions Representative** and National Distribution Account Executive shall be excluded from the provisions of this Section. For the sole purpose of computing the number of hours worked in excess of eleven (11) consecutive hours within a workday or forty (40) hours within a workweek, Holidays scheduled, taken and paid within a workweek shall be considered time worked within such workweek.

Section 4. Employees who are assigned on-call duty will be paid **thirty-seven** (~~\$36~~³⁸) for each day of such assignment. This payment shall be in addition to any applicable compensation from such duty. *JAD*

Section 5. Network employees who are called to work outside scheduled work hours will be paid a Call Out payment, equal to one (1) hour of their basic wage rate, for any work performed, single incident or accumulated incidents, when the aggregate total of work is one (1) hour or less. Additional work performed beyond this one (1) hour period that occurs before the employee's next scheduled work hours will be paid as work time.

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

Section 7. Employees performing work on Sunday, other than Small Biz Advisor II, Business Account Executive, **Integrated Solutions Representative** and National

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Distribution Account Executive shall be paid a premium of ten (10) percent of their basic wage rate.

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

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

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

Section 11. A Multilingual Differential consisting of five dollars (\$5.00) per day, not to exceed twenty-five dollars (\$25.00) per week, shall be paid to Call Center employees for each full day worked when assigned by management to speak in a foreign language.

ARTICLE 21 ABSENCES

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

Section 2.

- a. Employees may request personal leaves of absence. Each request must be in writing and must specify the reason the leave of absence is desired.
- b. Employees who are eligible under the provisions of the Family and Medical Leave Act of 1993 will be subject to the provisions of that Act and to subsequent changes in the Act as they may occur.
- c. Any employee may request up to thirty (30) days of absence based on other reasons not included in b. above. An employee need not exhaust their contractual time off prior to taking this leave of absence.
- d. Employees with at least twelve (12) months Net Credited Service with the Company may request leaves of absence longer than thirty (30) days for the following reasons: service in the Peace Corps or VISTA; appointment or campaign/election to public office; trailing a transferring spouse or legally recognized partner employed by an AT&T Company to another location. Employees who are absent under this provision for more than thirty (30) consecutive calendar days are not guaranteed reinstatement with the Company.

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- e. To the extent authorized by law, employees who are granted leaves of absence of thirty (30) days or less shall suffer no break in service or loss of benefits. Upon return, such employees shall be reinstated to their former job title and rate of pay.
- f. In requesting any of the above leaves of absence, employees shall give due consideration to the Company's ability to replace their services during such a leave, and such leave shall be granted solely at the discretion of the Company. Should the Company grant such leave, permission shall be in writing setting forth the dates for such leave.

Section 3. Military Leave.

- a. In the event employees covered by this Agreement are required to absent themselves for the purpose of performing military duty in the United States Armed Forces or the National Guard, and such duty requires absence during scheduled Company work hours, the employee shall be excused for such military duty for a period, in the aggregate, not exceeding fifteen (15) calendar days in the same calendar year. Difference in pay shall be allowed for the number of scheduled workdays falling within the periods of excused absence, but not to exceed eleven (11) such days within the calendar year.
- b. The difference in pay allowed in paragraph a. above shall mean the excess, if any, of Company pay at the employee's basic hourly rate for such absent time (plus any night or other differentials normally applicable) over the hourly equivalent of the employee's government base pay obtained by dividing the monthly government base pay rate by two hundred forty (240).
- c. Employees called to military duty will immediately inform their supervisors and then will provide copies of their military orders as soon as possible.

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

Section 5. Funerals/Memorial Service. An employee shall be paid up to three (3) days at his/her basic wage rate for the necessary scheduled time absent due to the funeral/memorial service of a member of the immediate family. The leave may not begin until the day of death and not extend more than two (2) days beyond the day of the funeral/memorial service. For purposes of this Section, immediate family shall mean spouse, legally recognized partner, children, sister, brother, mother, father, stepparents, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, grandmother, grandfather, grandson, granddaughter, stepson, stepdaughter, and parent of an employee's dependent child. Payment for such absent time shall consist of basic pay which would otherwise have been received had the regular shift been worked. Pay for part-time employees will be pro-rated based on the ratio of their equivalent workweek compared to that of a full-time employee.

In the event of the death of an employee's wife, husband, daughter, son, mother, father, or legally recognized partner, an employee shall, upon the employee's request, be excused from scheduled time up to an additional five (5) days. Employees may request one (1) additional day off, without pay, in the event of the death of an employee's stepparent, brother or sister. **An employee may request one (1) additional day without pay, if the**

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funeral/memorial service of any other member of the immediate family described above is held more than 200 miles from the employee's home address. Paid individual days may be substituted for these excused days at the employee's option.

Section 6. Illness and Injury.

- a. Employees having two (2) or more years of Net Credited Service shall be paid at the basic wage rate for absence of at least one (1) session due to illness on scheduled workdays, for a period of time not to exceed seven (7) consecutive calendar days, in accordance with the following table:

Employees with Net Credit Service of	To be Paid After Waiting Periods of Consecutive Scheduled Working Days
2 years but less than 6	Of 3 days
6 years but less than 8	Of 2 days
8 years and over	Of 1 day

JV

- b. The maximum amount of paid illness time for an employee covered by this Article **hired prior to January 1, 2017 shall be ten (10) days or eighty (80) hours, prorated for part time, in a calendar year. Employees and hired on or after January 1, 2017 shall be five (5) days or forty (40) hours, prorated for part time, in a calendar year.** Nothing in this Agreement shall be interpreted to provide for paid illness time in excess of this amount for such employees.
- c. A day in the waiting period shall be considered as an absence of at least one (1) session from scheduled time.
- d. For purposes of this Article, tours are the assignments for full days and sessions are the two (2) parts into which tours are divided.

LETTERS OF AGREEMENT, MOU and MOAs

All existing Letters of Agreement, Memorandum of Understanding and Memorandum of Agreements contained in the 2016 Agreement to which the Union and the Company did not mutually agree to make any changes during the 2020 negotiations shall continue with full force and effect in the 2020 Agreement.

LOA 2 Commission "At Risk"

February 22, 2020

Mr. Jason Vellmer
CWA Staff Representative
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to the ratification of the **2020** Labor Agreement between AT&T Mobility Services LLC, **AT&T Customer Services, Inc.** and the Communications Workers of America:

- Under the current compensation design, full time Retail Sales Consultants (RSCs) will be targeted to earn a minimum pre-chargeback "at-risk" commission of **\$854.17** ~~\$1,062.50~~ per month upon 100% achievement of performance targets.
- All components of the Compensation Plan are determined and remain at the sole discretion of the Company including, but not limited to, compensation components (e.g. what activities and measures are subject to compensation, volumes required, establishment of performance targets and target minimums), and qualifiers (i.e. minimum standards that must be met in order to be eligible for commissions, division of dollars associated with each compensated element, seasonality impact on target setting, and new hire expectations).
- The Company reserves in its sole discretion the right to trial, test, and introduce new compensation practices, elements, components, programs and plans subject to the minimum pre-chargeback "at-risk" commission set forth above. RSCs on new hire guarantee are exempt. This letter does not replace, relieve, or diminish any right to impose or set quota requirement(s) as the Company deems appropriate. It also does not replace, relieve or diminish the Company's existing right to determine in its sole discretion the products and services offered and sold by Mobility employees.

Sincerely,

Steve Frost
Assistant Vice President
AT&T Labor Relations

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LETTERS OUTSIDE OF AGREEMENT

February 22, 2020

Mr. Claude Cummings
Vice President, District 6
Communications Workers of America
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

RE: Company Wellness

Dear Mr. Cummings:

The Company's bargained for employees represented by District 6 shall continue to be eligible to participate in the AT&T Your Health Matters and Your Money Matters Programs as provided below.

The Your Health Matters and Your Money Matters Programs include Wellbeing Resources, Programs and Tools as they change from time to time, 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 and Your Money 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

Healthcare Price and Quality Transparency Tool

- Quality ratings and estimated costs for healthcare providers, physicians and specialists
- Reviews for nearby doctors, facilities and services
- Expert second opinion

Health Assessment and Portal

Certain services are only available to employees who enroll in an AT&T self-insured medical program option. Currently, employees who enroll in a fully-insured medical coverage option such as an HMO or waive medical coverage (opt-out) may also be given access to all or part of the Your Health Matters and Your Money Matters programs as determined by the Company.

The Company continues to retain the unilateral right to change, modify, amend or discontinue the Your Health Matters and Your Money Matters Programs and/or their component parts.

This letter will remain in effect through the term of the 2020 Collective Bargaining Agreement.


Sincerely,

Mike Keith
Vice President
AT&T Labor Relations
February 22, 2020

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Mr. Claude Cummings
Vice President, District 6
Communications Workers of America
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

RE: CVS Caremark

Dear Mr. Cummings:

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. 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,

Mike Keith
Vice President
AT&T Labor Relations

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February 22, 2020



Mr. Jason Vellmer
CWA Staff Representative
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

The Company and Union discussed operational items related to Arkansas Integrated Solutions Representatives during 2020 Negotiations. The Union will provide its concerns to the Company in writing. Upon receipt, the Company will evaluate and provide a response to the Union within 45 days.

Sincerely,

Steve Frost
Assistant Vice President
AT&T Labor Relations

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February 22, 2020

Mr. Jason Vellmer
CWA Staff Representative
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to ratification of the 2020 Labor Agreement between AT&T Mobility Services LLC, AT&T Customer Services, Inc., and the Communications Workers of America, the following guidelines will apply to any employee performing MI60 duties:

- MI60 duties will be performed on a voluntary basis only. Employees may volunteer to participate in the program and management will make final selections.
- MI60 assignments will be rotated no less than every 6 months.
- MI60 schedules will be assigned by seniority amongst available open shifts on a separate schedule.
- Minimum of nine (9) months on the job experience is recommended.
- Those performing MI60 assignments will, at a minimum, receive the relief differential as outlined in the CBA, Article 19, Section 9.
- Those performing MI60 assignments shall have no active Performance Discipline, written or above, or COBC Discipline.
- Those performing MI60 assignments will be responsible for assisting management by providing floor support/chat support to representatives and handling escalations.
- MI60 duties will not include any performance related duties such as coaching, side-by-side observing or other forms of documenting performance; verbal, written or electronically.
- Those performing MI60 assignments will not document or provide feedback to management that may be used in performance discussions or discipline.
- Those performing MI60 assignments shall not have access to any systems requiring management logins. All system access shall be the same for MI60 assignments and regular Rep assignments.
- Other than indicated above, the Company retains sole discretion to alter or discontinue the program, in whole or in part, at any time.

Sincerely,

Steve Frost
Assistant Vice President
AT&T Labor Relations

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MEMORANDUM OF AGREEMENT EMPLOYMENT SECURITY COMMITMENT (ESC)

This Memorandum of Agreement is entered into as of February 22, 2020 between Communications Workers of America and AT&T Mobility Services LLC and AT&T Customer Services, Inc. (collectively referred to as the "Company" or "Management").

1. The Company will guarantee employment security from a surplus resulting in a layoff of a regular employee as a result of a retail store or call center closure, during the term of the 2020 Regional Labor Agreement, subject to the conditions and provisions contained in this ESC.
2. Any regular employee who is in a surplus status pursuant to Article 14, Force Adjustment, or is in a title which the Company has determined it will eliminate or vacate (i.e., title is not populated), will be given a job offer as described in paragraph 3 provided the following conditions are satisfied:
 - A. Employee must be in one the following titles:
 - Business Customer Service Specialist I
 - Business Customer Service Specialist II
 - Customer Service Representative I
 - Customer Service Representative II
 - Customer Support Specialist
 - Client Service Specialist
 - Consolidated Customer Service Representative (pending official name)
 - COS Sales Advocate
 - Retail Sales Consultant
 - Telesales Representative
 - B. The surplus condition is a result of a retail store or call center closure. Or, the employee is in a title which the Company has determined it will eliminate or vacate.
 - C. Employee is meeting expectations on his/her current job and must be qualified for the job offer, as determined by management.
 - D. Within fifteen (15) days of the date of the title elimination, title vacation, or surplus notification, or by such later date as is determined by Management, advises the Company of his/her election to invoke the ESC.
3. The job offer shall be made to those qualified employees, that are in an eliminated or vacated title or considered surplus, as defined in Article 14, Force Adjustment, by order of seniority beginning on the sixteenth (16th) day after the title elimination, title vacation, or surplus notification or by such later date as is determined by Management. The Company will make a job offer for positions as outlined below:
 - A. The job offer may be any Mobility labor agreement position within the continental United States.
 - B. An employee to whom a job offer has been made has one (1) working day to accept the job offer after which it will be considered rejected.
 - C. If the move entails a transfer into another Mobility bargaining unit, the employee will be treated the same as employees who currently transfer

JV
[Signature]

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between Mobility labor agreements.

- D. If management determines testing is required to become qualified for the job offer, an employee's refusal to test or failure to qualify on any call center or retail sales test will be considered a rejection of the job offer and the employee will continue under the terms of Article 14, Force Adjustment. However, if an employee fails a test, the re-test waiting interval will be waived one (1) time provided the employee notifies the Company of the employee's decision to re-test within two (2) business days of the employee being notified of test failure.
 - E. Rejection of a job offer shall be considered an election by the employee to continue under the terms of Article 14, Force Adjustment.
 - F. If a job offer is not made within six (6) months from the date the employee is notified of the surplus, the employee will continue under the terms of Article 14, Force Adjustment.
 - G. The Company will first endeavor to provide a job offer to an open position as close as possible to an employee's current work location or, in the event there is no current opening, to another position as determined by management.
4. The title elimination, title vacation, and force surplus conditions contemplated and dealt with in this ESC are those which occur in the normal course of business for reasons such as technological change, etc. The Company retains the right in its sole discretion, however, to suspend or cancel at any time the application of this ESC when a Mobility labor agreement retail store or call center location is closed because of any significant change or extraordinary fluctuation in economic or business conditions.
5. In the event of any conflict between the provisions of this ESC and the provisions of Article 13, Work Assignments or Article 14, Force Adjustment, of the 2020 Regional Labor Agreement or the National Transfer Plan Letter, the provisions of this ESC shall control.

All provisions of this ESC shall be subject to the grievance procedures set forth in Article 7, Grievance Procedure, of the 2020 Regional Labor Agreement, and any grievance shall initially be filed at the final step of the grievance process. Paragraph 2.C. and Paragraph 3., in its entirety, of this ESC shall not be subject to arbitration. All remaining provisions of this ESC shall be subject to the arbitration procedures set forth in Article 9, Arbitration, of the 2020 Regional Labor Agreement.

FOR THE UNION:

FOR THE COMPANY:

Jason Vellmer
CWA Staff Representative District 6
District 6

Steve Frost
Assistant Vice President
AT&T Labor Relations

MEMORANDUM OF AGREEMENT
REGARDING PURPLE MOBILITY CALL CENTER PERCENTAGES

Subject to the ratification of the 2020 Collective Bargaining Agreement ("2020 PURPLE CBA") between AT&T Mobility Services LLC, AT&T Customer Services, Inc. (collectively referred to herein as the "Company") and the Communications Workers of America District 6 ("CWA"), the Company and CWA agree to the following during the term of the 2020 Purple CBA:

1. Definitions

- (1) As used herein "Purple Calls" means Company mobility calls handled by Company call centers with employees covered by the 2020 Purple CBA.
- (2) As used herein "Total Calls" means Company calls, including Purple Calls, handled by all call centers handling Company mobility calls.

2. Call Center Percentages

The Company agrees to ensure Purple Calls are no less than 7% by December 31, 2020.

3. Call Flow Minimum

- (1) In order to ensure compliance with Paragraph 2., the Company shall provide a call center Quarterly Report, beginning with the end of the first quarter of 2021 and continuing at the end of each quarter thereafter, to CWA District 6 Vice President Claude Cummings that sets forth:
 - (a) Number of Total Calls for each month in the quarter;
 - (b) Number of Purple Calls broken down by call center within the 2020 Purple CBA for each month in the quarter.
- (2) If requested by CWA, the Company and CWA, commencing June 2021 and continuing at six (6) month intervals thereafter, will discuss the Company's compliance with the agreed upon percentage ("Reconciliation Discussion"). The Reconciliation Discussion will include two designated CWA representatives appointed by CWA District 6 Vice President Claude Cummings and two designated Company representatives.
- (3) If the Company has fallen short of the commitments in Paragraph 2. Call Center Percentages, the Company shall take prompt, commercially reasonable steps to bring the Purple Call Percentage up to the minimum guarantee within 120 days of the date the shortfall is reported by CWA to the Company.
- (4) During any period of identified shortfall, the Company shall not declare an involuntary surplus in all or any of the Purple Call Centers unless there is an extraordinary drop in call volume or due to adverse economic or business conditions as determined by the Company (e.g., failure to reach terms on a lease renewal).
- (5) The Company and CWA agree the information referenced in Paragraph 2. is highly confidential ("Confidential Information"). Any data provided to CWA pursuant to this Paragraph 3. shall not be used for any purpose other than the Reconciliation Discussion(s) and any proceedings to enforce this MOA except with the express written agreement of the Company. Failure to abide by the confidentiality terms

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of this MOA could result in the immediate cancellation of the MOA and of any further meetings at the Company's election.

Notwithstanding this remedy, it is the mutual intent of the parties to engage in a meaningful dialogue to assist and allow CWA to meet its obligations to bargaining unit members.

4. Scope of Agreement

This agreement relates only to the Purple Calls and does not in any manner supersede any other agreements between the parties. Except where expressly stated herein, this MOA is not intended to restrict the Company's existing management rights as established via any practice or as set forth in the 2020 Purple CBA and its Memoranda/Letters of Agreement.

On Behalf of:

COMMUNICATIONS WORKERS OF AMERICA

Claude Cummings
Vice President
CWA District 6

Date: _____

On Behalf of:

AT&T MOBILITY SERVICES LLC
AT&T CUSTOMER SERVICES, INC.

Michael Keith
Vice President
AT&T Labor Relations

Date: _____

Austin
Joplin
Houston
TUSA
OKE
Wboock
WF
Dallas

CPP 02222020

February 22, 2020



Mr. Claude Cummings
Vice President, District 6
Communications Workers of America
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Dear Mr. Claude Cummings,

Effective January 1, 2021, bargaining unit employees in the 2020 Collective Bargaining Agreement represented by CWA District 6 (AT&T Mobility Services LLC and AT&T Customer Services, Inc.) will be eligible to participate in a Paid Parental Leave Policy ("PPL") for U.S. Bargained-for Employees. The PPL will provide for two (2) weeks of paid parental leave. The Company retains the unilateral right to modify, suspend or discontinue the PPL Policy at any time in its discretion.

Sincerely,

Michael P. Keith
Vice President
AT&T Labor Relations

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February 22, 2020



Mr. Jason Vellmer
CWA Staff Representative
District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

The Company and Union had discussions during 2020 negotiations regarding the Team Lead program used in the Company's Business Call Center located in Oklahoma City, Oklahoma. The Company agrees that in no event shall bargained employees assigned to the Team Lead program have any involvement in discipline or performance evaluation of other employees. Those performing Team Lead assignments will, at a minimum, receive the relief differential as outlined in the CBA, Article 19, Section 9.

Sincerely,

Steve Frost
Assistant Vice President
AT&T Labor Relations

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February 22, 2020

Mr. Claude Cummings
Vice President
CWA District 6
4801 Southwest Parkway, Suite 145
Austin, Texas 78735



Dear Mr. Claude Cummings:

This letter addresses the Union's proposal and request to meet and confer regarding a potential transition of Southwest Wireline Call Center(s) and the work associated with those call centers into Mobility Call Centers covered by the Mobility Purple Collective Bargaining Agreement (the "Purple CBA") and the potential movement of employees in the Southwest Wireline Call Center(s) into the Purple CBA. While the Company makes no commitment regarding any potential conversion of the Southwest Wireline Call Center(s) or transition of employees and the work associated with those within those Southwest Wireline Call Center(s), the Company may, at some future point, wish to consider such request(s). If such consideration is made, the Parties agree they may discuss whether there is a want or need by the Company to convert a call center or allow the call center employees - in total or as a partial movement - to move into positions within a Mobility Call Center covered by the Purple CBA. Should that circumstance arise, the Company will provide the Union with reasonable advance notice (e.g., 2 weeks) prior to the first layoff or call center closure announcement. Upon request following such notice, the AT&T Mobility Vice President - Labor Relations (or designee) will meet with the CWA District 6 Vice President (or designee) to discuss these matters. Any such meeting may be in person, by telepresence, or via telephone.

Sincerely,

Mike P. Keith
Vice President
AT&T Labor Relations

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Administrative Assistant

Business Account Executive

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	396.50	396.50	396.50	396.50
2	422.00	423.00	424.00	424.50
3	449.50	451.50	453.50	455.00
4	478.50	481.50	484.50	487.50
5	509.50	514.00	518.00	522.00
6	542.00	548.50	554.00	559.00
7	577.50	585.00	592.50	599.00
8	614.50	624.50	633.50	641.50
9	654.50	666.00	677.00	687.50
10	696.50	711.00	724.00	736.50
11	741.50	758.50	774.00	788.50
12	789.50	809.50	827.50	845.00
13	840.50	863.50	885.00	905.00

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	535.50	535.50	535.50	535.50
2	561.50	563.00	564.00	565.00
3	588.50	591.50	594.00	596.00
4	617.50	621.50	625.50	629.00
5	647.00	653.00	658.50	663.50
6	678.50	686.50	693.50	700.00
7	711.50	721.50	730.50	738.50
8	746.00	758.00	769.00	779.00
9	782.50	796.50	810.00	822.00
10	820.00	837.00	853.00	867.50
11	860.00	879.50	898.00	915.00
12	902.00	924.50	946.00	965.50
13	945.50	971.50	996.00	1018.50

Business Customer Service Specialist I

Business Customer Service Specialist II

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	414.50	414.50	414.50	414.50
2	437.50	438.50	439.00	440.00
3	461.50	463.50	465.50	467.00
4	486.50	490.00	493.00	495.50
5	513.50	518.00	522.00	526.00
6	541.50	547.50	553.50	558.50
7	571.50	579.00	586.00	592.50
8	602.50	612.50	621.00	629.00
9	636.00	647.50	658.00	667.50
10	671.00	684.50	697.00	708.50
11	707.50	723.50	738.50	752.50
12	746.50	765.00	782.50	798.50
13	787.50	809.00	829.00	847.50

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	489.00	489.00	489.00	489.00
2	515.50	516.50	517.50	518.50
3	543.50	546.00	548.00	550.00
4	572.50	576.50	580.00	583.50
5	603.50	609.00	614.00	619.00
6	636.50	643.50	650.00	656.50
7	670.50	680.00	688.50	696.00
8	707.00	718.50	728.50	738.50
9	745.00	759.00	771.50	783.00
10	785.50	802.00	816.50	830.50
11	828.00	847.00	864.50	881.00
12	873.00	895.00	915.50	934.50
13	920.00	945.50	969.00	991.00

Business Sales Specialist

Clerical Associate

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	475.00	475.00	475.00	475.00
2	500.50	502.00	503.00	503.50
3	527.50	530.00	532.50	534.00
4	556.00	560.00	563.50	566.50
5	586.00	591.50	596.50	601.00
6	618.00	625.00	631.50	637.00
7	651.50	660.00	668.50	676.00
8	686.50	697.50	707.50	716.50
9	723.50	736.50	749.00	760.00
10	762.50	778.50	793.00	806.00
11	804.00	822.00	839.50	855.00
12	847.00	868.50	888.50	906.50
13	893.00	917.50	940.50	961.50

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	406.50	406.50	406.50	406.50
2	429.00	430.00	431.00	431.50
3	452.50	455.00	456.50	458.50
4	477.50	481.00	484.00	486.50
5	504.00	509.00	513.00	517.00
6	532.00	538.00	543.50	549.00
7	561.50	569.00	576.50	583.00
8	592.50	602.00	611.00	619.00
9	625.50	637.00	647.50	657.00
10	660.00	673.50	686.00	698.00
11	696.50	712.50	727.50	741.00
12	735.00	753.50	771.00	787.00
13	775.50	797.00	817.00	835.50

Client Service Specialist

Consolidated Customer Service Representative

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	501.50	501.50	501.50	501.50
2	523.50	524.50	526.00	527.00
3	546.50	549.00	551.50	553.50
4	570.50	574.50	578.00	581.50
5	595.50	601.00	606.00	610.50
6	622.00	629.00	635.50	641.50
7	649.00	658.00	666.00	673.50
8	678.00	688.50	698.50	707.50
9	707.50	720.50	732.50	743.50
10	738.50	754.00	768.00	781.00
11	771.00	788.50	805.00	820.00
12	805.00	825.50	844.00	861.50
13	840.50	863.50	885.00	905.00

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	600.00	600.00	600.00	600.00
2	616.50	618.00	619.00	620.50
3	633.50	636.50	639.00	641.50
4	651.00	655.50	659.50	663.00
5	668.50	675.00	680.50	685.50
6	687.00	695.00	702.00	708.50
7	706.00	715.50	724.50	732.50
8	725.50	737.00	747.50	757.50
9	745.00	759.00	771.50	783.00
10	765.50	781.50	796.00	809.50
11	786.50	805.00	821.50	837.00
12	808.50	829.00	848.00	865.00
13	830.50	853.50	875.00	894.50

Coordinator

<u>Step</u>	<u>Effective</u> <u>2/22/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>	<u>Effective</u> <u>2/19/2023</u>
1	480.50	480.50	480.50	480.50
2	509.50	510.50	512.00	512.50
3	540.50	543.00	545.00	547.00
4	573.00	577.00	580.50	584.00
5	608.00	613.50	618.50	623.00
6	644.50	652.00	658.50	664.50
7	683.50	693.00	701.50	709.50
8	725.00	736.50	747.00	757.00
9	769.00	782.50	795.50	807.50
10	815.50	832.00	847.50	862.00
11	864.50	884.50	902.50	919.50
12	917.00	940.00	961.50	981.00
13	972.50	999.00	1024.00	1047.00

COS Sales Advocate

<u>Step</u>	<u>Effective</u> <u>2/22/2020</u>	<u>Effective</u> <u>TBD</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>	<u>Effective</u> <u>2/19/2023</u>
1	353.00	362.50	362.50	362.50	362.50
2	377.00	387.00	388.00	388.50	389.50
3	403.00	413.00	415.00	416.50	418.00
4	430.50	440.50	443.50	446.50	449.00
5	460.00	470.50	474.50	478.50	482.00
6	491.50	502.00	507.50	513.00	518.00
7	525.50	535.50	543.00	550.00	556.00
8	561.50	571.50	581.00	589.50	597.00
9	600.00	610.00	621.50	632.00	641.50
10	641.00	651.00	664.50	677.00	688.50
11	685.00	695.00	711.00	726.00	739.50
12	732.00	741.50	760.50	778.00	794.50
13	782.00	791.50	813.50	834.00	853.00

Customer Service Representative I

Customer Service Representative II

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	414.50	414.50	414.50	414.50
2	437.50	438.50	439.00	440.00
3	461.50	463.50	465.50	467.00
4	486.50	490.00	493.00	495.50
5	513.50	518.00	522.00	526.00
6	541.50	547.50	553.50	558.50
7	571.50	579.00	586.00	592.50
8	602.50	612.50	621.00	629.00
9	636.00	647.50	658.00	667.50
10	671.00	684.50	697.00	708.50
11	707.50	723.50	738.50	752.50
12	746.50	765.00	782.50	798.50
13	787.50	809.00	829.00	847.50

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	489.00	489.00	489.00	489.00
2	511.50	512.50	514.00	514.50
3	535.00	537.50	540.00	542.00
4	560.00	563.50	567.00	570.50
5	586.00	591.00	596.00	600.50
6	613.00	619.50	626.00	632.00
7	641.00	650.00	658.00	665.00
8	670.50	681.50	691.00	700.50
9	701.50	714.50	726.00	737.00
10	734.00	749.00	763.00	776.00
11	768.00	785.50	801.50	817.00
12	803.50	823.50	842.50	859.50
13	840.50	863.50	885.00	905.00

Customer Support Specialist

Finance Representative I

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	513.50	513.50	513.50	513.50
2	535.00	536.50	537.50	538.50
3	558.00	560.50	562.50	565.00
4	581.50	585.50	589.00	592.50
5	606.00	611.50	616.50	621.00
6	632.00	639.00	645.50	651.50
7	658.50	667.50	675.50	683.00
8	686.50	697.00	707.50	716.50
9	715.50	728.50	740.50	751.50
10	745.50	761.00	775.00	788.00
11	777.50	795.00	811.50	826.50
12	810.00	830.50	849.50	867.00
13	844.50	867.50	889.00	909.00

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	415.50	415.50	415.50	415.50
2	440.50	441.50	442.50	443.50
3	467.50	469.50	471.50	473.00
4	495.50	499.00	502.00	505.00
5	525.50	530.00	534.50	538.50
6	557.50	563.50	569.50	574.50
7	591.00	599.00	606.50	613.00
8	626.50	636.50	646.00	654.50
9	664.50	676.50	688.00	698.00
10	705.00	719.00	732.50	745.00
11	747.50	764.50	780.00	795.00
12	792.50	812.50	831.00	848.00
13	840.50	863.50	885.00	905.00

Finance Representative II

Fraud Analyst

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	456.50	456.50	456.50	456.50
2	483.00	484.00	485.00	485.50
3	510.50	513.00	515.00	517.00
4	540.00	543.50	547.00	550.00
5	571.00	576.00	581.00	585.00
6	604.00	610.50	617.00	622.50
7	638.50	647.00	655.00	662.50
8	675.00	686.00	696.00	705.00
9	714.00	727.00	739.00	750.00
10	755.00	770.50	785.00	798.00
11	798.50	816.50	834.00	849.00
12	844.50	865.50	885.50	903.50
13	893.00	917.50	940.50	961.50

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	468.00	468.00	468.00	468.00
2	502.00	503.00	504.00	505.00
3	538.50	541.00	543.50	545.50
4	578.00	581.50	585.50	588.50
5	620.00	625.50	630.50	635.50
6	665.00	672.50	679.50	686.00
7	713.00	723.00	732.00	740.50
8	765.00	777.50	788.50	799.00
9	821.00	836.00	849.50	862.50
10	880.50	898.50	915.50	931.00
11	944.50	966.00	986.50	1005.00
12	1013.50	1039.00	1062.50	1085.00
13	1087.00	1117.00	1145.00	1171.00

Information Systems Technician

National Distribution Account Executive

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	594.50	594.50	594.50	594.50
2	633.00	634.50	635.50	637.00
3	674.00	677.00	679.50	682.00
4	717.50	722.00	726.50	730.50
5	763.50	770.50	777.00	783.00
6	813.00	822.00	830.50	838.50
7	865.50	877.50	888.00	898.00
8	921.50	936.00	949.50	962.00
9	981.00	998.50	1015.50	1030.50
10	1044.50	1065.50	1085.50	1104.00
11	1111.50	1137.00	1161.00	1182.50
12	1183.50	1213.00	1241.00	1267.00
13	1260.00	1294.50	1327.00	1357.00

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	374.50	374.50	374.50	374.50
2	398.50	399.50	400.00	401.00
3	424.00	426.00	427.50	429.00
4	451.00	454.00	457.00	459.50
5	480.00	484.00	488.00	491.50
6	510.50	516.00	521.50	526.50
7	543.00	550.50	557.00	563.50
8	578.00	587.00	595.50	603.00
9	614.50	626.00	636.00	645.50
10	654.00	667.50	679.50	691.00
11	695.50	711.50	726.00	739.50
12	740.00	758.50	776.00	791.50
13	787.50	809.00	829.00	847.50

Retail Sales Consultant

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> TBD	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	354.50	402.50	402.50	402.50	402.50
2	378.50	427.50	428.50	429.50	430.00
3	404.50	454.00	456.50	458.00	460.00
4	432.00	482.50	486.00	489.00	491.50
5	461.50	512.50	517.00	521.50	525.50
6	493.00	544.50	550.50	556.50	561.50
7	526.50	578.50	586.50	593.50	600.00
8	562.50	614.50	624.00	633.50	641.50
9	600.50	652.50	664.50	675.50	685.50
10	641.50	693.50	707.50	721.00	733.00
11	685.50	736.50	753.50	769.00	783.50
12	732.00	782.50	802.00	820.50	837.50
13	782.00	831.00	854.00	875.50	895.00

Service Specialist

Small Biz Advisor I

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	513.50	513.50	513.50	513.50
2	535.00	536.50	537.50	538.50
3	558.00	560.50	562.50	565.00
4	581.50	585.50	589.00	592.50
5	606.00	611.50	616.50	621.00
6	632.00	639.00	645.50	651.50
7	658.50	667.50	675.50	683.00
8	686.50	697.00	707.50	716.50
9	715.50	728.50	740.50	751.50
10	745.50	761.00	775.00	788.00
11	777.50	795.00	811.50	826.50
12	810.00	830.50	849.50	867.00
13	844.50	867.50	889.00	909.00

Step	<u>Effective</u> 2/22/2020	<u>Effective</u> 2/21/2021	<u>Effective</u> 2/20/2022	<u>Effective</u> 2/19/2023
1	503.50	503.50	503.50	503.50
2	527.50	528.50	529.50	530.50
3	552.50	555.00	557.50	559.50
4	579.00	583.00	586.50	589.50
5	606.50	612.00	617.00	621.50
6	635.50	642.50	649.00	655.50
7	665.50	674.50	683.00	690.50
8	697.50	708.50	718.50	728.00
9	730.50	744.00	756.00	767.50
10	765.50	781.00	795.50	809.00
11	802.00	820.00	837.00	852.50
12	840.00	861.00	880.50	899.00
13	880.00	904.00	926.50	947.50

Call Biz Advisor II

Technician MSC/RNOC

Step	<u>Effective</u> <u>2/22/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>	<u>Effective</u> <u>2/19/2023</u>
1	534.50	534.50	534.50	534.50
2	560.00	561.00	562.50	563.50
3	586.50	589.00	591.50	594.00
4	614.50	618.50	622.50	626.00
5	643.50	649.50	655.00	659.50
6	674.00	682.00	689.00	695.00
7	706.00	716.00	724.50	732.50
8	739.50	751.50	762.50	772.50
9	775.00	789.00	802.00	814.00
10	811.50	828.50	844.00	858.00
11	850.50	869.50	887.50	904.00
12	890.50	913.00	934.00	953.00
13	933.00	958.50	982.50	1004.50

Step	<u>Effective</u> <u>2/22/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>	<u>Effective</u> <u>2/19/2023</u>
1	755.00	755.00	755.00	755.00
2	807.00	809.00	810.50	812.00
3	862.50	866.50	870.00	873.50
4	922.00	928.50	934.00	939.50
5	985.50	994.50	1003.00	1010.50
6	1053.50	1065.50	1076.50	1086.50
7	1126.00	1141.50	1155.50	1168.50
8	1204.00	1223.00	1240.50	1257.00
9	1287.00	1310.00	1332.00	1352.00
10	1375.50	1403.50	1430.00	1454.00
11	1470.50	1504.00	1535.00	1564.00
12	1571.50	1611.00	1648.00	1682.00
13	1680.00	1726.00	1769.00	1809.00

Telesales Representative

Wireless Technician

Step	<u>Effective</u> <u>2/22/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>	<u>Effective</u> <u>2/19/2023</u>
1	426.00	426.00	426.00	426.00
2	451.50	452.50	453.50	454.00
3	478.50	480.50	482.50	484.00
4	507.00	510.00	513.50	516.00
5	537.00	542.00	546.50	550.50
6	569.00	575.50	581.50	586.50
7	603.00	611.00	618.50	625.50
8	638.50	649.00	658.50	667.00
9	677.00	689.00	700.50	711.00
10	717.00	732.00	745.50	758.00
11	760.00	777.00	793.50	808.00
12	805.00	825.50	844.50	861.50
13	853.00	876.50	898.50	918.50

Step	<u>Effective</u> <u>2/22/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>	<u>Effective</u> <u>2/19/2023</u>
1	710.50	710.50	710.50	710.50
2	759.00	761.00	762.50	764.00
3	811.50	815.00	818.50	821.50
4	867.00	873.00	878.50	883.00
5	926.50	935.00	942.50	949.50
6	990.00	1001.50	1011.50	1021.00
7	1058.00	1072.50	1085.50	1098.00
8	1130.50	1148.50	1165.00	1180.50
9	1208.00	1230.00	1250.50	1269.50
10	1291.00	1317.50	1342.00	1365.00
11	1379.50	1411.00	1440.50	1467.50
12	1474.00	1511.00	1546.00	1578.00
13	1575.00	1618.50	1659.00	1696.50

Work Force Administrator

<u>Step</u>	<u>Effective</u> <u>2/22/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>	<u>Effective</u> <u>2/19/2023</u>
1	422.00	422.00	422.00	422.00
2	444.00	445.00	446.00	446.50
3	467.00	469.00	471.00	473.00
4	491.50	495.00	498.00	500.50
5	517.00	521.50	526.00	530.00
6	544.00	550.00	556.00	561.00
7	572.50	580.00	587.50	594.00
8	602.00	611.50	620.50	629.00
9	633.50	645.00	656.00	665.50
10	666.50	680.00	693.00	704.50
11	701.00	717.00	732.00	746.00
12	737.50	756.50	773.50	789.50
13	776.00	797.50	817.50	836.00

SR Title eliminated October 20, 2018

Sales Support Representative

<u>Step</u>	<u>Effective</u> <u>2/22/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>	<u>Effective</u> <u>2/19/2023</u>
1	389.00	389.00	389.00	389.00
2	409.50	409.50	409.50	409.50
3	431.00	431.00	431.00	431.00
4	454.00	454.00	454.00	454.00
5	477.50	477.50	477.50	477.50
6	503.00	503.00	503.00	503.00
7	529.50	529.50	529.50	529.50
8	557.50	557.50	557.50	557.50
9	586.50	586.50	586.50	586.50
10	617.50	617.50	617.50	617.50
11	650.00	650.00	650.00	650.00
12	684.50	684.50	684.50	684.50
13	720.50	720.50	720.50	720.50

JV
SK

2020 AT&T Mobility/CWA Negotiations
Purple Labor Agreement Bargaining Proposal

JAS 2/14/2020
TA JCD 02/14/20
5:15 PM

Company Proposal: Company Counter Proposal to Union Proposal CCP01 to UP G-5,
6, 33 Rev 1

Contract Reference: Article 12

Action:	Passed	Countered	Rejected	Withdrawn	TA
Date:	2/3/2020				
Time:	4:15 PM				

ARTICLE 12
HOURS OF WORK

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

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

- a. The Company, except as provided in b. and d. below, will assign work schedules on the basis of seniority as defined in Article 11.
- b. In the event there are business needs, as determined by the Company, requiring certain qualifications for particular work schedules, the Company shall offer such schedules on the basis of seniority to those employees the Company determines possess the required qualifications. Management will provide the local Union Representative and the affected employees with an explanation of the underlying business needs requiring such scheduling and the expected duration.
- c. Work schedules shall be officially posted or furnished by the Company to show the scheduled tours the employee is to work at least one (1) week prior to the start of the work period covered by the schedule. Such schedules shall include the starting and ending time of each of the tours making up the scheduled workweek. For tours longer than five (5) hours, such schedules will also include the length of the period to be allowed for meals.

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

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- d. If, during the period for which schedules have been established, the Company determines unexpected absences or business needs necessitate a change in the posted work schedule, the Company may schedule or reassign schedules by first seeking volunteers and then assigning employees by inverse seniority. Employees will be notified of any changes to their schedule, and whenever possible, the Company will endeavor to notify employees forty-eight (48) hours in advance of the need for such schedule changes.
- e. A work schedule for an employee may be changed if the employee so requests and the Company approves such request.
- f. **When a New Hire Class is ready to be integrated into the Call Center (after all training is completed), the Company will initiate a mini-shift bid to integrate the New Hires into the existing schedule.**
 - (1) **Management will identify open slots that need to be filled**
 - (2) **Prior to placing new hires into these open slots, management will make them available for any other employee in the center to bid on the open slots.**
 - (3) **Management will assign employees who have bid on open slots based on seniority order**
 - (4) **New Hires will then be slotted into remaining available slots based on seniority unto the next full shift bid.**
 - (5) **Any slots that become available as a result of the mini-shift bid will be filled with New Hires. All other employees will remain on their existing schedules until the next full shift bid.**

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

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

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TA
 10:44 AM
 2/17/2020
 TAJC @ 10:44 AM
 GAA

Company Proposal: Company Counter to Union Proposal CCP02 to UP G-8,9 Rev3

Contract Reference: ART 14

Action:	Passed	Countered	Rejected	Withdrawn	TA
Date:	2-16-2020				
Time:	10:44 AM				

ARTICLE 14
 FORCE ADJUSTMENT

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

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

Section 2. Under the circumstances set forth in Section 1, preceding, regular employees will be given preference, in accordance with their seniority, to perform the remaining work under the following circumstances:

- a. The work is in a previously held title for which the employee is still qualified (equal or lower rated) or,
- b. The employee can perform the job with minimal training and associated cost.

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

Section 3. If a surplus remains after application of Section 2. preceding, any remaining surplus regular employees will be offered laterals

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and downgrades for which they are qualified, by order of seniority, to fill any available job vacancies within the Bargaining Unit. When the posting of job vacancies is implemented in accordance with the provisions of Article 13, Work Assignments, Section 1., these surplus employees will be considered for any vacancies for which they qualify within the Company.

Section 4. Severance Payments. If the Company determines that a surplus exists as described in Section 1. preceding, resulting in the layoff of a regular employee, that employee shall be eligible for a \$700 Severance Payment or payment equivalent to one week's wages (whichever is greater), for each completed six (6) months of Net Credited Service during the first year of employment and an additional \$700 or payment equivalent to one week's wages (whichever is greater), for each subsequent completed year of Net Credited Service up to a maximum of **\$18,000** ~~\$17,000~~. Part-time employees will be paid on a pro-rated basis.

Section 5. A former surplus employee who has been laid off and who files an application for employment will be considered prior to internal applicants, with the exception of employees who are currently in a surplus status, and off-street applicants for vacancies for which he/she qualifies for a period of three (3) years from the date of layoff.

Section 6. Time-in-title and time-in-location requirements shall be waived for surplus employees.

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

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

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

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Purple Labor Agreement Bargaining Proposal

THC
TA JCV

Company Proposal: Company Counter to Union Proposal CCP01 to UP G-10

Contract Reference: Article 15

Action:	Passed	Countered	Rejected	Withdrawn	TA
Date:	2/11/2020				2/12/2020
Time:	1:45 PM				10:36 A

ARTICLE 15
NON-DISCRIMINATION

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

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

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Union Proposal: G-11
Date: 2/4/2020
Time: 11:07AM

TA
2/12/2020
3:30 PM
SAME AS
BEACH
TAJCU 02/12/20
3:30 PM

ARTICLE 16
SAFETY

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

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

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

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

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

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

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

The Union Reserves the Right to Modify, Add, or Delete any of its Proposals

2020 AT&T Mobility/CWA Negotiations
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TA
 2/13/2022
 10:39 AM
 SJH
 TAJCV 2/13/20
 10:39 AM

Company Proposal: Company Counter to Union Proposal CCP01 to UPG-23

Contract Reference: Article 25 Exchange Time

Action:	Passed	Countered	Rejected	Withdrawn	TA
Date:	2/12/2022				
Time:	11:08 AM				

ARTICLE 25
 EXCHANGE TIME

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

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TA
 2/15/2020
 4:35 PM
 JLL
 TA JCV 02/15/20
 @ 4:39 PM

Company Proposal: Company Counter to Union Proposal CCP01 to UP G-27

Contract Reference: LOA 1 Call Quality Observations

Action:	Passed	Countered	Rejected	Withdrawn	TA
Date:	2/15/2020				
Time:	4:35 PM				



LOA 1 Call Quality Observations

February 22, 2020

Jason Vellmer
 CWA Staff Representative
 CWA District 6
 10733 Sunset Office Drive, Suite 201
 Sunset Hills, MO 63127

Dear Mr. Vellmer:

Subject to ratification of the **2020** Labor Agreement between AT&T Mobility Services LLC and **AT&T Customer Services, Inc** and the Communications Workers of America, the Company and the Union acknowledge that we must continue to provide high quality service to customers in order to effectively compete and succeed in today's increasingly competitive wireless industry.

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

The following language applies to employees in call centers:

- **A maximum of eight (8) randomly selected customer call per representative per month may be observed. Management shall select the first call to be observed and will alternate selection with the employee for all calls thereafter. Calls selected by the employee**

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must have a minimum duration of three (3) minutes or more. Calls selected for evaluation shall be selected from those calls that occurred after the employee's most recent call evaluation. Management will determine the method of evaluation.

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

The following language applies to employees in Retail locations:

- A maximum of six (6), full or partial, customer interactions may be observed per month. Management will determine the method of evaluation and what is observed.
- An interaction is defined as one made by a member of management on the retail floor.

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

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

Sincerely,

Steve Frost
Assistant Vice President, Labor Relations
AT&T

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7/17/2020
2/12/2020
TA JV 2/12/20

Company Proposal: Company Counter to Union Proposal- CCP01 to UP OP-5

Contract Reference: New LOA Climbing Boots

Action:	Passed	Countered	Rejected	Withdrawn	TA
Date:	2/11/2020				2/12/2020
Time:	1:43PM				10:37AM



LOA XX - Climbing Boots

February 22, 2020

Mr. Jason Vellmer
CWA Staff Representative
CWA District 6
10733 Sunset Office Drive, Suite 201
Sunset Hills, MO 63127

Dear Mr. Vellmer:

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

Sincerely,

Steve Frost
Assistant Vice President Labor Relations
AT&T

2020 AT&T Mobility/CWA Negotiations
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11 12/11/20
 2/12/2020
 TAOCCU 00/12/20

Company Proposal: Company Counter to Union Proposal CCP01 to UP OP-4

Contract Reference: NEW LOA - Prescription Safety Glasses

Action:	Passed	Countered	Rejected	Withdrawn	TA
Date:	2/11/2020				2/12/2020
Time:	1:42PM				10:38AM



LOA XX - Prescription Safety Glasses

February 22, 2020

Mr. Jason Vellmer
 CWA Staff Representative
 CWA District 6
 10733 Sunset Office Drive, Suite 201
 Sunset Hills, MO 63127

Dear Mr. Vellmer:

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

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

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

Sincerely,

Steve Frost
 Assistant Vice President Labor Relations
 AT&T

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