

AT&T Mobility Services LLC
and
Communications Workers of America Districts 1, 2-13, 4, 7 and 9

Company Proposal Package
June 24, 2022

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Orange Tentative Agreement
Patricia M. Tulew
6/24/2022

For CWA:
Patricia M. Tulew
6/24/2022

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

**Company Proposal Package
June 24, 2022**

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 2022 negotiations are incorporated by reference in this document.

Subject to the parties executing this proposal by June 24, 2022, and the ratification of the 2022 Agreement by _____, 2022, the Company will pay the following General Wage Increases and the attached benefits. If the stated conditions are met, the 2022 wage increases will be effective February 12, 2022, and the benefit changes will be effective beginning the 2023 plan year.

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. Eastern Standard Time on _____, 2022. 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not met, this offer will have no force or effect, and all proposals made by the Company up to that time will be deemed withdrawn.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 in Appendix A 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 2017 Regional Labor Agreement, will be exponentially increased with the exception of the table upgrades described in this proposal.

Effective	Top Step	Bottom Step
February 12, 2022	5.00%	No change
February 12, 2023	3.00%	No change
February 11, 2024	3.00%	No change
February 9, 2025	3.00%	No change

Annual increases are effective on the dates indicated above.

Effective February 12, 2023, an adjustment will be made in basic weekly rates in each wage schedule. The amount of the adjustment shall be 0.5 times the increase above three percent (3%) in the U.S. Department of Labor Statistics "CPI-W" (1982-84 = 100) for December 2022 over December 2021. The adjustment will be added to the 2023 general wage increase and applied exponentially with no change to starting wages. However, in no event shall the wage increase for 2023 exceed 5% in total.

Effective February 11, 2024, an adjustment will be made in basic weekly rates in each wage schedule. The amount of the adjustment shall be 0.5 times the increase above three percent (3%) in the U.S. Department of Labor Statistics "CPI-W" (1982-84 = 100) for December 2023 over December 2022. The adjustment will be added to the

2024 general wage increase and applied exponentially with no change to starting wages. However, in no event shall the wage increase for 2024 exceed 5% in total.

Effective February 9, 2025, an adjustment will be made in basic weekly rates in each wage schedule. The amount of the adjustment shall be 0.5 times the increase above three percent (3%) in the U.S. Department of Labor Statistics "CPI-W" (1982-84 = 100) for December 2024 over December 2023. The adjustment will be added to the 2025 general wage increase and applied exponentially with no change to starting wages. However, in no event shall the wage increase for 2025 exceed 5% in total.

Examples of how an adjustment, where applicable, may be applied to the relevant GWI are as follows:

Example 1:

December 2021 CPI-W = 290

December 2022 CPI-W = 307.4

Wage Schedule XXX – Top Step as of February 11, 2022 - \$1000.00 per week

Wage Schedule XXX – Top Step as of February 12, 2023 - \$1030.00 (original per the 3% GWI)

$$\begin{aligned} \text{COLA adjustment} &= \left(\left[\left(\frac{\text{December 2022 CPI-W}}{\text{December 2021 CPI-W}} - 1 \right) - 0.03 \right] \times 0.5 \right) = \\ &= \left(\left[\left(\frac{307.4}{290} - 1 \right) - 0.03 \right] \times 0.5 \right) = \left([1.06 - 1] - 0.03 \right) \times 0.5 = \\ &= (0.06 - 0.03) \times 0.5 = 0.03 \times 0.5 = \\ &= 0.015 \text{ or } 1.5\% \end{aligned}$$

$$\begin{aligned} \text{Adjusted GWI} &= 0.03 + .015 = \\ &= 0.045 \text{ or } 4.5\% \end{aligned}$$

$$\begin{aligned} \text{New wage schedule} &= \$1000.00 \times 0.045 (4.5\%) = \$45 \\ &= \$1000.00 + \$45 = \$1045.00 \text{ (round to the nearest 50 cent if necessary)} \end{aligned}$$

Example 2:

December 2022 CPI-W = 307.4

December 2023 CPI-W = 332

Wage Schedule XXX – Top Step as of February 10, 2024 - \$1045.00 per week

Wage Schedule XXX – Top Step as of February 11, 2024 - \$1061.00 (original per the 3% GWI)

$$\begin{aligned} \text{COLA adjustment} &= \left(\left[\left(\frac{\text{December 2023 CPI-W}}{\text{December 2022 CPI-W}} - 1 \right) - 0.03 \right] \times 0.5 \right) = \\ &= \left(\left[\left(\frac{332}{307.4} - 1 \right) - 0.03 \right] \times 0.5 \right) = \left([1.08 - 1] - 0.03 \right) \times 0.5 = \\ &= (0.08 - 0.03) \times 0.5 = 0.05 \times 0.5 = \\ &= 0.025 \text{ or } 2.5\% \end{aligned}$$

$$\text{Adjusted GWI} = 0.03 + .025 = 0.055 \text{ or } 5.5\%. \text{ Since the cap is 5\% this is lowered to 5\%}$$

$$\begin{aligned} \text{New wage schedule} &= \$1045.00 \times 0.05 (5\%) = \$52.55 \\ &= \$1045.00 + \$52.25 = \$1097.25. \\ &= \$1097.50 \text{ (round to the nearest 50 cent)} \end{aligned}$$

The Company will notify the Union when it is ready to implement the 2022 wages to the Labor Agreement.

RATIFICATION BONUS

A \$500 lump sum ratification bonus shall be paid if the Company receives official notice from the Union on or before 5:00 p.m. Eastern Standard Time on _____, 2022. Employees must be on payroll in a Mobility Districts 1, 2-13, 4, 7 and 9 (Orange) 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.

AT&T Mobility Orange
Benefit Outline Summary

This Agreement is between the COMMUNICATIONS WORKERS OF AMERICA (hereinafter called the "Union" or the CWA), and AT&T MOBILITY SERVICES LLC ~~and AT&T CUSTOMER SERVICES, INC.~~ (collectively referenced as hereinafter called "the Company") (the Company and Union are collectively referenced as "Parties"), with respect to employee benefits provided to Mobility Districts 1, 2-13, 4, 7, and 9 ("Agreement"). Subject to the Company receiving written notice on or before XXXX XX, XXXX 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 2018 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:

- Mobility Districts 1, 2-13, 4, 7, and 9 bargained employees hired, rehired or transferred (including transfers pursuant to the National Transfer Plan (NTP)) into Mobility Orange bargained titles before January 1, 2017 shall be referred to as "Current Employees". "Current Employees" shall also include transfers pursuant to the NTP from Mobility Districts 3 and 6 hired or rehired before January 1, 2017;
- Mobility Districts 1, 2-13, 4, 7, and 9 bargained employees hired, rehired or transferred (including transfers pursuant to the NTP) into Mobility Orange bargained titles on or after January 1, 2017 and before January 1, 2018 shall be referred to as "2017 New Hires" except for Mobility Districts 3 and 6 employees hired or rehired before January 1, 2017 who transferred pursuant to the NTP on or after January 1, 2017 and before January 1, 2018;
- Mobility Districts 1, 2-13, 4, 7, and 9 bargained employees hired, rehired or transferred (including transfers pursuant to the NTP) into Mobility Orange bargained titles on or after January 1, 2018 and before January 1, 2023 shall be referred to as "2018 New Hires" except for Mobility Districts 3 and 6 employees hired or

rehired before January 1, 2018 who transferred pursuant to the NTP on or after January 1, 2018 and before January 1, 2023;

Mobility Districts 1, 2-13, 4, 7, and 9 bargained employees hired, rehired or transferred (including transfers pursuant to the NTP) into Mobility Orange bargained titles on or after January 1, 2023 shall be referred to as “2023 New Hires” except for Mobility Districts 3 and 6 employees hired or rehired before January 1, 2023 who transferred pursuant to the NTP on or after January 1, 2023;

- Current Employees, 2017 New Hires and 2018 New Hires and 2023 New Hires shall be referred to collectively as “Employees”.

Effective January 1, 2023² unless noted otherwise, Current Employees, 2017 New Hires and 2018 New Hires and 2023 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 11², 2022⁴ as described in the applicable SPDs and SMMs, except as noted herein.

Plan/Program/Policy	Current Employees	2017 New Hires	2018 New Hires <u>and</u> <u>2023 New Hires</u>
AT&T Mobility <u>Orange</u> Medical Program	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	X	X
AT&T Adoption Assistance <u>Reimbursement</u> Policy <u>AT&T Surrogacy Reimbursement Policy</u> <u>AT&T Cryopreservation Reimbursement Policy</u>	X	X	X
AT&T Tuition Reimbursement Policy	X	X	X
<u>AT&T Commuter Benefits Policy</u>	X	X	X
AT&T Flexible Spending Account Plan	X	X	X
AT&T Mobility Disability Benefits Program for Southwest Bargained Employees (SWBW)	X	X	
AT&T Mobility Disability Benefits Program (Edge)	X	X	
AT&T Disability Income Program ³			X
Mobility Program of the AT&T Component Part of the AT&T WarnerMedia Pension Benefit Plan ^{4,3}	X		
Bargained Cash Balance Program #2 of the AT&T Component Part of the AT&T WarnerMedia Pension Benefit Plan ^{5,4}		X	X
AT&T Retirement Savings Plan	X	X	X

¹ This program includes Supplemental Life Insurance and Dependent Life Insurance provisions.

² The Company may unilaterally modify the AT&T Consolidated Long-Term Care Insurance Plan from time-to-time or discontinue without further discussions with the Union.

³ ~~Effective on January 1, 2018, 2018 New Hires will be eligible for the AT&T Disability Income Program.~~

^{4,3} Employees hired or rehired on or before December 31, 2009

^{5,4} Employees hired, rehired or transferred after December 31, 2009

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires	
Effective Date(s)	1/1/202 3 ² , unless noted otherwise
MEDICAL PROGRAM BENEFITS	
Program	<p>AT&T Mobility Orange Medical Program*</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) dated October 2020 & associated Summary of Material Modifications (SMMs).</p>
Eligibility for Coverage	<p>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</p> <p>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>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</p> <p>No change from current program.</p> <p>Eligibility for Company Subsidy* begins on the employees' date of hire, provided the employee enrolls within the 31-day enrollment period.</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>2023 New Hires, 2018 New Hires and 2017 New Hires</p> <p>None.</p> <p><u>Current Employees</u></p> <p>None.</p>
Health Savings Account (HSA)	<p>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</p> <p>Employees who meet the legal requirements can elect to make pre-tax payroll contributions to an HSA via the Section 125 Cafeteria Plan up to the HSA annual maximum set by the IRS.</p> <p>In 2023, the Company will provide a Company Contribution to Active employees' HSA who meet the following criteria:</p> <ul style="list-style-type: none"> • Participate in the annual enrollment period, or their New Hire event • Have or establish an HSA account with the Company's HSA Administrator during the enrollment period.

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires																																																																																																																														
	<ul style="list-style-type: none"> Enroll in an AT&T Self-insured medical option that meets IRS qualifications for pre-tax HSA contributions. Provided the below options meet IRS criteria as HSA-qualified High-Deductible Health Plan, the Company will match the below amounts for employees who elect to contribute at least the following amounts to their HSA via payroll deductions: <ul style="list-style-type: none"> Option 2 and Option 3: \$250 Individual/\$250 Family 																																																																																																																													
Full Time EE Contribution Per Month	<p>No active participating Employee will pay more than 100% of the cost of coverage.</p> <p><u>2023 New Hires</u>2018 New Hires and 2017 New Hires</p> <p>Option 1:</p> <table border="1"> <thead> <tr> <th></th> <th>20223</th> <th>2024</th> <th>2025</th> <th>2026</th> </tr> </thead> <tbody> <tr> <td>Individual</td> <td>\$150</td> <td>\$156</td> <td>\$164</td> <td>\$172</td> </tr> <tr> <td>Individual + Spouse</td> <td>\$422\$412</td> <td>\$440</td> <td>\$463</td> <td>\$486</td> </tr> <tr> <td>Individual + Child(ren)</td> <td>\$263\$257</td> <td>\$275</td> <td>\$289</td> <td>\$304</td> </tr> <tr> <td>Family</td> <td>\$453\$438</td> <td>\$473</td> <td>\$497</td> <td>\$523</td> </tr> </tbody> </table> <p>Option 2:</p> <table border="1"> <thead> <tr> <th></th> <th>20223</th> <th>2024</th> <th>2025</th> <th>2026</th> </tr> </thead> <tbody> <tr> <td>Individual</td> <td>\$108\$110</td> <td>\$113</td> <td>\$121</td> <td>\$129</td> </tr> <tr> <td>Individual + Spouse</td> <td>\$297\$300</td> <td>\$318</td> <td>\$341</td> <td>\$365</td> </tr> <tr> <td>Individual + Child(ren)</td> <td>\$185\$187</td> <td>\$199</td> <td>\$213</td> <td>\$228</td> </tr> <tr> <td>Family</td> <td>\$316\$319</td> <td>\$342</td> <td>\$366</td> <td>\$392</td> </tr> </tbody> </table> <p>Option 3:</p> <table border="1"> <thead> <tr> <th></th> <th>2023</th> <th>2024</th> <th>2025</th> <th>2026</th> </tr> </thead> <tbody> <tr> <td>Individual</td> <td>\$47</td> <td>\$54</td> <td>\$60</td> <td>\$66</td> </tr> <tr> <td>Individual + Spouse</td> <td>\$132</td> <td>\$151</td> <td>\$168</td> <td>\$187</td> </tr> <tr> <td>Individual + Child(ren)</td> <td>\$82</td> <td>\$94</td> <td>\$105</td> <td>\$117</td> </tr> <tr> <td>Family</td> <td>\$142</td> <td>\$162</td> <td>\$181</td> <td>\$201</td> </tr> </tbody> </table> <p><u>Current Employees, 2017 New Hires and 2018 New Hires</u>:</p> <p>Option 1:</p> <table border="1"> <thead> <tr> <th></th> <th>20223</th> <th>2024</th> <th>2025</th> <th>2026</th> </tr> </thead> <tbody> <tr> <td>Individual</td> <td>\$125</td> <td>\$129</td> <td>\$136</td> <td>\$143</td> </tr> <tr> <td>Individual + Spouse</td> <td>\$349\$344</td> <td>\$364</td> <td>\$383</td> <td>\$402</td> </tr> <tr> <td>Individual + Child(ren)</td> <td>\$218\$214</td> <td>\$227</td> <td>\$239</td> <td>\$251</td> </tr> <tr> <td>Family</td> <td>\$375\$365</td> <td>\$391</td> <td>\$411</td> <td>\$432</td> </tr> </tbody> </table> <p>Option 2:</p> <table border="1"> <thead> <tr> <th></th> <th>20223</th> <th>2024</th> <th>2025</th> <th>2026</th> </tr> </thead> <tbody> <tr> <td>Individual</td> <td>\$80\$84</td> <td>\$86</td> <td>\$92</td> <td>\$100</td> </tr> <tr> <td>Individual + Spouse</td> <td>\$227\$231</td> <td>\$242</td> <td>\$261</td> <td>\$281</td> </tr> <tr> <td>Individual + Child(ren)</td> <td>\$141\$144</td> <td>\$151</td> <td>\$163</td> <td>\$175</td> </tr> <tr> <td>Family</td> <td>\$244\$246</td> <td>\$260</td> <td>\$280</td> <td>\$302</td> </tr> </tbody> </table>		2022 3	2024	2025	2026	Individual	\$150	\$156	\$164	\$172	Individual + Spouse	\$422 \$412	\$440	\$463	\$486	Individual + Child(ren)	\$263 \$257	\$275	\$289	\$304	Family	\$453 \$438	\$473	\$497	\$523		2022 3	2024	2025	2026	Individual	\$108 \$110	\$113	\$121	\$129	Individual + Spouse	\$297 \$300	\$318	\$341	\$365	Individual + Child(ren)	\$185 \$187	\$199	\$213	\$228	Family	\$316 \$319	\$342	\$366	\$392		2023	2024	2025	2026	Individual	\$47	\$54	\$60	\$66	Individual + Spouse	\$132	\$151	\$168	\$187	Individual + Child(ren)	\$82	\$94	\$105	\$117	Family	\$142	\$162	\$181	\$201		2022 3	2024	2025	2026	Individual	\$125	\$129	\$136	\$143	Individual + Spouse	\$349 \$344	\$364	\$383	\$402	Individual + Child(ren)	\$218 \$214	\$227	\$239	\$251	Family	\$375 \$365	\$391	\$411	\$432		2022 3	2024	2025	2026	Individual	\$80 \$84	\$86	\$92	\$100	Individual + Spouse	\$227 \$231	\$242	\$261	\$281	Individual + Child(ren)	\$141 \$144	\$151	\$163	\$175	Family	\$244 \$246	\$260	\$280	\$302
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<u>Individual</u>	<u>\$21</u>	<u>\$27</u>	<u>\$31</u>	<u>\$37</u>																										
<u>Individual + Spouse</u>	<u>\$59</u>	<u>\$75</u>	<u>\$88</u>	<u>\$103</u>																										
<u>Individual + Child(ren)</u>	<u>\$37</u>	<u>\$47</u>	<u>\$55</u>	<u>\$65</u>																										
<u>Family</u>	<u>\$64</u>	<u>\$80</u>	<u>\$95</u>	<u>\$111</u>																										
Part Time EE Contributions	<p>No active participating Employee will pay more than 100% of the cost of coverage.</p> <p><u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program.</p> <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>																													
Working Spouse/Partner Contribution	<p><u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u></p> <p><u>Spouse/partnerLRP Access to Medical Coverage Additional Medical Contribution:</u> Participants whose spouse/partnerLRP 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/partnerLRP does not have access to medical coverage otherwise the additional contribution will be applied.</p> <p>Additional Monthly Medical Contribution:</p> <p><u>2022:</u> \$100</p> <table border="1"> <thead> <tr> <th><u>2023</u></th> <th><u>2024</u></th> <th><u>2025</u></th> <th><u>2026</u></th> </tr> </thead> <tbody> <tr> <td><u>\$115</u></td> <td><u>\$125</u></td> <td><u>\$130</u></td> <td><u>\$135</u></td> </tr> </tbody> </table>					<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>	<u>\$115</u>	<u>\$125</u>	<u>\$130</u>	<u>\$135</u>																	
<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>																											
<u>\$115</u>	<u>\$125</u>	<u>\$130</u>	<u>\$135</u>																											
Tobacco Use Contribution	<p><u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u></p> <p><u>Tobacco Use Additional Medical Contribution:</u> 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, <u>participation and completion</u> only. A tobacco user is currently defined as someone who has used tobacco products <u>once a month or more, on average</u> frequently than every two weeks. Tobacco products include cigarettes, cigars, pipes 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.</p>																													

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires

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

2022:
\$60

<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
\$70	\$75	\$75	\$75

**Coinsurance
Copay/Coinsurance**

2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees
No change from current program except as provided below.

Option 1 and Option 2:

	<u>2023-2026</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
Emergency Room Facility/Professional Services (Emergencies)	\$0 / 10% After Ded	\$0 / 10% After Ded

Option 3:

	<u>2023-2026</u>	
	<u>Network/ONA</u>	<u>Non-Network</u>
<u>Preventive</u>	<u>\$0 / 0%</u> <u>Ded waived</u>	<u>No Benefit</u>
<u>Sickness/ Illness</u>	<u>\$0 / 20%</u> <u>After Ded</u>	<u>\$0 / 50%</u> <u>After Ded</u>
<u>Emergency Room Facility/Professional Services (Emergencies)</u>	<u>\$0 / 20%</u> <u>After Ded</u>	<u>\$0 / 20%</u> <u>After Ded</u>

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 (MH/SA) 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.

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires

Annual Deductible

2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees
 No change from current program except as provided below.

Option 1:

	20223		2024		2025		2026	
	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network
Ind	\$ 7850	\$2,62975	\$900	\$3,150	\$950	\$3,325	\$1,000	\$3,500
Ind+Sp	\$1,5700	\$5,2950	\$1,800	\$6,300	\$1,900	\$6,650	\$2,000	\$7,000
Ind+Ch	\$1,5700	\$5,2950	\$1,800	\$6,300	\$1,900	\$6,650	\$2,000	\$7,000
Family	\$1,5700	\$5,2950	\$1,800	\$6,300	\$1,900	\$6,650	\$2,000	\$7,000

Annual Deductible provisions:

- Applies to all covered health services, including mental health/substance abuse 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
 - 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 Annual Deductibles are included in the Out Of Pocket Maximums.

Option 2:

	20223		2024		2025		2026	
	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network
Ind	\$1,3500	\$34,9500	\$1,550	\$4,650	\$1,600	\$4,800	\$1,650	\$4,950
Ind+Sp	\$32,6000	\$79,8000	\$3,100	\$9,300	\$3,200	\$9,600	\$3,300	\$9,900
Ind+Ch	\$32,6000	\$79,8000	\$3,100	\$9,300	\$3,200	\$9,600	\$3,300	\$9,900
Family	\$32,6000	\$79,8000	\$3,100	\$9,300	\$3,200	\$9,600	\$3,300	\$9,900

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

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires

Option 3:								
	2023		2024		2025		2026	
	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	\$3,100	\$9,300	\$3,200	\$9,600
Ind+Sp	\$6,000	\$18,000	\$6,000	\$18,000	\$6,200	\$18,600	\$6,400	\$19,200
Ind+Ch	\$6,000	\$18,000	\$6,000	\$18,000	\$6,200	\$18,600	\$6,400	\$19,200
Family	\$6,000	\$18,000	\$6,000	\$18,000	\$6,200	\$18,600	\$6,400	\$19,200

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

Annual Deductible Provisions for Option 2 and Option 3:

- 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
 - 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
 - Any applicable copays paid for preventive care drugs as permitted under section 223(c)(2)(C) of the Internal Revenue Code.
- 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),
 - Outpatient prescription drug allowable charges for eligible expenses.
- The Non-Network Annual Deductibles will be three times the associated Network Annual Deductibles.
- The Annual Deductibles are included in the Out Of Pocket Maximums.

Annual Out of Pocket Maximum

2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees

Option 1:

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

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires

	20223		2024		2025		2026	
	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network
Ind	\$34,7250	\$142,2750	\$4,500	\$13,500	\$4,750	\$14,250	\$5,000	\$15,000
Ind+Sp	\$78,500	\$225,500	\$9,000	\$27,000	\$9,500	\$28,500	\$10,000	\$30,000
Ind+Ch	\$78,500	\$225,500	\$9,000	\$27,000	\$9,500	\$28,500	\$10,000	\$30,000
Family	\$78,500	\$225,500	\$9,000	\$27,000	\$9,500	\$28,500	\$10,000	\$30,000

(Integrated [with](#) 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 copays
 - 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)
 - 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 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' coinsurance 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.

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires

Option 2 and Option 3:

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

	2023		2024		2025		2026	
	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network	Network & ONA	Non-Network
Ind	\$6,4750	\$1920,3250	\$6,900	\$20,700	\$7,000	\$21,000	\$7,100	\$21,300
Ind+Sp	\$123,9500	\$3840,7500	\$13,800	\$41,400	\$14,000	\$42,000	\$14,200	\$42,600
Ind+Ch	\$123,9500	\$3840,7500	\$13,800	\$41,400	\$14,000	\$42,000	\$14,200	\$42,600
Family	\$123,9500	\$3840,7500	\$13,800	\$41,400	\$14,000	\$42,000	\$14,200	\$42,600

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

Out-of-Pocket Maximum provisions for Option 2 and Option 3:

- 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 Outpatient~~ 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
 - 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.

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires		
Office Visit	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program except as provided <u>above/below</u> .	
	Option 3:	
	2023-2026	
	Network/ONA	Non-Network
	Preventive	\$0 / 0% Ded waived
Emergency Room	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program except as provided <u>above/below</u> .	
	Option 3:	
	2023-2026	
	Network/ONA	Non-Network
	Sickness/ Illness	\$0 / 20% After Ded
Urgent Care Center	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program except as provided <u>above/below</u> .	
	Option 3:	
	2023-2026	
	Network/ONA	Non-Network
	Sickness/ Illness	\$0 / 20% After Ded
Hospital	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program except as provided <u>above/below</u> .	
	Option 3:	
	2023-2026	
	Network/ONA	Non-Network
	Sickness/ Illness	\$0 / 20% After Ded
Diagnostic Testing	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program except as provided <u>above/below</u> .	
	Option 3:	
	2023-2026	
	Network/ONA	Non-Network
	Sickness/ Illness	\$0 / 20% After Ded
Fertility Services	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> <u>The Company will provide medical and prescription drug fertility services on the same terms and conditions available under management's medical program as they may change from time to time, subject to applicable cost-sharing provisions under this Agreement.</u>	
Lifetime Maximum	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> Note: No longer applies due to healthcare reform legislation (PPACA).	

Current Employees, 2017 New Hires, and 2018 New Hires <u>and</u> 2023 New Hires																																									
COB	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program.																																								
Survivor	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program.																																								
Eligible Retired Employees	See Exhibit 1.																																								
PRESCRIPTION DRUG BENEFITS																																									
Prescription Drugs	See Chart Below.																																								
Bargained Program Rx Program																																									
Restrictions	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program.																																								
Deductible	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> Option 1: None. Option 2 <u>and</u> Option 3: Integrated with Med/Surg, MH/SA and CarePlus. <u>Preventive care drugs as permitted under section 223(c)(2)(C) of the Internal Revenue Code are not subject to the deductible.</u>																																								
OOP Max	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> Option 1: <table style="margin-left: 20px; border-collapse: collapse;"> <tr> <td style="text-align: right; padding-right: 10px;">_____</td> <td style="text-align: center; padding: 0 10px;"><u>2022</u></td> <td style="text-align: left; padding-left: 10px;">_____</td> </tr> <tr> <td style="text-align: right;">Ind</td> <td style="text-align: center;">\$1,200</td> <td style="text-align: left;">_____</td> </tr> <tr> <td style="text-align: right;">Ind+Ch</td> <td style="text-align: center;">\$2,400</td> <td style="text-align: left;">_____</td> </tr> <tr> <td style="text-align: right;">Ind+Sp</td> <td style="text-align: center;">\$2,400</td> <td style="text-align: left;">_____</td> </tr> <tr> <td style="text-align: right;">Fam</td> <td style="text-align: center;">\$2,400</td> <td style="text-align: left;">_____</td> </tr> </table> <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>2023</u></th> <th style="text-align: center;"><u>2024</u></th> <th style="text-align: center;"><u>2025</u></th> <th style="text-align: center;"><u>2026</u></th> </tr> </thead> <tbody> <tr> <td><u>Individual</u></td> <td style="text-align: center;"><u>\$1,450</u></td> <td style="text-align: center;"><u>\$1,700</u></td> <td style="text-align: center;"><u>\$1,800</u></td> <td style="text-align: center;"><u>\$1,900</u></td> </tr> <tr> <td><u>Ind+Ch</u></td> <td style="text-align: center;"><u>\$2,900</u></td> <td style="text-align: center;"><u>\$3,400</u></td> <td style="text-align: center;"><u>\$3,600</u></td> <td style="text-align: center;"><u>\$3,800</u></td> </tr> <tr> <td><u>Ind+Sp</u></td> <td style="text-align: center;"><u>\$2,900</u></td> <td style="text-align: center;"><u>\$3,400</u></td> <td style="text-align: center;"><u>\$3,600</u></td> <td style="text-align: center;"><u>\$3,800</u></td> </tr> <tr> <td><u>Family</u></td> <td style="text-align: center;"><u>\$2,900</u></td> <td style="text-align: center;"><u>\$3,400</u></td> <td style="text-align: center;"><u>\$3,600</u></td> <td style="text-align: center;"><u>\$3,800</u></td> </tr> </tbody> </table> Out-of-Pocket Maximum provisions: <ul style="list-style-type: none"> Applies to all Network prescription drug copays. 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 	_____	<u>2022</u>	_____	Ind	\$1,200	_____	Ind+Ch	\$2,400	_____	Ind+Sp	\$2,400	_____	Fam	\$2,400	_____		<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>	<u>Individual</u>	<u>\$1,450</u>	<u>\$1,700</u>	<u>\$1,800</u>	<u>\$1,900</u>	<u>Ind+Ch</u>	<u>\$2,900</u>	<u>\$3,400</u>	<u>\$3,600</u>	<u>\$3,800</u>	<u>Ind+Sp</u>	<u>\$2,900</u>	<u>\$3,400</u>	<u>\$3,600</u>	<u>\$3,800</u>	<u>Family</u>	<u>\$2,900</u>	<u>\$3,400</u>	<u>\$3,600</u>	<u>\$3,800</u>
_____	<u>2022</u>	_____																																							
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Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires											
	<ul style="list-style-type: none"> - 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 <ul style="list-style-type: none"> • The amount that is applied to the Out-of-Pocket Maximum is the Network prescription drug copays. • With Individual+Child(ren), Individual+Spouse or Family coverage, a covered person has satisfied the Out-of-Pocket Maximum once their copays 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 copays 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>										
Retail	<p>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees No change from current program, except as provided below.</p> <p>Network Copays: Up to 30-day supply, limited to 2 fills for maintenance subject to Advanced Control Specialty Formulary provisions.</p>										
Retail Generic	<p>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</p> <p>Option 1, Option 2 and Option 3:</p> <p>Retail/Specialty Network Copays:</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th></th> <th>2023</th> <th>2024</th> <th>2025</th> <th>2026</th> </tr> </thead> <tbody> <tr> <td>Generic</td> <td>\$10</td> <td>\$10</td> <td>\$10</td> <td>\$10</td> </tr> </tbody> </table> <p style="margin-left: 40px;"> _____ Generic <u>2022</u> \$10 _____ </p> <p>Provisions: No change to current program.</p> <p>Option 2:</p> <p style="margin-left: 40px;"> _____ Generic <u>2022</u> \$9 _____ </p>		2023	2024	2025	2026	Generic	\$10	\$10	\$10	\$10
	2023	2024	2025	2026							
Generic	\$10	\$10	\$10	\$10							
Retail Brand	<p>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</p> <p>Option 1, Option 2 and Option 3:</p>										

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires														
	<u>Retail/Specialty Network Copays:</u>													
	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>										
<u>Preferred</u>	<u>\$40</u>	<u>\$45</u>	<u>\$45</u>	<u>\$45</u>										
<u>Non-Preferred</u>	<u>\$80</u>	<u>\$90</u>	<u>\$90</u>	<u>\$90</u>										
	<p style="text-align: center;">_____ 2022 _____</p> <p>Preferred _____ \$35 _____</p> <p>Non-Preferred \$70 Option 2:-</p> <p style="text-align: center;">_____ 2022 _____</p> <p>Preferred _____ \$35 _____</p> <p>Non-Preferred _____ \$70 _____</p>													
Personal Choice	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program.													
Mail Order	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program except as provided below. Mandatory mail order for maintenance RX continues to apply after second fill at retail. Up to 90-day supply subject to Advanced Control Specialty Formulary provisions.													
Mail Order Generic	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> Option 1, <u>Option 2 and Option 3:</u> <u>Mail/Specialty Network Copays:</u> <table border="1" style="margin-left: 20px;"> <thead> <tr> <th></th> <th><u>2023</u></th> <th><u>2024</u></th> <th><u>2025</u></th> <th><u>2026</u></th> </tr> </thead> <tbody> <tr> <td><u>Generic</u></td> <td><u>\$20</u></td> <td><u>\$20</u></td> <td><u>\$20</u></td> <td><u>\$20</u></td> </tr> </tbody> </table> <p style="margin-left: 20px;"> _____ 2022 _____ Generic _____ \$20 _____ Option 2: _____ 2022 _____ Generic _____ \$18 _____ </p> <p><u>Provisions:</u> Mandatory Generic provisions continue to apply.</p>					<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>	<u>Generic</u>	<u>\$20</u>	<u>\$20</u>	<u>\$20</u>	<u>\$20</u>
	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>										
<u>Generic</u>	<u>\$20</u>	<u>\$20</u>	<u>\$20</u>	<u>\$20</u>										
Mail Order Brand	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> Option 1, <u>Option 2 and Option 3:</u>													

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires																			
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	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>															
<u>Preferred</u>	\$80	\$90	\$90	\$90															
<u>Non-Preferred</u>	\$160	\$180	\$180	\$180															
Personal Choice	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program.																		
MENTAL HEALTH BENEFITS																			
Deductible	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> Option 1: No change from current program. Option 2 <u>and Option 3:</u> Integrated with Med/Surg, Rx and CarePlus.																		
OOP Max	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> Option 1: No change from current program. Option 2 <u>and Option 3:</u> Integrated with Med/Surg, Rx and CarePlus																		
Copayments and Coinsurance	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program.																		
Limitations	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> No change from current program.																		
SUBSTANCE ABUSE BENEFITS																			
Deductible	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> <u>Option 1:</u> No change from current program. <u>Option 2 and Option 3:</u> <u>Integrated with Med/Surg, Rx and CarePlus.</u>																		
OOP Max	<u>2023 New Hires, 2018 New Hires, 2017 New Hires and Current Employees</u> <u>Option 1:</u> No change from current program.																		

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires																			
	Option 2 and Option 3: Integrated with Med/Surg, Rx and CarePlus.																		
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)	1/1/2018 23																		
Program	<p><u>2017 New Hires and Current Employees</u> AT&T Mobility Disability Benefits Program for Southwest Bargained Employees (SWBW) Or AT&T Mobility Disability Benefits Program (Edge) No change from current program</p> <p><u>2018 New Hires and 2023 New Hires</u> AT&T Disability Income Program as described in the Summary Plan Description dated July 2020 as these provisions change from time to time except as provided below.</p>																		
Short-Term Disability (STD)	<p><u>2017 New Hires and Current Employees</u> No change from current program</p> <p><u>2018 New Hires and 2023 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. Short-term disability benefits and the other sources of income received are designed to replace 60 percent or 100 percent of Pay, based on your service as shown below:</p> <table border="0" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th colspan="2" style="text-align: center;"><u>% of Pay</u></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><u>Term of Employment</u></td> <td style="text-align: center;"><u>100%</u></td> <td style="text-align: center;"><u>60%</u></td> </tr> <tr> <td style="text-align: center;">6 months < 2 years</td> <td style="text-align: center;">0 weeks</td> <td style="text-align: center;">26 weeks</td> </tr> <tr> <td style="text-align: center;">2 years < 5 years</td> <td style="text-align: center;">4 weeks</td> <td style="text-align: center;">22 weeks</td> </tr> <tr> <td style="text-align: center;">5 years < 15 years</td> <td style="text-align: center;">13 weeks</td> <td style="text-align: center;">13 weeks</td> </tr> <tr> <td style="text-align: center;">15 years or more</td> <td style="text-align: center;">26 weeks</td> <td style="text-align: center;">0 weeks</td> </tr> </tbody> </table>		<u>% of Pay</u>		<u>Term of Employment</u>	<u>100%</u>	<u>60%</u>	6 months < 2 years	0 weeks	26 weeks	2 years < 5 years	4 weeks	22 weeks	5 years < 15 years	13 weeks	13 weeks	15 years or more	26 weeks	0 weeks
	<u>% of Pay</u>																		
<u>Term of Employment</u>	<u>100%</u>	<u>60%</u>																	
6 months < 2 years	0 weeks	26 weeks																	
2 years < 5 years	4 weeks	22 weeks																	
5 years < 15 years	13 weeks	13 weeks																	
15 years or more	26 weeks	0 weeks																	
Long-Term Disability (LTD)	<p><u>2017 New Hires and Current Employees</u> No change from current program</p> <p><u>2018 New Hires and 2023 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>																		

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires																					
DENTAL BENEFITS																					
Program	AT&T Dental Program* (Bargained Employees) <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) dated September 2020 & 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)). <u>begins on the employee's date of hire, provided the employee enrolls within the 31-day enrollment period.</u>																				
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)). <u>begins on the employee's date of hire, provided the employee enrolls within the 31-day enrollment period.</u>																				
EE Class	Regular Full Time & Part Time																				
Full Time EE Contribution	<p><u>Contributions for Dental PPO or DHMO (if available) for 2022:</u></p> <p style="text-align: center;"><u>2022</u></p> <p>Ind — \$8 Ind +1 — \$17 Family — \$27</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>2023</u></th> <th style="text-align: center;"><u>2024</u></th> <th style="text-align: center;"><u>2025</u></th> <th style="text-align: center;"><u>2026</u></th> </tr> </thead> <tbody> <tr> <td>Individual</td> <td style="text-align: center;">\$10</td> <td style="text-align: center;">\$10</td> <td style="text-align: center;">\$12</td> <td style="text-align: center;">\$12</td> </tr> <tr> <td>Individual + 1</td> <td style="text-align: center;">\$20</td> <td style="text-align: center;">\$20</td> <td style="text-align: center;">\$23</td> <td style="text-align: center;">\$23</td> </tr> <tr> <td>Family</td> <td style="text-align: center;">\$32</td> <td style="text-align: center;">\$32</td> <td style="text-align: center;">\$36</td> <td style="text-align: center;">\$36</td> </tr> </tbody> </table>		<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>	Individual	\$10	\$10	\$12	\$12	Individual + 1	\$20	\$20	\$23	\$23	Family	\$32	\$32	\$36	\$36
	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>																	
Individual	\$10	\$10	\$12	\$12																	
Individual + 1	\$20	\$20	\$23	\$23																	
Family	\$32	\$32	\$36	\$36																	
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	Network and ONA: \$25 per individual Non-Network: \$50 per individual																				
Annual Maximum Benefit	Network and ONA: \$1,750 per individual* Non-Network: \$1,300 per individual* *Not to exceed \$1,750 combined Network/Non-Network																				
Diagnostic & Preventive	Class I (Diagnostic/Preventive) Network/ONA*: 100%, Ded. Waived Non-Network**: 100%, Ded. Waived																				

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires	
	<p>*For ONA, paid at Network contracted rates. **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) Network and ONA*: 90%, after deductible Non-Network**: 70%, after deductible</p> <p>Class III (Major restorative – crowns, dentures, bridgework) Network and ONA*: 80%, after deductible Non-Network**: 50%, after deductible</p> <p>Class IV (Orthodontia) Network and ONA*: 80%, after deductible Non-Network**: 50%, after deductible</p> <p>*For ONA, paid at Network contracted rate. **For Non-Network paid based on reasonable and customary amounts.</p>
Orthodontic – Lifetime Maximum	<p>Network and ONA: \$2,000 per individual* 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) dated September 2020 & associated Summary of Material Modifications (SMMs).</p>
Eligibility for Coverage	<p>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)); <u>begins on the employee's date of hire, provided the employee enrolls within the 31-day enrollment period.</u></p>

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires																					
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)) <u>begins on the employee's date of hire, provided the employee enrolls within the 31-day enrollment period.</u>																				
EE Class	Regular Full Time & Part Time																				
Full Time EE Contribution	<p>2022</p> <p>Ind \$2.50</p> <p>Ind +1 \$5.50</p> <p>Family \$9.00</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>2023</u></th> <th style="text-align: center;"><u>2024</u></th> <th style="text-align: center;"><u>2025</u></th> <th style="text-align: center;"><u>2026</u></th> </tr> </thead> <tbody> <tr> <td><u>Individual</u></td> <td style="text-align: center;"><u>\$4</u></td> <td style="text-align: center;"><u>\$4</u></td> <td style="text-align: center;"><u>\$5</u></td> <td style="text-align: center;"><u>\$5</u></td> </tr> <tr> <td><u>Individual + 1</u></td> <td style="text-align: center;"><u>\$8</u></td> <td style="text-align: center;"><u>\$8</u></td> <td style="text-align: center;"><u>\$10</u></td> <td style="text-align: center;"><u>\$10</u></td> </tr> <tr> <td><u>Family</u></td> <td style="text-align: center;"><u>\$13</u></td> <td style="text-align: center;"><u>\$13</u></td> <td style="text-align: center;"><u>\$15</u></td> <td style="text-align: center;"><u>\$15</u></td> </tr> </tbody> </table>		<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>	<u>Individual</u>	<u>\$4</u>	<u>\$4</u>	<u>\$5</u>	<u>\$5</u>	<u>Individual + 1</u>	<u>\$8</u>	<u>\$8</u>	<u>\$10</u>	<u>\$10</u>	<u>Family</u>	<u>\$13</u>	<u>\$13</u>	<u>\$15</u>	<u>\$15</u>
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<u>Family</u>	<u>\$13</u>	<u>\$13</u>	<u>\$15</u>	<u>\$15</u>																	
Part Time EE Contributions	<p>Based on Scheduled hrs./week:</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>*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.																				

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires	
SUPPLEMENTAL MEDICAL BENEFITS	
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) dated September 2019 & associated Summary of Material Modifications (SMMs).
Eligibility	• Within 31 days of the later of your date of hire, the date a change in status event occurs, or the date on your enrollment materials. • Effective date of coverage is the first of the month following your hire date. <u>Eligibility for coverage begins on the employee's date of hire, provided the employee enrolls within 31 days of the later of hire date or date on enrollment materials.</u>
EE Class	Regular Full Time & Part Time
Employee Contributions (FT and PT)	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) dated October 2020 & 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

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 New Hires	
	implement the change.
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) dated October 2020 & 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.

Current Employees, 2017 New Hires, and 2018 New Hires and 2023 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) dated October 2008 & associated Summary of Material Modifications (SMMs).</p>
Eligibility	No change from current plan.
EE Class	No change from current plan.
Coverage	<p><u>2023 New Hires, 2018 New Hires and 2017 New Hires</u> Not available; closed to new entrants as of 5/1/2012.</p> <p><u>Current Employees</u> 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	<p>No change from current policy. <u>AT&T Adoption Reimbursement Policy</u> <u>AT&T Surrogacy Reimbursement Policy</u> <u>AT&T Cryopreservation Reimbursement Policy</u></p>
Eligibility	No change from current policy. <u>Date of Hire</u>
EE Class	No change from current policy. <u>Full Time Regular Employees, and Full-time Temporary Employees</u>
Maximum	No change from current policy. <u>Employees may receive reimbursement of qualifying adoption, surrogacy and tissue cryopreservation expenses up to the same amounts available to AT&T managers. The reimbursement for adoption expenses may not be less than up to \$5,000 per child.</u>
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. <u>\$8,000.</u> Tuition Lifetime Cap-Undergraduate-\$205,000 <u>205,000</u> Graduate-\$2530,000. <u>253,000.</u></p>
Reimbursement for classes	<p>Full Time: 100% ≥ 20 hours: 75% < 20 hours: 50% Fees required by the school to take the course will be reimbursed, e. g., lab fees, transportation fees, recreation fees</p>
COMMUTER BENEFITS POLICY	
Plan	<u>AT&T Commuter Benefits Policy</u>
Eligibility	<u>Date of Hire.</u>
EE Class	<u>Full Time & Part Time Regular Employees, and Full-time Temporary Employees</u>
Benefits	<u>Effective as soon as administratively feasible after Ratification, Employees may elect pre-tax deductions for eligible parking and/or mass transit expenses. Eligible expenses and monthly limits are updated annually as allowed by IRS Code Section 132 Regulations.</u>

PENSION PLAN	
Effective Date(s)	1/1/201823
Program(s)	<p><u>Employees hired or rehired on or before December 31, 2009</u> Mobility Program (Mobility Program) of the AT&T Component Part of the AT&TWarnerMedia Pension Benefit Plan</p> <p><u>Employees hired, rehired or transferred after December 31, 2009</u> Bargained Cash Balance Program #2 (BCB#2 Program) of the AT&T Component Part of the AT&TWarnerMedia Pension Benefit Plan</p>
Benefits	<p><u>Employees hired or rehired on or before December 31, 2009</u> No change from current program</p> <p><u>Employees hired, rehired or transferred after December 31, 2009</u> No change from current program</p>
SAVINGS PLAN	
Effective Date(s)	1/1/201823
Program	AT&T Retirement Savings Plan (ARSP)
Benefits	No change from current program.

Retiree Health Care for Bargained Employees for the period January 1, 2022³ through December 31, 2022⁶ who terminate employment during the period 1/1/2024³ through 12/31/2022⁶.

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 12/31/2024² and shown in the chart below:

Hire Date	Hired before 1/1/2005		Hired on or after 1/1/2005
Plan	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 ~~as extended~~.

Letter of Agreement
Paid Parental Leave Policy

Effective January 1, 2023, bargaining unit employees in the 2022 Collective Bargaining Agreement represented by CWA Districts 1, 2-13, 4, 7 and 9 (AT&T Mobility Services LLC) will be eligible to participate in a Paid Parental Leave Policy ("PPL") for U.S. bargained-for employees. Effective January 1, 2023, 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.

PREMIER SERVICE CONSULTANT – MOBILITY ORANGE CALL CENTERS

A new title of Premier Service Consultant (PSC) will be created. Call Center employees in the designated Mobility Orange Call Center titles shown below will transition to the new title:

- Customer Service Representative I
- Customer Service Representative II
- Customer Service Representative II C-2
- Customer Support Specialist

PREMIER SERVICE CONSULTANT WFH – MOBILITY ORANGE CALL CENTERS

A new title of Premier Service Consultant WFH (PSC-WFH) will be created. Call Center WFH employees in the designated Mobility Orange Call Center titles shown below will transition to the new title:

- Customer Service Representative WFH
- Customer Support Specialist WFH

Employees in either PSC title, PSC or PSC WFH, can perform any of the work currently performed by the six (6) titles listed above.

Below is the 2022 Wage Table:

Step	CSR 1 TABLE		PSC TABLE	CUSTOMER SUPPORT SPECIALIST (CSS)		PSC TABLE		
	2021	2022	2022	Step	2021	2022		2022
1	\$ 418.50	\$ 418.50	\$ 600.00	1	\$ 520.00	\$ 520.00	\$ 600.00	
2	\$ 443.50	\$ 445.50	\$ 623.50	2	\$ 545.00	\$ 547.00	\$ 623.50	
3	\$ 470.00	\$ 473.50	\$ 648.00	3	\$ 571.50	\$ 576.00	\$ 648.00	
4	\$ 498.00	\$ 504.00	\$ 673.00	4	\$ 598.50	\$ 606.00	\$ 673.00	
5	\$ 527.50	\$ 536.50	\$ 699.50	5	\$ 627.50	\$ 638.00	\$ 699.50	
6	\$ 559.00	\$ 570.50	\$ 726.50	6	\$ 658.00	\$ 671.00	\$ 726.50	
7	\$ 592.50	\$ 607.00	\$ 755.00	7	\$ 689.50	\$ 706.50	\$ 755.00	
8	\$ 627.50	\$ 646.00	\$ 784.50	8	\$ 722.50	\$ 743.50	\$ 784.50	
9	\$ 665.00	\$ 687.00	\$ 815.00	9	\$ 757.50	\$ 782.50	\$ 815.00	
10	\$ 705.00	\$ 731.00	\$ 847.00	10	\$ 794.00	\$ 823.50	\$ 847.00	
11	\$ 747.00	\$ 778.00	\$ 880.00	11	\$ 832.00	\$ 866.50	\$ 880.00	
12	\$ 791.50	\$ 827.50	\$ 914.50	12	\$ 872.00	\$ 911.50	\$ 914.50	Pay Protected
13	\$ 838.50	\$ 880.50	\$ 950.00	13	\$ 914.00	\$ 959.50	\$ 950.00	\$ 959.50

Step	CSR WFH TABLE		PSC WFH TABLE	CUSTOMER SUPPORT			
	2021	2022	2022	SPECIALIST (CSS)	PSC WFH TABLE		
				Step	2021	2022	2022
1	\$ 418.50	\$ 418.50	\$ 600.00	1	\$ 520.00	\$ 520.00	\$ 600.00
2	\$ 443.50	\$ 445.50	\$ 623.50	2	\$ 545.00	\$ 547.00	\$ 623.50
3	\$ 470.00	\$ 473.50	\$ 648.00	3	\$ 571.50	\$ 576.00	\$ 648.00
4	\$ 498.00	\$ 504.00	\$ 673.00	4	\$ 598.50	\$ 606.00	\$ 673.00
5	\$ 527.50	\$ 536.50	\$ 699.50	5	\$ 627.50	\$ 638.00	\$ 699.50
6	\$ 559.00	\$ 570.50	\$ 726.50	6	\$ 658.00	\$ 671.00	\$ 726.50
7	\$ 592.50	\$ 607.00	\$ 755.00	7	\$ 689.50	\$ 706.50	\$ 755.00
8	\$ 627.50	\$ 646.00	\$ 784.50	8	\$ 722.50	\$ 743.50	\$ 784.50
9	\$ 665.00	\$ 687.00	\$ 815.00	9	\$ 757.50	\$ 782.50	\$ 815.00
10	\$ 705.00	\$ 731.00	\$ 847.00	10	\$ 794.00	\$ 823.50	\$ 847.00
11	\$ 747.00	\$ 778.00	\$ 880.00	11	\$ 832.00	\$ 866.50	\$ 880.00
12	\$ 791.50	\$ 827.50	\$ 914.50	12	\$ 872.00	\$ 911.50	\$ 914.50
13	\$ 838.50	\$ 880.50	\$ 950.00	13	\$ 914.00	\$ 959.50	\$ 950.00

Pay Protected
\$959.50

Process for Movement into new titles:

1. Employees will receive the 2022 General Wage Increase (GWI) as negotiated in their current titles.
2. The Company will complete the movement into the PSC/PSC WFH title within a reasonable period of time after the Contract Ratification Date.
3. Employees will be slotted into the closest step on the new PSC/PSC WFH wage schedule that is equal to, but not less than their current title's 2022 rate.
4. The next applicable step increase will be six (6) months from the date of the move in accordance with wage progression rules.
5. The provisions of Article 19, Section 1.c. will not apply.
6. An employee who is currently in a wage table higher than the wage table agreed to by the Company and the Union will be pay protected at the current higher rate until such time he or she voluntarily changes positions or in the event the negotiated rate for top Step 13 of the new table exceeds the protected pay. At such time, the employee's pay will be unlocked and the employee will be placed on the higher Step 13 rate.

BUSINESS PREMIER SERVICE CONSULTANT – MOBILITY ORANGE CALL CENTERS

A new title of Business Premier Service Consultant (BPSC) will be created. Call Center employees in the designated Mobility Orange Business Call Center titles shown below will transition to the new title:

- Customer Support Specialist
- Business Customer Service Specialist I
- Business Customer Service Specialist II

Employees in the BPCS title can perform any of the work currently performed by the three (3) titles listed above.

Below is the 2022 Wage Table:

BCSS I TABLE			BPSC TABLE	CUSTOMER SUPPORT SPECIALIST (CSS)			BPSC TABLE
Step	2021	2022	2022	Step	2021	2022	2022
1	\$ 418.50	\$ 418.50	\$ 600.00	1	\$ 520.00	\$ 520.00	\$ 600.00
2	\$ 443.50	\$ 445.50	\$ 623.50	2	\$ 545.00	\$ 547.00	\$ 623.50
3	\$ 470.00	\$ 473.50	\$ 648.00	3	\$ 571.50	\$ 576.00	\$ 648.00
4	\$ 498.00	\$ 504.00	\$ 673.00	4	\$ 598.50	\$ 606.00	\$ 673.00
5	\$ 527.50	\$ 536.50	\$ 699.50	5	\$ 627.50	\$ 638.00	\$ 699.50
6	\$ 559.00	\$ 570.50	\$ 726.50	6	\$ 658.00	\$ 671.00	\$ 726.50
7	\$ 592.50	\$ 607.00	\$ 755.00	7	\$ 689.50	\$ 706.50	\$ 755.00
8	\$ 627.50	\$ 646.00	\$ 784.50	8	\$ 722.50	\$ 743.50	\$ 784.50
9	\$ 665.00	\$ 687.00	\$ 815.00	9	\$ 757.50	\$ 782.50	\$ 815.00
10	\$ 705.00	\$ 731.00	\$ 847.00	10	\$ 794.00	\$ 823.50	\$ 847.00
11	\$ 747.00	\$ 778.00	\$ 880.00	11	\$ 832.00	\$ 866.50	\$ 880.00
12	\$ 791.50	\$ 827.50	\$ 914.50	12	\$ 872.00	\$ 911.50	\$ 914.50 Pay Protected
13	\$ 838.50	\$ 880.50	\$ 950.00	13	\$ 914.00	\$ 959.50	\$ 950.00 \$ 959.50

Process for Movement into new titles:

1. Employees will receive the 2022 General Wage Increase (GWI) as negotiated in their current titles.
2. The Company will complete the movement into the BPSC title within a reasonable period of time after the Contract Ratification Date.
3. Employees will be slotted into the closest step on the new BPSC wage schedule that is equal to, but not less than their current title’s 2022 rate.
4. The next applicable step increase will be six (6) months from the date of the move in accordance with wage progression rules.
5. The provisions of Article 19, Section 1.c. will not apply.
6. An employee who is currently in a wage table higher than the wage table agreed to by the Company and the Union will be pay protected at the current higher rate until such time he or she voluntarily changes positions or in the event the negotiated rate for top Step 13 of the new table exceeds the protected pay. At such time, the employee’s pay will be unlocked and the employee will be placed on the higher Step 13 rate.

RETAIL SALES CONSULTANT

The Company will implement an upgraded Retail Sales Consultant Wage Table as shown in the chart below.

Step	EXISTING RSC TABLE		NEW RSC TABLE
	2021	2022	2022
1	423.50	\$ 423.50	\$ 517.00
2	448.00	\$ 450.00	\$ 548.50
3	474.00	\$ 478.00	\$ 580.50
4	501.50	\$ 507.50	\$ 612.00
5	530.50	\$ 539.50	\$ 644.00
6	561.50	\$ 573.00	\$ 675.50
7	594.00	\$ 608.50	\$ 707.50
8	628.50	\$ 646.50	\$ 739.50
9	665.00	\$ 686.50	\$ 771.00
10	703.50	\$ 729.50	\$ 803.00
11	744.00	\$ 775.00	\$ 834.50
12	787.50	\$ 823.00	\$ 866.00
13	833.00	\$ 874.50	\$ 898.00

Process for Movement into Upgraded Wage Table:

1. Employees will receive the 2022 General Wage Increase (GWI) as negotiated for the current RSC table.
2. The Company will complete the movement into the upgraded table within a reasonable period of time after the Contract Ratification Date.
3. Employees will be slotted into the closest step on the upgraded table that is equal to, but not less than, their 2022 rate in the current RSC table.
4. The next applicable, step increase will be six (6) months from the date of the move in accordance with wage progression rules.

INTEGRATED SALES SUPPORT REPRESENTATIVE

The Company will upgrade the Integrated Sales Support Representative Wage Table as shown in the chart below.

Step	EXISTING ISSR TABLE		NEW ISSR TABLE
	2021	2022	2022
1	\$ 468.00	\$ 468.00	\$954.00
2	\$ 503.00	\$ 505.00	\$970.00
3	\$ 541.00	\$ 545.50	\$987.00
4	\$ 581.50	\$ 589.00	\$1,004.00
5	\$ 625.50	\$ 635.50	\$1,022.00
6	\$ 672.50	\$ 686.50	\$1,040.00
7	\$ 723.00	\$ 741.00	\$1,058.00
8	\$ 777.50	\$ 800.00	\$1,077.00
9	\$ 836.00	\$ 863.50	\$1,096.00
10	\$ 898.50	\$ 932.50	\$1,115.00
11	\$ 966.00	\$1,006.50	\$1,135.00
12	\$1,039.00	\$1,086.50	\$1,155.00
13	\$1,117.00	\$1,173.00	\$1,175.00

The Integrated Sales Support Representative table is on a 6-month progression schedule.

Process for Movement into Upgraded Wage Table:

1. Employees will receive the 2022 General Wage Increase (GWI) as negotiated for the current table.
2. The Company will complete the movement into the new table within a reasonable period of time after the Contract Ratification Date.
3. Employees will be slotted into the closest step on the new table that is equal to, but not less than, their 2022 rate.
4. An employee who is currently in a weekly rate that is higher than top Step 13 of the new table will be pay protected at the current higher rate until such time he or she voluntarily changes positions or in the event the negotiated rate for top step 13 of the new table exceeds the protected pay. At such time, the employee’s pay will be unlocked and the employee will be placed on the higher Step 13 rate.

INTEGRATED SOLUTIONS REPRESENTATIVE

The Company will upgrade the Integrated Solutions Representative Wage Table as shown in the chart below.

Step	EXISTING ISR TABLE		NEW ISR TABLE
	2021	2022	2022
1	\$ 513.50	\$ 513.50	\$ 756.00
2	\$ 536.50	\$ 538.50	\$ 773.00
3	\$ 560.50	\$ 565.00	\$ 790.00
4	\$ 585.50	\$ 592.50	\$ 807.50
5	\$ 611.50	\$ 621.50	\$ 825.50
6	\$ 639.00	\$ 652.00	\$ 843.50
7	\$ 667.50	\$ 684.00	\$ 862.50
8	\$ 697.00	\$ 717.50	\$ 882.00
9	\$ 728.50	\$ 752.50	\$ 901.50
10	\$ 761.00	\$ 789.50	\$ 921.50
11	\$ 795.00	\$ 828.00	\$ 942.00
12	\$ 830.50	\$ 868.50	\$ 963.00
13	\$ 867.50	\$ 911.00	\$ 985.00

The Integrated Solutions Representative table is on a 12-month progression schedule.

Process for Movement into Upgraded Wage Table:

1. Employees will receive the 2022 General Wage Increase (GWI) as negotiated for the current table.
2. The Company will complete the movement into the new table within a reasonable period of time after the Contract Ratification Date.
3. Employees will be slotted into the closest step on the new table that is equal to, but not less than, their 2022 rate.
4. An employee who is currently in a weekly rate that is higher than top Step 13 of new table will be pay protected at the current higher rate until such time he or she voluntarily changes positions or in the event the negotiated rate for top Step 13 of the new table exceeds the protected pay. At such time, the employee’s pay will be unlocked and the employee will be placed on the higher Step 13 rate.

COORDINATOR 2 TITLE WAGE UPGRADE

The Company will upgrade the Coordinator 2 Wage Table as shown in the chart below.

Step	COORDINATOR 2		UPGRADED TABLE	
	2021		2022	
1	\$ 575.50		\$ 575.50	
2	\$ 606.50		\$ 610.00	
3	\$ 639.50		\$ 647.00	
4	\$ 673.50		\$ 686.00	
5	\$ 710.00		\$ 727.50	
6	\$ 748.50		\$ 771.00	
7	\$ 788.50		\$ 817.50	
8	\$ 831.50		\$ 867.00	
9	\$ 876.00		\$ 919.00	
10	\$ 923.50		\$ 974.50	
11	\$ 973.00		\$ 1,033.00	
12	\$ 1,025.50		\$ 1,095.50	
13	\$ 1,081.00	→	\$ 1,161.50	

Note: The revised table above does not include the 2022 General Wage Increase (GWI) or appropriate rounding. The 2022 GWI and appropriate rounding will be applied to the table above and the new table will be used going forward.

CLIENT SERVICE SPECIALIST TITLE WAGE UPGRADE

The Company will upgrade the Client Service Specialist Wage Table as shown in the chart below.

Step	CLIENT SERVICE SPECIALIST		UPGRADED TABLE
	2021	2022	2022
1	\$ 540.00	\$ 540.00	\$ 646.00
2	\$ 563.50	\$ 566.00	\$ 670.50
3	\$ 588.00	\$ 593.00	\$ 695.50
4	\$ 613.50	\$ 621.00	\$ 722.00
5	\$ 640.00	\$ 650.50	\$ 749.00
6	\$ 668.00	\$ 682.00	\$ 777.50
7	\$ 697.00	\$ 714.50	\$ 806.50
8	\$ 727.50	\$ 748.50	\$ 837.00
9	\$ 759.00	\$ 784.00	\$ 868.50
10	\$ 792.00	\$ 821.50	\$ 901.00
11	\$ 826.50	\$ 861.00	\$ 935.00
12	\$ 862.50	\$ 902.00	\$ 970.50
13	\$ 900.00	\$ 945.00	\$1,007.00

Process for Movement into Upgraded Wage Table:

1. Employees will receive the 2022 General Wage Increase (GWI) as negotiated for the current Client Service Specialist table.
2. The Company will complete the movement into the upgraded table within a reasonable period of time after the Contract Ratification Date.
3. Employees will be slotted into the closest step on the upgraded table that is equal to, but not less than, their 2022 rate in the current CSS table.
4. The next applicable, step increase will be six (6) months from the date of the move in accordance with wage progression rules.

ARTICLES

ARTICLE 12
HOURS OF WORK

Section 1. Full-time employees will normally be scheduled to work forty (40) hours per week spread over five (5) days within the calendar week; however, if the Company determines emergency business needs require, other schedules may be used on a temporary basis. Management will provide the local Union Representative and the affected employees with an explanation of the business needs and the expected duration of the temporary condition.

Section 2. The scheduling of hours and days to be worked and any revisions thereof shall be determined exclusively 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. Management will also convey its plans to prepare less senior employees to qualify for such work schedules.
- c. Work schedules shall be officially posted or furnished by the Company to show the scheduled tours the employee is to work at least one (1) week prior to the start of the work period covered by the schedule. Such schedules shall include the starting and ending time of each of the tours making up the scheduled workweek. For tours longer than five (5) hours, such schedules will also include the length of the period to be allowed for meals.

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

- d. If, during the period for which schedules have been established, the Company determines unexpected absences or business needs necessitate a change in the posted work schedule, the Company will reassign schedules by first seeking volunteers and then assigning employees by inverse seniority. **Subject to the exception below**

~~Whenever possible~~, the Company will notify employees at least forty-eight (48) hours in advance of the need for such schedule changes.

- (1) **In case of emergency – such as an event of national, state or local importance, fire, explosion, pandemic, or other catastrophe, severe weather conditions, major network or equipment failure, or an act of God.**
- e. **If, during the period for which schedules have been established, the Company determines the need for mandatory overtime, the employee will not be assigned to work mandatory overtime in excess of eight (8) hours per calendar week, subject to the exception outlined in 2d.1 above.**
- f.e A work schedule for an employee may be changed if the employee so requests and the Company approves such request.
- g.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 until the next full shift bid.
 - (5) Any slots that become available as a result of the mini-shift bid will be filled with New Hires. All other employees will remain on their existing schedules until the next full shift bid.

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

Section 4. When an employee works sixteen (16) hours or more in a twenty-four (24) hour period, the employee shall normally be allowed eight (8) hours for adequate rest time between such work period and the next work period.

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 those shown in Appendix A.
- b. Starting Rates: Each employee who enters the service of the Company shall normally 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.

If the Company hires an employee with no prior training or experience at a rate of pay higher than the Start Rate, it shall raise the existing wage rate of all incumbents in that title and Market to match the rate of pay for the newly hired employee effective with the date of hire.

- c. When a (voluntary) change of title occurs, and is considered a promotion, fifteen (\$15.00) dollars will be applied to the employee's current weekly pay rate. The employee will then be slotted into the closest step in the new schedule that is equal to, but not less than, that new amount. 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 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 of title occurs, and is considered a demotion, the employee will be slotted into the closest wage 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 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 pay protected at their current wage for a period of one (1) year.

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.

When a (voluntary or involuntary) lateral transfer within the same title occurs, an employee will remain on his/her current wage step or will be slotted at the current Start Rate for the appropriate job title in the receiving Market, whichever is greater.

- 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 16 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 4. 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. **For the purposes of slotting under Article 19, Section 1.c., the Integrated Solutions Representative (ISR) "at risk" as provided for in LOA XX will be converted to a weekly amount (prorated for part-time employees) and applied to the ISR 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 ISR Scale) under Article 14, Section 4. for determining if the movement to/from the ISR title is a downgrade, lateral or promotion for all other titles in the bargaining unit.

- f.e Anytime an employee moves to another job and subsequently retreats (employee or company initiated) to the former job within six months; for wage purposes the employee will be treated as though he or she never left the former 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; 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, individual bonuses, or commissions may be awarded, such award shall not constitute a binding precedent or practice with respect to any future incentive programs, 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 prior to notifying affected employees of changes made in incentive programs, bonuses, or commissions under the provisions

of this Section. It is further the Company's intent to provide, whenever practicable, at least one (1) week's advance notice to the CWA.

Section 3. Excluding any employee working an alternative four (4) day workweek schedule (e.g., where the employee is scheduled to work ten (10) hour shifts four (4) days per week), Employees shall receive one and one-half (1½) times their regular rate of pay for all time worked in excess of **eight (8)** ~~eleven (11)~~ consecutive hours within a workday or forty (40) hours within the workweek. For the sole purpose of computing the number of hours worked in excess of **eight (8)** ~~eleven (11)~~ consecutive hours within a workday or forty (40) hours within a workweek, Holidays, **Company Paid Union and Excused Days with Pay (EWP)** shall be considered time worked. **Nothing herein shall act to limit a one and one-half (1½) times regular rate of pay for all time worked in excess of forty (40) hours within the workweek.**

Section 4. Employees who are assigned on-call duty will be paid **forty-two (\$42)** ~~thirty-seven (\$37)~~ dollars for each day of such assignment. This payment shall be in addition to any applicable compensation from such duty.

Section 5. Network employees who are called to work outside scheduled work hours will be paid a Call Out payment, equal to **two (2)** ~~one (1)~~ hours of their basic wage rate, for any work performed, single incident or accumulated incidents, when the aggregate total of work is **two (2)** ~~one (1)~~ hours or less. Additional work performed beyond this **two (2)** ~~one (1)~~ hour period that occurs before the employee's next scheduled work hours will be paid as work time.

Section 6. Employees, who are called by a supervisor or designate to report to work, or to perform work from home, shall be paid at the applicable rate of pay for actual time worked. If such call requires an employee 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, the employee 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 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, training responsibilities and performing managerial opening and/or closing (Key Holder) 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 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, or fraction thereof, such duties are performed not to exceed the top hourly wage rate of the job title they have been assigned.

Section 11. A Multilingual Differential consisting of **six (\$6.00)** ~~five (\$5.00)~~ dollars per day, not to exceed **thirty (\$30.00)** ~~twenty-five (\$25.00)~~ dollars per week, shall be paid to Call Center employees for each full day worked when assigned by Management to speak in a foreign language.

ARTICLE 23 HOLIDAYS

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

New Year’s Day	Thanksgiving Day
Martin Luther King	Day After Thanksgiving
Memorial Day	Christmas Day
Independence Day	Two Floating Holidays*
Labor Day	One Designated Holiday**

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

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

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

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

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

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

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

Section 6. The Company will normally post changes of Holiday schedules by 12:00 noon on the Friday three (3) weeks prior to the Holiday.

Section 7: Retail Holiday Schedule Exception. At least two (2) weeks prior to each applicable holiday week the Company will notify the Union of weeks that contain a Holiday in which Retail employees are anticipated to work only four (4) days during the Holiday week. In addition to this schedule, any retail bargained employee scheduled to work one (1) of the aforementioned Holiday weeks (as notified) will be given the option to select an additional day of work if desired. This only applies to employees, who work on the applicable Holiday and selecting an additional day of work is optional.

ARTICLE 24
EXCUSED DAYS WITH PAY

Section 1.

- a. Upon hire, each regular employee shall be eligible to receive two (2) Excused Days With Pay (EWP).**
- b.a. Following** During the first **three (3)** ~~twelve (12)~~ months of employment, each regular employee will be eligible **to receive** ~~for one (1) additional Excused Day With Pay (EWP), and shall receive a final EWP~~ after each ~~a~~ successive **six (6)** ~~three (3)~~ months of completed service with the Company. **In total, each regular employee will be eligible to receive four (4) EWPs upon completion of six (6) months of employment.**
- ~~c.b. In the vacation year during which a regular employee completes twelve (12) months of service, he/she will be eligible for a total of four (4) EWPs as follows: Such employee will, after twelve (12) successive months of completed service with the Company, be immediately eligible for any of these four (4) EWPs over and above those earned in accordance with the provisions of subparagraph a. above.~~
- c. A regular employee will then be eligible for four (4) EWPs on the first day of each subsequent vacation year.

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

Section 3. EWPs may be carried over and taken through the month of March of the next calendar year.

Section 4. If, before receiving the EWPs to which he or she has become entitled, as provided for in Section 1. of this Article, an employee is dismissed (except for reason of misconduct in which case the employee waives and forfeits any right the employee may have to receive pay for any EWPs earned at the time of termination including any rights under California Labor Code Section 227.3 or any similar law in another state), laid off, resigned, or retired, such employee will be entitled to an allowance in cash equal to and in lieu of such EWPs.

If an employee dies before receiving his/her unused EWPs for the vacation year, as provided for in Section 1. of this Article, payment in lieu of EWPs will be made for any unused EWP time to the employee's estate.

Section 5. Employees who are normally scheduled to work more than nineteen (19) but less than forty (40) hours per week will receive pro-rated pay for

EWPs based on their "average equivalent work week". The "equivalent work week" will be determined by dividing the employee's total hours worked per month by 4.35, rounding the result to the next higher whole number. The "average equivalent work week" will be determined by the average over the past six (6) months.

LETTERS OF AGREEMENT, MOU and MOAs

**NEW LETTER OF AGREEMENT
"At Risk" Commission ISR**

The Company agrees during the period of this Letter of Agreement:

- Upon 100% achievement of performance targets, full time Integrated Solutions Representatives ("ISRs") will be targeted to earn a minimum pre-chargeback "at-risk" commission of \$15,000 per year.
- All components of the Compensation Plan are determined and remain at the sole discretion of the Company including but not limited to compensation components (e.g. what activities and measures are subject to compensation, volumes required, establishment of performance targets and target minimums), qualifiers (e.g. minimum standards that must be met in order to be eligible for commissions, division of dollars associated with each compensated element, seasonally impact on target setting, and new hire expectations).
- The Company reserves in its sole discretion the right to trial, test, and introduce new compensation practices, elements, components, programs, and plans subject to the minimum pre-chargeback "at-risk" commission set forth above. ISR's 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.

**MEMORANDUM OF AGREEMENT
CWA INTERNAL APPEAL PROCESS**

This Memorandum of Agreement between Communications Workers of America (the Union) and AT&T Mobility Services LLC (the Company) is effective upon ratification of the **2022** Labor Agreement between the parties and shall be effective for the life of such agreement.

1. Whenever the Union, ~~during the term of this trial,~~ notifies the Company in writing of its election to arbitrate a grievance pursuant to Article 9, Arbitration, of the applicable Labor Agreement, and in the same writing also notifies the Company: (1) that the election to arbitrate is involved in the Union's internal appeal process, and (2) that the notice of election to arbitrate is therefore being given solely to preserve the Union's right to arbitrate in the event that the appeal is upheld, the parties agree that the running of the 60 day time limit provided for in Section 2. of said Article 9 shall be frozen as of the date the Company receives said notice.
2. With respect to any grievance as to which notice is given to the Company in accordance with the terms of Paragraph 1., above, the Union shall notify the Company promptly in writing of the outcome of its internal appeal process, and at the same time:
 - a. If the appeal is upheld, the Union shall also notify the Company of its intent to proceed to arbitration, and the running of the 60 day time limit provided for in Section 2. of Article 9, Arbitration, of the applicable Labor Agreement, shall resume as of the date upon which the Company receives this notice.
 - b. If the appeal is denied, the Union shall also notify the Company of withdrawal of its previous notice of election to arbitrate the subject grievance.

LOA 4 Compensation Committee

Subject to ratification of the **2022** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America it is the Company's intent in the administration of Section 2. of Article 19, Basis of Compensation, of the **2022** Labor Agreement, to limit changes in annual sales commission plans to those required for competitive or business reasons as determined by the Company. While the highly competitive and dynamic nature of the Company's business does not allow the Company to commit to a limitation in sales commission changes, it is the Company's intent that any changes to sales commissions will be made in a manner that fairly recognizes both the contribution of the employees and the desire of the Company to outperform its competitors. In this regard, it is further the Company's intent to provide, whenever practicable, at least one (1) week's advance notice to the CWA prior to its notice to employees related to any such changes.

The Company agrees to establish a **two (2)** joint committees (**one for Retail and one for In Home Solutions**) to meet twice a year, or more/less frequently if needed and mutually agreed to by the committee chairs, to discuss suggestions regarding additional compensation plans, commissions, bonuses, incentive programs and performance management programs associated with ~~retail sales (currently RSSM)~~. **These** ~~This~~ committees will **each** consist of no more than **six** ~~four~~ representatives each. The union's committees will consist of **5** ~~3~~ employees and 1 representative from the CWA International. The meeting place and time will be mutually agreeable by the committee chairs. Meeting expenses will be paid by the company. Normal meeting time should consist of one-day sessions not requiring an overnight stay. Participants will only be paid for a normal shift.

LOA 11 Retail Sales Quota Relief

Subject to ratification of the **2022** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America, monthly sales quotas for Retail Sales Consultants will be adjusted in eight hour increments (8 aggregate hours in a calendar month) for Vacation, EWP, Company mandated training, and Union absence time. Monthly sales quotas for discipline purposes will be adjusted in 8 hour increments (8 aggregate hours in a calendar month) for Vacation, Company mandated training, and Union absence time.

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

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

Subject to the Company’s normal business operations and operating practices, the Company plans to implement the following changes to the sales relief calculation on the 1st day of the month, two (2) full months after the ratification of this agreement.

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

- **Range 0 – 160 minimum hours (8-hour increments)**
- **Range Relief Percentage 0.00%-100% (8 aggregate hours in a calendar month)**
- **Example based on eligible absence “Vacation” in 8-hour increments for eligible absence within a monthly Commission cycle.**

Minimum Hours	Relief Percentage
8	5%

Total At-risk x % eligible hours of absence = Sales Relief Payment
\$1,150 Position At-risk x .05 = \$57.50 Sales Relief Payment

**Actual Net Sales Monthly Commission is \$900 + \$57.50 =
\$957.50 Commission Advanced**

In the same example above, if the employee takes 40 hours eligible absence in a calendar month, Sales Relief Percentage is 25%; \$1,150 Position At-risk x .25 = \$287.50 Sales Relief Payment. Actual Net Sales Monthly Commission is \$900 + \$287.50 = \$1,187.50 Commission Advanced.

Inside Sales/Retail Sales Consultants will be allowed to match AT&T Mobility consumer internet prices for identical equipment, accessories, and services when requested by the customer and approved by management. Management will reasonably consider the requests when they are made by the representative.

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

LOA XX In Home Expert Sales Quota Relief

Subject to ratification of the 2022 Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America, monthly sales quotas for Integrated Solutions Representatives (ISR) will be adjusted in eight hour increments (8 aggregate hours in a calendar month) for Vacation, EWP, Company mandated training, and Union absence time. Monthly sales quotas for discipline purposes will be adjusted in 8 hour increments (8 aggregate hours in a calendar month) for Vacation, Company mandated training, and Union absence time.

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

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

Subject to the Company's normal business operations and operating practices, the Company plans to implement the following changes to the sales relief calculation on the 1st day of the month, two (2) full months after the ratification of this agreement.

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

- Range 0 – 160 minimum hours (8-hour increments)
- Range Relief Percentage 0.00%-100% (8 aggregate hours in a calendar month)
- Example based on eligible absence "Vacation" in 8-hour increments for eligible absence within a monthly Commission cycle.

Minimum Hours	Relief Percentage
8	5%

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

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

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

LOA XX Integrated Solutions Rep and Integrated Sales Support Representative

To clarify issues related to Integrated Solutions Rep (ISR) and Integrated Sales Support Representative (ISSR) within the In-Home Expert (IHX) organization, the Company and Union agree to the following:

A. Wages

1. Employees in the ISR title will be placed on twelve-month wage progression steps on the ISR table.
2. Employees in the ISSR title will be placed on six-month wage progression steps on the ISSR table.

B. Benefits

If the employee is participating in a "metallic" option under the AT&T Medical Program prior to the transition, deductibles and out-of-pocket maximums are transferrable to an option under the Mobility Orange Medical Program. Impacted employees do not need to take any action. The Company will work with Blue Cross and Blue Shield of Illinois to facilitate a one-time transfer of deductibles and out-of-pocket maximums for services received prior to the transfer for each IHX employee who is moved into the bargaining unit by December 31, 2023.

C. Performance Plan

The current IHX Attendance and Performance plan will remain in effect through February 11, 2025, unless mutually agreed to by the Company and Union in writing or as required by applicable law.

D. The parties agree that the following provisions of the Collective Bargaining Agreement are exceptions to the exempt title of Integrated Solutions Representative

1. Article 12 – Hours of work
 - Section 1 and Section 2 a thru e applies to employees in the ISR title.
 - Section 2.f., Section 3 and Section 4 do not apply to employees in the ISR title.
2. Article 19 – Basis of Compensation
 - Sections 1 and 2 apply to employees in the ISR title.
 - All other sections of this article do not apply to the employees in the ISR title.
3. Article 20 – Travel
 - Sections 3.a. and 3.b. do not apply to employees in the ISR title.
4. Article 21 – Absences
 - Sections 1-5 would apply to employees in the ISR title.
 - Section 6 does not apply to employees in the ISR title, as an ISR is paid

on a salaried basis.

5. Article 23 – Holidays

- Section 1 applies to employees in the ISR title, with the exception of paragraph 1, as an ISR is paid on a salaried basis.
- The holidays list would apply.
- Sections 2 and 5 apply to employees in the ISR title.
- All other sections of this article do not apply to employees in the ISR title.
- Exempt ISR employees who are directed to work on an Authorized Holiday will be given another day off to be taken at a later date.

6. Article 25 – Exchange Time

- Does not apply to employees in the ISR title.

E. All of the provisions of the Collective Bargaining Agreement apply to the non-exempt Integrated Sales Support Representative.

MEMORANDUM OF AGREEMENT WORK FROM HOME (WFH)

Subject to the ratification of the 2022 Regional Labor Agreement ("2022 Orange CBA") between AT&T Mobility Services LLC (referred to herein as the "Company") and the Communications Workers of America and Districts 1, 2-13, 4, 7, and 9 ("CWA"), the following guidelines will apply to any employee in a WFH Title:

1. The Company will pay a fifty-five (\$55) dollars per month high-speed internet stipend applicable to each permanent, full-time work from home employee in the Premier Service Consultant – WFH title. Employees in states where reimbursement is required by state law the employee will get the higher of the two.
2. The Company will email employees a link for access to an electronic bulletin board provided by the Union.
3. Web cameras may be used for training, coaching/feedback sessions, skill transfer sessions, team calls, virtual face-to face meetings, clean desk inspections, recognition and disciplinary discussions. Web cameras will not be used for surveillance. Employee will not be asked to show a 360-degree view of the room in which they are working.
 - a. Clean Desk inspections are limited to the employee's desk area and cover:
 - (1) Employee workstation being free and clear of pen and paper/notebooks and employee is not taking handwritten notes.
 - (2) Employee workstation is free and clear of personal devices, e.g., mobile phones, e-Readers, electronics, gaming devices, tablets, laptops, and Bluetooth devices.
 - (3) Employee is working in a private area: e.g., area is isolated to avoid another person in the room/background or noises/sounds (pets, etc.) that can impact/disrupt the customer experience or have access to customer information.
4. Loss of Pay Internet/Power Outage:
 - a. For issues due to the AT&T system used by the employee, this time is paid.
 - b. If the employee is without power or internet, this time is not paid and is not point impacting.

Options for coding time include:

 - (1) Offer exchange time
 - (2) Offer excused time
 - (3) PTO if employee has available time

February 12, 2022

Ms. Patricia M. Telesco
 Area Director
 193 State Street
 2nd Floor
 North Haven, CT 06473

Re: Terms of Transfer Applicable to Employees Transferring between the Attached AT&T Participating Companies and AT&T Mobility Services LLC into and out of the Mobility Bargaining Unit Represented by the Communication Workers of America Districts 1, 2-13, 4, 7, and 9.

Dear Ms. Telesco:

This letter sets forth the terms of the agreement between AT&T Mobility Services LLC (“AT&T Mobility”) and Communications Workers of America (“CWA”) regarding the terms of transfer applicable to CWA-represented employees transferring between the attached list of “AT&T Participating Companies”¹ (Attachment A) and AT&T Mobility into and out of the bargaining unit represented by the CWA Districts 1, 2-13, 4, 7, and 9 (“Agreement”). ~~As each of the collective bargaining agreement for the West, Midwest, East, Legacy T, Southeast (including the BellSouth Telecommunications Contract, the Utility Operations Contract, the AT&T Billing Southeast Contract, The National Directory and Customer Assistance Contract and the BellSouth Internet Services Contract), Southwest and National Internet Contract (collective the “Covered CBA’s) with the CWA are ratified, the R~~represented employees covered by each of the Covered CBAs employed by the AT&T Participating Companies set forth in Attachment A will be allowed to voluntarily transfer into vacancies at AT&T Mobility within the bargaining unit currently represented by CWA Districts 1, 2-13, 4, 7, and 9 (the “Mobility Unit”), under the terms and conditions set forth in this Agreement. For purposes of this Agreement, these employees are referred to as “Transferees”. The terms of the National Transfer Plans (“NTP”) as ratified in each of the Covered CBAs will apply² to the transfer process for Transferees moving between each of the AT&T Participating Companies and the Mobility Unit except as set forth below:

1. Amendment for Transferees Coming into the Mobility Unit

In lieu of Paragraph 1 2 of the Intersubsidiary Movement (“IMF”) Section and Paragraphs 1 2 and 2 3 of the CWA Surplus Exchange (“CSE”) Section of each NTP, Transferees interested in being considered for vacancies in the Mobility Unit will be considered after first consideration is afforded to qualified

¹ The term “Participating Companies” refers to wholly-owned subsidiaries of AT&T, Inc. as long as they remain wholly-owned subsidiaries.

² Any changes, modifications, or amendments to any NTP after the date of this letter that affect any terms and conditions concerning how AT&T Mobility receives Transferees will not become effective until such changes are agreed to in a new written agreement executed by the appropriate bargaining representatives of the Parties.

employees laid off from the AT&T Mobility bargaining unit and then internal AT&T Mobility bargained personnel in accordance with the ~~2022 2017~~ AT&T Mobility/CWA Districts 1, 2-13, 4, 7, and 9 Labor Agreement (“~~2022 2017~~ Mobility Labor Agreement”). Transferees who are qualified for the particular vacancy will receive priority placement prior to off-street applicants who, in the judgment of the Company, are similarly qualified. Otherwise, the terms of the ~~2022 2017~~ Mobility Labor Agreement will control. The applicant whom the Company deems most qualified will be selected. If an AT&T Mobility bargained employee and a Transferee both have qualifications that, in the judgment of the Company, are relatively equal, the AT&T Mobility bargained employee will be selected for the vacancy. Unless otherwise stated in this Agreement, when a Transferee is selected for a position covered by the ~~2022 2017~~ Mobility Labor Agreement, he/she will be transferred using the same processes that are currently applicable to AT&T Mobility bargained personnel who transfer between AT&T Mobility jobs.

In lieu of Paragraphs ~~4 5~~ and ~~6 7~~ of the IMF Section and Paragraphs ~~7 8~~ and ~~9 10~~ of the CSE Section of each NTP, Transferees transferred on or after the effective date of this Agreement will be treated as newly hired as of the date of such transfer with respect to all benefit plans, programs and/or policies at AT&T Mobility pursuant to the terms and conditions of the plans, programs and/or policies, including subsequent changes made to such plans, programs and/or policies applicable to Mobility Unit employees in effect on the Transferees’ transfer date, except as follows:

If a Transferee has satisfied the eligibility conditions for post-employment medical benefits under his/her applicable Covered CBA at the time of transfer to AT&T Mobility and transfers into the Mobility Unit during the term of his/her applicable Covered CBA (“Eligible Transferee”), when the Eligible Transferee terminates employment from AT&T Mobility, he/she would then be eligible to receive medical and voluntary benefits to the same extent as active employees of AT&T Mobility eligible for such benefits following the Eligible Transferee’s termination through the term of the existing plan of benefits provided **under the subsequent 2022 Mobility Labor Agreement** ~~Mobility National Bargained Benefit Plan (“NBBP”)~~. Once the applicable plan of benefits under the **2022 Mobility Labor Agreement** ~~NBBP~~ expires, such Eligible Transferee’s post-employment benefits and eligibility would be subject to the same terms provided to Current Retirees³ participating in the plan applicable to the bargaining unit from which he/she transferred. Such benefits and eligibility for Current Retirees and all such Eligible Transferees may change from time to time as determined at the discretion of the Companies.⁴

2. Clarification for Transferees Coming into the Mobility Unit

³ For purposes of this Agreement, “Current Retiree” means a former employee of an AT&T Participating Company who terminated employment with eligibility for post-employment benefits prior to the effective date of the collective bargaining agreement in effect for employees of the AT&T Participating Company as of the date of the Eligible Transferee’s termination from AT&T Mobility.

⁴ The Union acknowledges and expressly agrees that this Agreement does not create any obligation for AT&T Mobility or any of the other AT&T Participating Companies to negotiate over benefits for any Current Retirees.

Paragraph ~~2 3~~ of the IMF Section and Paragraph ~~3 4~~ of the CSE Section of the NTP govern how equally qualified Transferees competing against each other for the same vacancy within the Mobility Unit will be selected. If, however, an AT&T Mobility bargained employee and a Transferee both have qualifications that, in the judgment of the Company, are relatively equal, the AT&T Mobility bargained employee will be selected for the vacancy.

As a result of Paragraph ~~5 6~~ of the IMF Section and Paragraph ~~8-9~~ of the CSE Section of the NTP, a Transferee's Net Credited Service from the departing company will also be recognized within the Mobility Unit under the following contractual provisions in the ~~2017~~ **2022** Mobility Labor Agreement:

Article 3, Definitions of Employees

Article 7, Grievance Procedure

Article 9, Arbitration

Article 11, Seniority

Article 12, Hours of Work

Article 13, Work Assignments

Article 14, Force Adjustment

Article 21, Absences

Article 22, Vacations

Article 23, Holidays

Article 24, Excused Days With Pay

Under the Order of Consideration provision, Transferees will have the order of consideration set forth in the National Transfer Plans, but if an AT&T Mobility bargained employee and a Transferee both have qualifications that, in the judgment of the Company, are relatively equal, the AT&T Mobility bargained employee will be selected for the vacancy. This Agreement does not modify or diminish the current **2022** Mobility Labor Agreement language regarding Article 13 – Work Assignments.

3. Clarification for AT&T Mobility Bargained Employees Leaving the Mobility Unit

Paragraphs ~~4 5~~ and ~~5 6~~ of the CSE Section of the NTP set forth specific circumstances in which a CWA represented regular employee covered by a CWA Labor Agreement may receive a Relocation Allowance per the applicable terms and conditions of the collective bargaining agreement at his/her former Company. The ~~2017~~ **2022** Mobility Labor Agreement which affords management discretion to afford such allowances will govern AT&T Mobility Bargained Employees who leave the Mobility Unit.

4. Additional Agreement Terms

The Union agrees that it will not seek to alter any existing bargaining units in any AT&T Company on the basis of any movement or transfer of employees as a result of this Agreement. Further, the Union will not, on the basis of this Agreement or change in operations, practices or benefits administration, eligibility or entitlement made by AT&T Mobility and/or the Participating Companies as a result of this Agreement, in any pleading, petition, complaint or proceeding before the National Labor Relations Board, an arbitrator or panel of arbitrators, or any court, assert, claim, charge or allege that such companies are a single or joint employer or enterprise, alter egos, accretions or successors of one another, or that any bargaining units of said entities represented by or sought to be represented by the Union are a single bargaining unit, or are or should be otherwise altered in their scope or composition. This commitment on the part of the Union will survive the expiration of this Agreement, unless and until such time as this commitment is terminated by the mutual written Agreement of the parties.

Notwithstanding any other provision to the contrary, this Agreement and any actions under it are not subject to arbitration.

This Agreement will become effective **upon ratification of the 2022 Mobility Labor Agreement** ~~for each group of represented employees upon ratification of the affected employees' covered CBA, upon being administratively feasible to implement for that group,~~ and upon the signature of the appropriate CWA Representative authorized for the Mobility CBA. If one of the Covered CBAs fails to ratify **in the future**, this Agreement will not become effective for the employees under that Covered CBA. ~~Once effective for the Covered CBA's that ratify,~~ **This Agreement will remain in effect up to and including the expiration of the 2022 Mobility Labor Agreement. This letter prospectively supersedes the parties February 12, 2017, letter regarding this topic.**

The CWA represents and acknowledges that it is authorized under its International Constitution to execute this Agreement without a ratification vote of the Mobility Unit.

Sincerely,

Agreed and Accepted by:

 Steve Frost
 Assistant Vice President of Labor Relations
 AT&T Mobility

 Patricia Telesco
 Area Director, CWA District 1
 Communications Workers of America

Attachment A to the Terms of Transfer Applicable to Employees Transferring between the Attached AT&T Participating Companies and AT&T Mobility Services LLC and ~~AT&T Customer Services, Inc.~~ into and out of the Mobility Bargaining Unit Represented by the Communication Workers of America Districts 1, 2-13, 4, 7, and 9

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

The Company will renew the following MOAs and LOAs and agree they will be included in the 2022 Regional Labor Agreement as mutually agreed between the Company and Union.

- MOA 2 Payroll Deduction of CWA-COPE
- LOA 1 Personnel Records Review
- LOA 2 Designated Union Representative
- LOA 3 Training Course Assignment
- LOA 5 Subcontracting
- LOA 6 Four Day Tour
- LOA 7 Neutral Evaluations
- LOA 8 Work and Family Issues
- LOA 9 Innovative Scheduling
- LOA 10 Motor Vehicle Usage Policy
- LOA 12 Quality Observations
- LOA 13 Prescription Safety Glasses
- LOA 14 Climbing Boots/Safety Footwear
- LOA 15 Strategic Alliance Committee
- LOA 16 At-Risk Commissions
- LOA 17 Network Technicians
- ~~LOA 18 Retail Scheduling Tool Trial~~

LETTERS OUTSIDE OF AGREEMENT

**MEMORANDUM OF AGREEMENT
REGARDING ORANGE MOBILITY CALL CENTER PERCENTAGES**

Subject to the ratification of the ~~2022~~ 2017 Regional Labor Agreement ("~~2022~~ 2017 Orange 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 and Districts 1, 2-13, 4, 7, and 9 ("CWA"), the Company and CWA agree to the following during the term of the ~~2022~~ 2017 Orange CBA:

1. Definitions

- (1) As used herein "Orange Calls" means Company mobility calls handled by Company call centers with employees covered by the ~~2022~~ 2017 Orange CBA.
- (2) As used herein "Total Calls" means Company calls, including Orange Calls, handled by all call centers handling Company mobility calls.

2. Call Center Percentages

The Company agrees to ensure Orange Calls are no less than **9% by December 31, 2022, and no less than 10% by December 31, 2023, December 31, 2024 and December 31, 2025** ~~7% by December 31, 2018 and 9% by December 31, 2019~~ of the Total Calls.

3. Job Requisitions

The Company agrees to post and fill a minimum of 250 Customer Care agent requisitions per year throughout the term of the Orange CBA.

4. ~~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 ~~2022~~ 2018 and continuing at the end of each quarter thereafter, to CWA District 1 Vice President Dennis Trainor that sets forth:
 - (a) Number of Total Calls for each month in the quarter;
 - (b) Number of Orange Calls broken down by Call Center within the ~~2022~~ 2017 Orange Regional Labor Agreement for each month in the quarter.
- (2) If requested by CWA, the Company and CWA, commencing June ~~2022~~ 2018 and continuing at six 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 1 Vice President Dennis Trainor and two designated Company representatives.

- (3) If the Company has fallen short of the commitments in Paragraph 2 the Company shall take prompt, commercially reasonable steps to bring the Orange 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 Orange 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 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.

5. ~~4.~~ Scope of Agreement

This agreement relates only to the Orange 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 **2022** ~~2017~~ Orange Regional Labor Agreement and its Memoranda/Letters of Agreement.

**MEMORANDUM OF AGREEMENT
EMPLOYMENT SECURITY COMMITMENT (ESC)**

This Memorandum of Agreement is entered into as of <<date>> 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 store or call center closure,~~ during the term of the **2022** ~~2017~~ Regional Labor Agreement, subject to the conditions and provisions contained in this ESC.

2. Any regular employee **listed in Appendix A**, who is in a surplus status pursuant to Article 14, Force Adjustment, will be offered a job 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~~
 - ~~• COS Sales Advocate~~
 - ~~• Retail Sales Consultant~~
 - ~~• Sales Specialist~~
 - ~~• Sales Support Representative~~
 - ~~• Telesales Representative~~

 - AB. The employee's surplus status is a result of a formally announced surplus by the Company** ~~The surplus condition is a result of a store or call center closure.~~ Or, the employee is in a title which the Company has determined it will eliminate or vacate

 - BC.** Employee is meeting expectations on his/her current job and must be qualified for the job offer, as determined by management.

 - CD.** 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, advised the Company of his/her election to invoke the ESC.

3. The job offer shall be made to those qualified employees as determined by management, that are considered surplus, as defined in Article 14, Force Adjustment, by order of seniority beginning on the sixteenth (16th) day after 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 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 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 notified 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 ~~there is 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 **2022** ~~2017~~ Regional Labor Agreement or the National Transfer Plan Memorandum of Agreement, 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 **2022** ~~2017~~ Regional Labor Agreement, and any grievance shall initially be filed at the final step of the grievance process.

Paragraph 2c 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 **2022** ~~2017~~ Regional Labor Agreement.

**MEMORANDUM OF AGREEMENT
REGARDING ORANGE MOBILITY RETAIL STORE OPERATIONS**

Subject to the ratification of the 2022 Regional Labor Agreement ("2022 Orange CBA") between AT&T Mobility Services LLC (referred to herein as the "Company") and the Communications Workers of America and Districts 1, 2-13, 4, 7, and 9 ("CWA"), the Company and CWA agree to the following during the term of the 2022 Orange CBA:

1. Definitions

- A. As used herein Company Owned Retail (COR) store means a Company owned and operated retail store location (i.e., brick and mortar retail store operation) staffed by Retail Sales Consultants employed by the Company and covered by the 2022 Orange CBA.
- B. Authorized Retail (AR) store means a retail store owned and operated by one of AT&T's authorized retail partners within the geographic parameters of the Orange CBA.
- C. Total Stores means the total number of COR stores plus the AR stores aggregated together operating within the geographic parameters of the Orange CBA.

2. Store Operation Percentages

The Company agrees to ensure that COR stores operating within the geographic parameters of the Orange CBA are no less than 20% of the Total Stores operating in each calendar year during the term of the 2022 Orange Regional Labor Agreement.

3. Total Store Report

- A. In order to ensure compliance with Paragraph 2, the Company shall provide a quarterly Total Store Report to CWA District 1 Vice President Dennis Trainor that sets forth:
 - a. Number of Total Stores operating within the geographic parameters of the Orange CBA;
 - b. Number of COR stores operating within the geographic parameters of the Orange CBA; and
 - c. Number of AR stores operating within the geographic parameters of the Orange CBA.
- B. If requested by CWA, the Company and CWA, commencing January 2023 and continuing at six 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 1 Vice President Dennis Trainor and two designated Company representatives.

- C. If the Company has fallen short of the commitments in Paragraph 2 the Company shall take prompt, commercially reasonable steps to bring the Total Store percentage up to the minimum guarantee within 180 days of the date the shortfall is reported by CWA to the Company.
- D. During any period of identified shortfall, the Company shall not close any COR Retail locations and shall not declare an involuntary surplus in all or any of the Orange COR stores unless there are adverse economic or business conditions as determined by the Company (e.g. failure to reach terms on a lease renewal).
- E. 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 of this MOA could result in the immediate cancellation of the MOA and of any further meetings at the Company's election.
 - a. 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 Orange Total Stores 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 2022 Orange Regional Labor Agreement and its Memoranda/Letters of Agreement.



February 12, 2022

Ms. Patricia M. Telesco
Area Director
193 State Street 2nd Floor
North Haven, CT 06473

Dear Ms. Telesco:

In an effort to resolve ongoing disagreements between the parties regarding the CWA's organizational efforts relating to workers within the In-Home Expert organization (the Integrated Solutions Consultant (ISC) and Integrated Sales Support Specialist (ISSS)), the Company, on a non-precedent setting basis, is agreeable to allowing authorization cards dated within 90 days after the first signed card to be used by AAA to determine if the Union attained majority status (50% plus one) for voluntary recognition. **In addition, on a non-precedent setting basis, the Company agrees to furnish the Union with one additional employee list per twelve-month period during the time period applicable to the CWA's ability to organize workers in the aforementioned job titles.** This non-precedent setting agreement does not otherwise alter the terms, conditions or scope of the Memorandum of Agreement regarding Voluntary Recognition that is temporarily applicable to this organizational effort and will only be in effect during the time period applicable to the CWA's ability to organize workers in the aforementioned Integrated Solutions Consultant (ISC) and Integrated Sales Support Specialist (ISSS) job titles, **as well as any IHX non-management job titles created in the existing lines of business associated with ISC and ISSS titles (i.e., sales/service agents that go to customer homes to sell services).**

Sincerely,

Steve Frost
Assistant Vice President
AT&T Mobility Labor

The Letters and Memorandums of Agreement list below will be independent documents and will not be included in the labor agreement.

Existing Letters

- Weitkamp Letter
- Coaching Letter
- Steward Letter
- Mi60 Letter
- MOA Regarding Orange Mobility Call Center Percentage (pending agreement)
- Employment Security Commitment (ESC) (pending agreement)
- Wellness Letter
- CVS Letter
- MOA Regarding Electronic Dues Authorization

New Letters

- MOA Regarding Orange Mobility Retail Store Operations (pending agreement)
- IHX Organizing Efforts



Neil Keith • Executive Director, Human Resources - Labor • Birmingham, AL 205.943.5532

March 5, 2005

Jim Weitkamp
 Assistant to the Vice President
 Communications Workers of America
 2870 Gateway Oaks Drive, Suite 100
 Sacramento, CA 95833

This letter will serve to confirm the following additional understandings and agreements between the CWA and Cingular Wireless which shall be national in scope, applying both to our collective bargaining agreement with Districts 1, 2, 4, 7, 9 and 13 as well as the existing Agreements with Districts 3 and 6.

The Communications Workers of America and Cingular Wireless acknowledge that work force integration issues concerning the former AT&T Wireless employees along with but not limited to, law, regulations, changing industry structure, economic and competitive conditions, and business considerations make it impossible for the Company to make specific projections on the impact of the integration of work. There are no current plans to close any call centers. Also, based on the necessity to run dual systems for some period of time, anticipated growth, some amount of non-overlapping systems, and natural attrition, we do not currently expect it will be necessary to have a force reduction in the bargained ranks for network employees. This is not to say that Cingular may have some isolated areas where there may be an exception to this expectation.

In order to assist with the integration of former AT&T Wireless employees, the Company agrees to meet nationally once per quarter starting with the 2nd quarter of 2005 and ending the last quarter of 2006 to discuss issues directly associated with the integration of AT&T Wireless. Each party will be responsible for their time and expenses associated with these meetings.

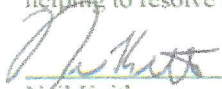
1. The Company will provide the Union information concerning closures and surplus directly associated with the integration of the former AT&T Wireless employees.
2. In the event that the Company determines that a surplus exists that is directly associated with the integration of the former AT&T Wireless employees and a decrease in the work force becomes necessary, the Company and the Union will discuss and explore ways to minimize the impact of the surplus.
3. The Company shall brief the Union on emerging and changing technologies that it believes could impact the current represented workforce. The parties agree to jointly assess and explore external funding opportunities for training initiatives necessitated by such evolving technology.

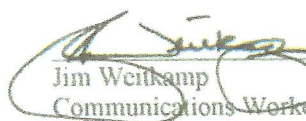
This agreement does not alter the Company's right to plan, direct and control its operations, to extend, limit or curtail operations, to determine the number, location, and operations of its facilities, to study determine and regulate the methods, quantity and quality of work and the sources and kinds of merchandise, materials, parts, facilities, and equipment used or sold, to maintain order and efficiency, and to establish, modify and enforce rules and policies as well as the right to make and enter into decisions that are within management's right to determine and to resolve the effects of those decisions as deemed appropriate by the Company except where we have said we would consider those effects beyond that provided in the Labor Agreement. However, it is the Company's general policy that traditional wireless work will not be contracted out if it will currently and directly cause layoffs or part-timing of regular employees in the bargaining unit.

Neither the Union nor the Company waive any right, legal or equitable, which they had prior to this Agreement. Nothing herein shall be construed as restricting the rights of the parties to explore other alternatives or enact other agreements which provide enhanced employment security to employees and members of the bargaining unit.

The dates of this letter may be extended by mutual agreement of the parties.

If this letter accurately reflects your understanding of our additional agreements, I would like to request that you execute and date the duplicate original signature copy enclosed and return it to me. Thank you again for your cooperation in helping to resolve this critical issue.

 Date 03/09/05
 Neil Keith
 Cingular Wireless

 Date 3-10-05
 Jim Weitkamp
 Communications Workers of America



February 12, 2022

Ms. Patricia M. Telesco
Area Director
193 State Street 2nd Floor
North Haven, CT 06473

Dear Ms. Telesco:

The Company and the Union agree that it is critical for the Company to provide exceptional customer service in today's increasingly competitive wireless industry. The parties acknowledge that having employees who meet or exceed the Company's performance expectations enables the Company to provide a high quality of customer service. The continual development of employees' skills and, employees' commitment to their own performance, best equips them to satisfy performance expectations.

When performance issues are identified, management will continue to address them according to the Company's applicable performance management and progressive discipline processes. Employees failing to meet performance expectations will first be coached when they are not currently on a step of progressive discipline for performance and the performance issue is a first offense.

When conduct deficiencies are identified that reveal misconduct, such things as COBC violations, sales fraud, customer abuse/treatment violations, CPNI violations, call handling/customer validation violations, etc., they will continue to result in discipline up to and including termination.

Sincerely,

Steve Frost
Assistant Vice President
AT&T Mobility Labor



February 12, 2022

Ms. Patricia M. Telesco
Area Director
193 State Street 2nd Floor
North Haven, CT 06473

Dear Ms. Telesco:

Subject to reaching a tentative agreement and subsequent ratification of the **2022** Labor Agreement between AT&T Mobility Services LLC and the Communications Workers of America on behalf of Districts 1, 2-13, 4, 7 and 9 ("**2022** Labor Agreement") by (date), the Company agrees that unpaid time off for union activities that is requested and granted in accordance with Article 17 will not be held against union representatives in any attendance-based incentive programs. This will allow unpaid time off for union activities to be treated like Company paid time off for union activities under such programs.

This Agreement will become effective on the ratification date of the **2022** Labor Agreement assuming the deadline set forth above is met. If this condition is not satisfied, this offer is deemed withdrawn. Once effective, this agreement will remain in effect up to and including **February 13, 2026**.

Sincerely,

Steve Frost
Assistant Vice President
AT&T Labor Relations



February 12, 2022

Ms. Patricia M. Telesco
Area Director
193 State Street 2nd Floor
North Haven, CT 06473

Dear Ms. Telesco:

Subject to ratification of the **2022** Labor Agreement between AT&T Mobility Services LLC, ~~AT&T Customer Services, Inc~~ and the Communication 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 quarterly and aligned with shift bids.
- 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 as 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



February 12, 2022

Ms. Patricia M. Telesco
CWA Area Director
193 State Street 2nd Floor
North Haven, CT 06473

RE: Company **Wellbeing** Wellness

Dear Ms. Telesco:

The Company's bargained for employees represented by Districts 1, 2-13, 4, 7 and 9 shall continue to be eligible to participate in the **AT&T sponsored wellbeing programs, currently though the AT&T Your Health Matters (YHM) and Your Money Matters Programs** as provided below.

The **Your Health Matters (YHM) and Your Money Matters** includes ~~Disease Manager and Wellness programs~~ **include wellbeing resources, programs, tools, as well as access to an online portals with a variety of tools and resources and application as they change from time to time.** Below are examples of the benefits and services that are currently available to eligible bargained employees under ~~Your Health Matters~~:

Wellbeing ~~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, **maternity care, sleep,** medication adherence and self-management.

Disease Management

- Asthma
- Heart Failure
- Coronary Artery Disease
- Diabetes
- Chronic Obstructive Pulmonary Disease
- **Musculoskeletal Disorders**

Health Assessment and Portal

~~Healthcare Price Transparency Tool~~

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

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

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Financial Wellbeing

- **Planning and guidance resources and tools**
- **Educational guides and workshops**
- **Online portals**

Certain services ~~Disease Management programs and Healthcare Price Transparency Fees~~ 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 AT&T sponsored wellbeing programs as determined by the Company** ~~will have access to the YHM portal, the Health Assessment and Challenges.~~

The Company **continues to** retain the unilateral right to change, modify, amend or discontinue **any and all component parts of the AT&T sponsored wellbeing programs** ~~the YHM.~~

This letter will **remain in effect through the term of the 2022** ~~expire in conjunction with the 2017 Collective Bargaining Agreement for bargained employees in Mobility Districts 1, 2, 3, 4, 7 and 9.~~

Sincerely,

Steve Frost
Assistant Vice President
AT&T Labor Relations



February 12, 2022

Ms. Patricia M. Telesco
CWA Area Director
193 State Street 2nd Floor
North Haven, CT 06473

RE: CVS Caremark

Dear Ms. Telesco:

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,

Steve Frost
Assistant Vice President
AT&T Labor Relations

MEMORANDUM OF UNDERSTANDING REGARDING ELECTRONIC DUES AUTHORIZATION

The parties acknowledge and agree that the terms "written authorization" or "in writing signed by such employee" or similar language referring specifically to signed payroll due deduction authorization forms, as provided in the relevant provisions of the Collective Bargaining Agreement, includes dues deduction authorizations created and maintained by use of electronic records and electronic signatures so long as such signatures are consistent with any and all applicable law(s). The Union, therefore, may use electronic records to verify authorization for voluntary deduction of Union dues and fees from wages or payments for remittance to the Union, and authorization for voluntary deductions from wages or payments for remittance to COPE and PAF Funds, subject to the requirements of any applicable law. Such electronic signatures will be presented to the Company by the Union in the form of Exhibit A, and in accordance with the Union's processes for collecting such cards which will be provided to the Company upon request. The Company shall accept confirmations from the Union that the Union possesses electronic records of such electronic dues deduction authorizations and give full force and effect to such authorizations as "written authorization" or "in writing signed by such employee" or similar interactions for purposes of the dues deduction authorization provisions found within the Collective Bargaining Agreement during the term of this MOU unless the Company comes into possession of evidence that creates reasonable cause to doubt the authenticity or validity of the asserted signature. In addition, the Union agrees to indemnify and hold the Company harmless from all claims, damages, costs, fees and charges of any kind which may arise out of or result from the honoring by the Company of electronically signed dues or fees deduction authorizations in accordance with the provisions of this Agreement and the transmitting of such deducted dues or fees to the Union. The Company's acceptance of such electronic signatures shall be non-precedent setting.

This provision shall apply for the life of the Collective Bargaining Agreement currently in effect between the parties.

CONCUR:

Mike Keith
Vice President
Mobility Labor Relations

Dennis G. Trainor
Vice-President
Communications Workers of America

Date

Date

EXHIBIT A

This document provides a comprehensive description of the proposed text and fields contained within the AT&T Mobility E-card.

* Asterisk indicates a required field.

First page: “This is a simple form with three different sections. You will receive a receipt in your email of your entry and will have the opportunity to make changes by email if something was entered in mistake. If you prefer to sign paper copies of any of these forms, please contact [insert contact].”

Second page - CWA Membership Form:

Header: “I hereby request and accept membership in the Communications Workers of America (CWA) and when accepted by the Local, agree to be bound by the Constitution of the Union and Amendments thereto and Rules and Regulations now in effect or subsequently enacted by the Union and/or the Local to which I am assigned.”

Fields:

- First Name*
- Last Name*
- Work Location Address*
- Work Location State*
- Employee ID
- Local Number
- Home Address*
- Home City*
- Home State*
- Home Zip*
- Personal E-mail Address*
- Personal Cell Phone
- CWA Text/Call Opt-in

Membership question - radio buttons with two options:*

- “Yes, I accept membership in the Communications Workers of America!”
- “No, I decline membership. I understand I don’t get to vote for local union officers or on contracts.”

Electronic Signature*, with preface of “This typed electronic signature is equivalent to, and in place of, a hand-written signature. CWA and I agree that this card may be electronically signed and that the electronic signature appearing here is the same as a handwritten signature for the purposes of validity, enforceability, and admissibility.”

Automatically collected fields:

- Signature Date
- Timestamp
- IP Address

Third page - Dues (or Equivalent Fee) Deduction Form:

Header: "I hereby authorize AT&T Mobility to deduct from the compensation (including disability benefits or vacation payments) due me an amount equal to the initiation fee certified in writing to the Company by the Secretary-Treasurer of the Communications Workers of America, or his/her duly constituted agent, and each month an amount equal to regular monthly Union dues, certified in writing to the Company by the Secretary-Treasurer of the Communications Workers of America, or his/her duly constituted agent. Each amount so deducted shall be remitted to the Secretary-Treasurer of the Communications Workers of America, or his/her duly constituted agent. If for any reason the Company fails to make a deduction, I authorize the Company to make such deduction in a subsequent payroll period.

This authorization is voluntarily made and is neither conditioned on my present or future membership in the Union, nor is it to be considered as a quid pro quo for membership. This authorization shall continue in effect until canceled by written notice signed by me and individually sent to the Company and to the Union. This cancellation of authorization must be postmarked during the fourteen (14) day period prior to each anniversary date of the current or any subsequent Collective Bargaining Agreement, or during the fourteen (14) day period prior to the termination of the current or any subsequent Collective Bargaining Agreement."

Fields:

All fields are carried over from previous page (if filled in), except the Dues Deduction Authorization question and the Electronic Signature.

First Name*

Last Name*

Work Location Address*

Work Location State*

Employee ID

Local Number

Home Address*

Home City*

Home State*

Home Zip*

Personal E-mail Address*

Personal Cell Phone

CWA Text/Call Opt-in

Dues Deduction Authorization question - radio buttons with two options:*

- "Yes, I choose to opt in for payroll dues deduction. I affirm that I am an employee employed by AT&T Mobility. I authorize AT&T Mobility to deduct from my salary an amount equal to regular monthly deals. This authorization shall remain in effect unless I cancel in writing."
- "No, I choose to opt out of payroll dues deduction."

Electronic Signature*, with preface of "This typed electronic signature is equivalent to, and in place of, a hand-written signature. CWA and I agree that this card may be electronically signed and that the electronic signature appearing here is the same as a handwritten signature for the purposes of validity, enforceability, and admissibility."

Automatically collected fields:

AT&T Confidential Proprietary

This material may only be used for the purpose provided: AT&T Mobility/CWA 2022 Orange Negotiations. CWA must undertake all precautions to secure from inadvertent or improper disclosure

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Signature Date
Timestamp
IP Address

Fourth page - Political Contributions Committee Payroll Deduction Form:

Fields:

Field carried over from previous page (if filled in) include First and Last Name, Local Number, Home Address, Home City, Home State, Home Zip, Personal Email Address, Personal Cell Phone, and CWA Text/Call Opt-in.

First Name
Last Name
Occupation
Local Number
Home Address
Home City
Home State
Home Zip
Personal Email Address
Personal Cell Phone
CWA Text/Call Opt-in

Amount to Deduct Per Pay Period - radio buttons with the following options:

- \$5
- \$15
- \$20
- \$25
- Other - write in

Select one - radio buttons with the following options:

- New Enrollment
- Change of Amount
- Cancellation

Political Contributions Authorization question - radio buttons with two options:*

- "Yes, I hereby authorize my employer to deduct from my wages the listed sum each pay period and to remit such amount to the Communications Workers of America-Committee on Political Education Political Contributions Committee. (CWA-COPE PCC)."
- "No, I choose to opt out."

Legal language prior to Electronic Signature: "THIS AUTHORIZATION IS VOLUNTARILY MADE BASED ON MY SPECIFIC UNDERSTANDING THAT:

The signing of this authorization card and the making of contributions to CWA COPE PCC are not conditions of membership in the union nor of employment with the Company and that I may refuse to do so without fear of reprisal.

I am making a contribution to a joint fund-raising effort sponsored by CWA-COPE PCC and the AFL-CIO Committee on Political Education Political Contributions Committee ("AFL-CIO COPE PCC") and that CWA-COPE PCC and AFL-CIO COPE PCC will use my contributions for

political purposes, including but not limited to, the making of contributions to or expenditures on behalf of candidates for federal, state, and local offices and addressing political issues of public importance.

Federal law requires us to use our best efforts to collect and report the name, mailing address, occupation, and the name of employer of individuals whose contributions exceed \$200 in a calendar year.

Contributions or gifts to CWA-COPE PCC and AFL-CIO COPE PCC are not deductible as charitable contributions for federal income tax purposes.”

Electronic Signature*, with preface of “This typed electronic signature is equivalent to, and in place of, a hand-written signature. CWA and I agree that this card may be electronically signed and that the electronic signature appearing here is the same as a handwritten signature for the purposes of validity, enforceability, and admissibility.”

Automatically collected fields:

- Signature Date
- Timestamp
- IP Address

Fifth and final page - Receipt page. Form logic will only show certain parts if the worker has opted in for membership, dues deduction, and/or political contributions. Email receipt delivers identical information:

If opted in for membership: Welcome to CWA!

This message is to confirm that we have received an electronic submission of authorization from you requesting and accepting membership in the Communications Workers of America (CWA). We have sent a confirmation message to the email address you provided: [Personal email]

Building a strong union at AT&T Mobility requires that we all pitch in to help out. We’re excited for you to get involved! To find out how, contact [insert contact].

The information you submitted is below. If you need to correct any of the information you submitted, please contact us at [insert contact].

- Name: [value]
- Work Location Address: [value]
- Work Location State: [value]
- Employee ID: [value]
- Local: [value]
- Address: [value]
- City: [value]
- State: [value]
- Zip: [value]
- Personal Email: [value]

Personal Cell Phone: [value]
I want union-related updates from CWA via cell (text & voice): [value]

Electronic Signature: [value]
Signature Date: [value]

CWA Membership: [value]

If opted in for dues deduction authorization: We have received an electronic submission of authorization from you authorizing dues deduction. We have sent a confirmation message to the email address you provided: [value]

The information you submitted is below. If you need to correct any of the information you submitted, please contact us at [insert contact].

Name: [value]
Work Location Address: [value]
Work Location State: [value]
Local No.: [value]
Home Address: [value]
City: [value]
State: [value]
Zip: [value]
Personal Email: [value]
Personal Cell Phone: [value]
I want union-related updates from CWA via cell (text & voice): [value]

Dues Deduction Authorization: [value]

Electronic Signature: [value]
Signature Date: [value]

If opted in for political contributions: We have received an electronic response regarding contributions to the CWA-COPE-PCC. We have sent a confirmation message to the email address you provided: [value]

If you would like to make any change any amount you contribute to the CWA-COPE-PCC, please email: cwacope@cwa-union.org.

Name: [value]
Occupation: [value]
Address: [value]
City: [value]
State: [value]
Zip: [value]
Personal Email: [value]
Personal Cell Phone: [value]

I want union-related updates from CWA via cell (text & voice): [value]

Amount to Deduct Per Pay Period: [value]

Type: [value]

Political Contributions Authorization:[value]

Electronic Signature: [value]

Signature Date: [value]

HOUSEKEEPING

ARTICLE 1 AGREEMENT

THIS AGREEMENT is made and entered into effective **February 12, 2022** by and between AT&T Mobility Services LLC as to those employees covered under Article 2 (hereinafter referred to as the "Company", the "Employer", or "Management") and COMMUNICATIONS WORKERS OF AMERICA (hereinafter referred to as the "Union").

ARTICLE 2 RECOGNITION AND ESTABLISHMENT OF THE UNIT

Section 1. The Company recognizes the Union as the sole collective bargaining agent for the purpose of collective bargaining with respect to rates of pay, wages, hours of employment and other conditions of employment for those covered employees in CWA Districts 1, 2-13, 4, 7, and 9 as defined **February 12, 2022**. The term covered employee and/or employees as used in this Agreement shall mean, those employees within the job titles set forth in Appendix A. Outside Premise Sale Representatives and all employees exempt by the National Labor Relations Act are excluded.

Section 2. For the purpose of determining whether employees employed in newly created job classifications or titles shall be included or excluded from the bargaining unit covered by the terms of this Agreement, the parties agree as follows:

- a. The Company shall have the right to create and define any new job classification or job title in the bargaining unit and to establish duties in connection with the creation of a job title/classification herewith as it shall deem appropriate.
 - (1) The Company shall notify the Union in writing of any newly created classifications or titles, the duties established therefore, and the temporary wage rate.
 - (2) Upon such notification the Company shall be free to staff such positions.
- b. The Union shall have the right, within thirty (30) calendar days of the date the Union was notified by the Company of the new classification or title, to initiate negotiations concerning the temporary wage rate

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

- (1) If an agreement is reached by the parties within the said sixty (60) days as to the appropriate permanent wage rate, such agreement shall be applied retroactively to the day of the establishment of the new classification or title.
- (2) If no agreement as to the appropriate permanent wage rate for such classifications or titles has been reached within the said sixty (60) days, the issue of the appropriate permanent wage rate shall be subject to a binding mediation process. A mediation conference shall be held as soon as possible but no later than thirty (30) days following conclusion of negotiations.
 - (a) If agreement is reached in the mediation process, as to the appropriate permanent wage rate, such agreement shall be applied retroactively to the day of establishment of the new classification or title.
 - (b) If no agreement is reached in the mediation process, each party shall submit a final proposed permanent wage rate to the mediator at the conclusion of the mediation conference. The mediator shall determine which of the final submissions is appropriate, taking into account the facts, discussions and arguments presented by the parties during the conference. The permanent wage rate designated by the mediator shall be applied retroactively to the day of the establishment of the new classification or title.
- (3) The mediator used in the mediation process referred to in paragraph (2) above, shall be selected by mutual agreement of the parties within seven (7) days following the conclusion of negotiations. If the parties are unable to agree on a mediator within this timeframe, they will select from a list of five (5) mediators compiled by the American Arbitration Association. Such individuals on the list shall possess acknowledged expertise in the area of job evaluation.

ARTICLE 27
DURATION OF AGREEMENT

This Agreement shall become effective as of February 12, 2022, 2017 and shall continue until 11:59 p.m. on February 13, 2026 ~~11, 2022~~, at which time it will terminate unless extended by mutual agreement in writing prior to said termination date.

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

COMMUNICATIONS WORKERS OF AMERICA AT&T MOBILITY SERVICES LLC

Patricia M Telesco

Pat Telesco
Area Director
Communications Workers of America

TA

Steve Frost 6/24/22

Steve Frost
AVP Labor Relations
AT&T

Tonya Hodges

Tonya Hodges, Staff Representative
Communications Workers of America

Administrative Assistant

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	424.50	424.50	424.50	424.50
2	455.00	456.00	457.00	458.00
3	487.00	489.50	492.00	494.50
4	522.00	526.00	529.50	533.50
5	559.00	564.50	570.00	576.00
6	599.00	606.50	614.00	621.50
7	641.50	651.00	661.00	671.00
8	687.50	699.50	711.50	724.00
9	736.50	751.00	766.00	781.50
10	789.00	806.50	824.50	843.00
11	845.00	866.00	888.00	910.00
12	905.50	930.00	956.00	982.00
13	970.00	999.00	1029.00	1060.00

Business Customer Service Specialist I

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	418.00	418.00	418.00	418.00
2	445.00	446.00	447.00	448.00
3	473.50	475.50	478.00	480.50
4	503.50	507.50	511.00	515.00
5	536.00	541.00	546.50	552.00
6	570.00	577.00	584.50	591.50
7	606.50	615.50	625.00	634.00
8	645.50	657.00	668.00	679.50
9	687.00	700.50	714.50	728.50
10	731.00	747.50	764.00	781.00
11	777.50	797.00	817.00	837.00
12	827.50	850.50	873.50	897.50
13	880.50	907.00	934.00	962.00

Business Customer Service Specialist II

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	469.50	469.50	469.50	469.50
2	502.00	503.50	504.50	506.00
3	537.00	539.50	542.50	545.00
4	574.00	578.50	583.00	587.00
5	614.00	620.00	626.50	632.50
6	656.50	665.00	673.00	681.50
7	702.50	712.50	723.50	734.00
8	751.00	764.00	777.50	791.00
9	803.00	819.00	835.50	852.00
10	859.00	878.00	898.00	918.00
11	918.50	941.50	965.00	989.00
12	982.50	1009.50	1037.00	1065.50
13	1050.50	1082.00	1114.50	1148.00

Business Premier Service Consultant

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	600.00	600.00	600.00	600.00
2	623.50	625.00	626.50	628.00
3	648.00	651.00	654.00	657.50
4	673.00	678.00	683.00	688.00
5	699.50	706.00	713.50	720.50
6	726.50	735.50	745.00	754.00
7	755.00	766.00	777.50	789.00
8	784.50	798.00	812.00	826.00
9	815.00	831.50	848.00	864.50
10	847.00	866.00	885.50	905.00
11	880.00	902.00	924.50	947.50
12	914.50	939.50	965.50	991.50
13	950.00	978.50	1008.00	1038.00

Business Sales Specialist

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	476.00	476.00	476.00	476.00
2	506.50	508.00	509.00	510.50
3	539.00	542.00	544.50	547.00
4	574.00	578.00	582.50	586.50
5	611.00	617.00	623.00	629.00
6	650.00	658.00	666.00	674.50
7	692.00	702.00	712.50	723.00
8	736.50	749.00	762.00	775.50
9	783.50	799.00	815.00	831.50
10	834.00	852.50	871.50	891.50
11	887.50	909.50	932.50	955.50
12	945.00	970.50	997.00	1024.50
13	1005.50	1035.50	1066.50	1098.50

Clerk

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	375.50	375.50	375.50	375.50
2	402.00	403.00	404.00	405.00
3	430.50	432.50	435.00	437.00
4	461.00	464.50	468.00	471.50
5	494.00	498.50	503.50	508.50
6	529.00	535.50	542.00	548.50
7	566.50	574.50	583.50	592.00
8	606.50	617.00	627.50	638.50
9	649.50	662.50	675.50	689.00
10	695.50	711.00	727.00	743.00
11	744.50	763.00	782.50	801.50
12	797.50	819.50	842.00	865.00
13	854.00	879.50	906.00	933.00

Client Service Specialist

Step	<u>Effective</u> <u>2/12/2022</u>	<u>Effective</u> <u>TBD</u>	<u>Effective</u> <u>2/12/2023</u>	<u>Effective</u> <u>2/11/2024</u>	<u>Effective</u> <u>2/09/2025</u>
1	540.00	646.00	646.00	646.00	646.00
2	566.00	670.50	672.00	673.50	675.50
3	593.00	695.50	699.00	702.50	706.00
4	621.00	722.00	727.00	732.50	738.00
5	650.50	749.00	756.50	764.00	771.50
6	682.00	777.50	787.00	796.50	806.50
7	714.50	806.50	818.50	830.50	843.00
8	748.50	837.00	851.50	866.00	881.00
9	784.00	868.50	885.50	903.00	921.00
10	821.50	901.00	921.50	942.00	963.00
11	861.00	935.00	958.50	982.00	1006.50
12	902.00	970.50	997.00	1024.00	1052.50
13	945.00	1007.00	1037.00	1068.00	1100.00

Coordinator 1

Step	<u>Effective</u> <u>2/12/2022</u>	<u>Effective</u> <u>2/12/2023</u>	<u>Effective</u> <u>2/11/2024</u>	<u>Effective</u> <u>2/09/2025</u>
1	530.50	530.50	530.50	530.50
2	563.00	564.00	565.50	567.00
3	597.00	600.00	603.00	606.00
4	633.50	638.50	643.00	648.00
5	672.00	679.00	685.50	692.50
6	713.00	722.00	731.00	740.00
7	756.50	768.00	779.50	791.00
8	802.50	816.50	831.00	845.50
9	851.50	868.50	886.00	903.50
10	903.50	924.00	944.50	966.00
11	958.50	982.50	1007.00	1032.50
12	1017.00	1045.00	1074.00	1103.50
13	1079.00	1111.50	1145.00	1179.50

Coordinator 2

Step	<u>Effective</u> <u>2/12/2022</u>	<u>Effective</u> <u>2/12/2023</u>	<u>Effective</u> <u>2/11/2024</u>	<u>Effective</u> <u>2/09/2025</u>
1	575.50	575.50	575.50	575.50
2	610.00	611.50	613.00	614.50
3	647.00	650.00	653.50	656.50
4	686.00	691.00	696.00	701.50
5	727.50	734.50	742.00	749.00
6	771.00	780.50	790.50	800.00
7	817.50	830.00	842.00	854.50
8	867.00	882.00	897.50	913.00
9	919.00	937.50	956.00	975.00
10	974.50	996.50	1019.00	1041.50
11	1033.00	1059.00	1085.50	1112.50
12	1095.50	1125.50	1156.50	1188.50
13	1161.50	1196.50	1232.50	1269.50

COS Sales Advocate

Step	<u>Effective</u> <u>2/12/2022</u>	<u>Effective</u> <u>2/12/2023</u>	<u>Effective</u> <u>2/11/2024</u>	<u>Effective</u> <u>2/09/2025</u>
1	385.00	385.00	385.00	385.00
2	410.50	411.50	412.50	413.50
3	437.50	439.50	441.50	444.00
4	466.00	469.50	473.00	476.50
5	497.00	501.50	506.50	511.50
6	529.50	536.00	542.50	549.50
7	564.50	572.50	581.00	590.00
8	601.50	612.00	622.50	633.50
9	641.00	654.00	667.00	680.00
10	683.00	698.50	714.00	730.50
11	728.00	746.50	765.00	784.00
12	776.00	797.50	819.50	842.00
13	827.00	852.00	877.50	904.00

Customer Service Representative I

Step	<u>Effective</u> <u>2/12/2022</u>	<u>Effective</u> <u>2/12/2023</u>	<u>Effective</u> <u>2/11/2024</u>	<u>Effective</u> <u>2/09/2025</u>
1	418.50	418.50	418.50	418.50
2	445.50	446.50	447.50	448.50
3	473.50	476.00	478.50	481.00
4	504.00	508.00	511.50	515.50
5	536.50	541.50	547.00	552.50
6	570.50	577.50	584.50	592.00
7	607.00	616.00	625.00	634.50
8	646.00	657.00	668.50	680.00
9	687.00	701.00	714.50	729.00
10	731.00	747.50	764.00	781.50
11	778.00	797.50	817.00	837.50
12	827.50	850.50	873.50	897.50
13	880.50	907.00	934.00	962.00

Customer Service Representative (WFH)

Step	<u>Effective</u> <u>2/12/2022</u>	<u>Effective</u> <u>2/12/2023</u>	<u>Effective</u> <u>2/11/2024</u>	<u>Effective</u> <u>2/09/2025</u>
1	418.50	418.50	418.50	418.50
2	445.50	446.50	447.50	448.50
3	473.50	476.00	478.50	481.00
4	504.00	508.00	511.50	515.50
5	536.50	541.50	547.00	552.50
6	570.50	577.50	584.50	592.00
7	607.00	616.00	625.00	634.50
8	646.00	657.00	668.50	680.00
9	687.00	701.00	714.50	729.00
10	731.00	747.50	764.00	781.50
11	778.00	797.50	817.00	837.50
12	827.50	850.50	873.50	897.50
13	880.50	907.00	934.00	962.00

Customer Service Representative II

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	433.50	433.50	433.50	433.50
2	466.00	467.00	468.50	469.50
3	501.00	503.50	506.00	508.50
4	538.50	542.50	546.50	550.50
5	578.50	584.50	590.00	596.00
6	622.00	629.50	637.50	645.50
7	668.50	678.50	688.50	699.00
8	718.50	731.00	744.00	757.00
9	772.50	788.00	803.50	819.50
10	830.00	849.00	868.00	887.50
11	892.50	914.50	937.50	961.00
12	959.00	985.50	1013.00	1040.50
13	1031.00	1062.00	1094.00	1127.00

Customer Service Representative II - C2

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	575.50	575.50	575.50	575.50
2	609.00	610.50	612.00	613.50
3	644.50	647.50	651.00	654.00
4	682.00	687.00	692.00	697.50
5	721.50	729.00	736.00	743.50
6	763.50	773.00	782.50	792.50
7	808.00	820.00	832.50	845.00
8	855.50	870.00	885.00	900.50
9	905.00	923.00	941.50	960.00
10	958.00	979.00	1001.00	1023.50
11	1013.50	1039.00	1064.50	1091.00
12	1072.50	1102.00	1132.00	1163.00
13	1135.00	1169.00	1204.00	1240.00

Customer Support Specialist

Customer Support Specialist WFH

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	520.00	520.00	520.00	520.00
2	547.00	548.50	550.00	551.50
3	576.00	579.00	581.50	584.50
4	606.00	610.50	615.00	619.50
5	638.00	644.00	650.50	657.00
6	671.00	679.50	688.00	696.50
7	706.50	717.00	727.50	738.50
8	743.50	756.50	769.50	783.00
9	782.50	798.00	814.00	830.00
10	823.50	842.00	860.50	880.00
11	866.50	888.00	910.00	933.00
12	911.50	937.00	962.50	989.00
13	959.50	988.50	1018.00	1048.50

Finance Representative I

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	530.50	530.50	530.50	530.50
2	563.00	564.00	565.50	567.00
3	597.00	600.00	603.00	606.00
4	633.50	638.50	643.00	648.00
5	672.00	679.00	685.50	692.50
6	713.00	722.00	731.00	740.00
7	756.50	768.00	779.50	791.00
8	802.50	816.50	831.00	845.50
9	851.50	868.50	886.00	903.50
10	903.50	924.00	944.50	966.00
11	958.50	982.50	1007.00	1032.50
12	1017.00	1045.00	1074.00	1103.50
13	1079.00	1111.50	1145.00	1179.50

Finance Representative II

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	575.50	575.50	575.50	575.50
2	609.00	610.50	612.00	613.50
3	644.50	647.50	651.00	654.00
4	682.00	687.00	692.00	697.50
5	721.50	729.00	736.00	743.50
6	763.50	773.00	782.50	792.50
7	808.00	820.00	832.50	845.00
8	855.50	870.00	885.00	900.50
9	905.00	923.00	941.50	960.00
10	958.00	979.00	1001.00	1023.50
11	1013.50	1039.00	1064.50	1091.00
12	1072.50	1102.00	1132.00	1163.00
13	1135.00	1169.00	1204.00	1240.00

Fraud Analyst

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	482.00	482.00	482.00	482.00
2	517.50	519.00	520.00	521.50
3	555.50	558.50	561.00	564.00
4	596.50	601.00	605.50	610.00
5	640.50	647.00	653.00	659.50
6	687.50	696.00	704.50	713.50
7	738.00	749.00	760.50	771.50
8	792.50	806.50	820.50	834.50
9	851.00	868.00	885.00	903.00
10	913.50	934.00	955.00	976.50
11	981.00	1005.50	1030.50	1056.00
12	1053.00	1082.00	1111.50	1142.50
13	1130.50	1164.50	1199.50	1235.50

Integrated Sales Support Representative

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> TBD	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	468.00	954.00	954.00	954.00	954.00
2	505.00	970.50	973.00	975.50	978.00
3	545.50	987.50	992.50	997.50	1002.50
4	589.00	1005.00	1012.50	1020.00	1027.50
5	635.50	1022.50	1033.00	1043.00	1053.50
6	686.50	1040.50	1053.50	1066.50	1080.00
7	741.00	1058.50	1074.50	1090.50	1107.00
8	800.00	1077.50	1096.00	1115.50	1135.00
9	863.50	1096.00	1118.00	1140.50	1163.00
10	932.50	1115.50	1140.50	1166.00	1192.50
11	1006.50	1135.00	1163.50	1192.50	1222.50
12	1086.50	1155.00	1186.50	1219.50	1253.00
13	1173.00	1175.00	1210.50	1247.00	1284.50

Integrated Solutions Rep

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> TBD	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	513.50	756.00	756.00	756.00	756.00
2	538.50	773.00	775.00	776.50	778.50
3	565.00	790.00	794.00	798.00	802.00
4	592.50	807.50	813.50	819.50	826.00
5	621.50	825.50	834.00	842.00	850.50
6	652.00	844.00	854.50	865.00	876.00
7	684.00	863.00	876.00	889.00	902.00
8	717.50	882.00	897.50	913.00	929.00
9	752.50	902.00	920.00	938.00	957.00
10	789.50	922.00	942.50	964.00	985.50
11	828.00	942.50	966.00	990.00	1015.00
12	868.50	963.50	990.00	1017.00	1045.50
13	911.00	985.00	1014.50	1045.00	1076.50

Information Systems Technician

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	576.50	576.50	576.50	576.50
2	623.50	625.00	626.50	628.00
3	674.00	677.50	680.50	684.00
4	728.50	734.00	739.50	745.00
5	788.00	795.50	803.50	811.50
6	852.00	862.50	873.00	884.00
7	921.00	934.50	948.50	963.00
8	996.00	1013.00	1030.50	1048.50
9	1076.50	1098.00	1120.00	1142.50
10	1164.00	1190.00	1217.00	1244.50
11	1258.50	1290.00	1322.00	1355.50
12	1361.00	1398.00	1436.50	1476.50
13	1471.50	1515.50	1561.00	1608.00

Premier Service Consultant

Premier Service Consultant (WFH)

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	600.00	600.00	600.00	600.00
2	623.50	625.00	626.50	628.00
3	648.00	651.00	654.00	657.50
4	673.00	678.00	683.00	688.00
5	699.50	706.00	713.50	720.50
6	726.50	735.50	745.00	754.00
7	755.00	766.00	777.50	789.00
8	784.50	798.00	812.00	826.00
9	815.00	831.50	848.00	864.50
10	847.00	866.00	885.50	905.00
11	880.00	902.00	924.50	947.50
12	914.50	939.50	965.50	991.50
13	950.00	978.50	1008.00	1038.00

Retail Sales Consultant

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> TBD	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	423.50	517.00	517.00	517.00	517.00
2	450.00	548.50	549.50	550.50	551.50
3	478.00	580.50	583.00	586.00	589.00
4	507.50	612.00	617.00	621.00	626.00
5	539.50	644.00	650.00	656.50	663.00
6	573.00	675.50	684.00	692.50	701.50
7	608.50	707.50	718.00	728.50	739.50
8	646.50	739.50	752.00	765.00	778.50
9	686.50	771.00	786.50	801.50	818.00
10	729.50	803.00	820.50	839.00	857.50
11	775.00	834.50	855.00	876.50	898.50
12	823.00	866.00	889.50	914.00	939.00
13	874.50	898.00	925.00	953.00	981.50

Sales Specialist

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	548.00	548.00	548.00	548.00
2	584.00	585.50	587.00	588.50
3	623.00	626.00	629.00	632.00
4	664.00	669.00	674.00	679.00
5	708.00	715.00	722.00	729.00
6	754.50	764.00	773.50	783.00
7	804.50	816.50	829.00	841.00
8	858.00	873.00	888.00	903.50
9	914.50	933.00	951.50	970.00
10	975.00	997.00	1019.50	1042.00
11	1039.50	1065.50	1092.00	1119.00
12	1108.00	1138.50	1170.00	1202.00
13	1181.50	1217.00	1253.50	1291.00

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Sales Support Representative

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	530.50	530.50	530.50	530.50
2	563.00	564.00	565.50	567.00
3	597.00	600.00	603.00	606.00
4	633.50	638.50	643.00	648.00
5	672.00	679.00	685.50	692.50
6	713.00	722.00	731.00	740.00
7	756.50	768.00	779.50	791.00
8	802.50	816.50	831.00	845.50
9	851.50	868.50	886.00	903.50
10	903.50	924.00	944.50	966.00
11	958.50	982.50	1007.00	1032.50
12	1017.00	1045.00	1074.00	1103.50
13	1079.00	1111.50	1145.00	1179.50

Service Technician

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	504.00	504.00	504.00	504.00
2	546.50	548.00	549.50	550.50
3	593.00	596.00	599.00	602.00
4	643.00	648.00	652.50	657.50
5	697.50	704.50	711.50	718.50
6	756.50	766.00	775.50	785.00
7	820.50	833.00	845.00	858.00
8	890.00	905.50	921.50	937.50
9	965.50	984.50	1004.00	1024.00
10	1047.00	1070.50	1094.50	1119.00
11	1135.50	1164.00	1193.00	1223.00
12	1232.00	1265.50	1300.50	1336.00
13	1336.00	1376.00	1417.50	1460.00

Small Biz Advisor I

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	521.50	521.50	521.50	521.50
2	548.00	549.00	550.50	552.00
3	575.50	578.00	581.00	584.00
4	604.50	609.00	613.50	618.00
5	635.00	641.00	647.50	654.00
6	667.00	675.00	683.50	692.00
7	700.50	710.50	721.00	732.00
8	735.50	748.50	761.50	774.50
9	772.50	788.00	803.50	819.50
10	811.50	829.50	848.00	867.50
11	852.50	873.50	895.50	917.50
12	895.50	920.00	945.00	971.00
13	940.50	968.50	997.50	1027.50

Technical MSC/RNOC

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	720.00	720.00	720.00	720.00
2	779.00	781.00	783.00	784.50
3	842.50	847.00	851.00	855.50
4	912.00	918.50	925.50	932.00
5	986.50	996.00	1006.00	1016.00
6	1067.00	1080.50	1094.00	1107.50
7	1154.50	1172.00	1189.00	1207.00
8	1249.00	1271.00	1293.00	1315.50
9	1351.50	1378.50	1405.50	1433.50
10	1462.00	1495.00	1528.00	1562.50
11	1582.00	1621.00	1661.50	1703.00
12	1711.50	1758.50	1806.50	1856.00
13	1851.50	1907.00	1964.00	2023.00

Technical Support Specialist

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	720.00	720.00	720.00	720.00
2	768.00	770.00	771.50	773.50
3	819.00	823.00	827.00	831.00
4	873.50	880.00	886.50	893.00
5	931.50	941.00	950.00	959.50
6	993.50	1006.00	1018.50	1031.00
7	1059.50	1075.50	1091.50	1107.50
8	1130.00	1150.00	1170.00	1190.00
9	1205.50	1229.50	1254.00	1278.50
10	1285.50	1314.50	1344.00	1374.00
11	1371.00	1405.50	1440.50	1476.00
12	1462.00	1502.50	1543.50	1586.00
13	1559.50	1606.50	1654.50	1704.00

Telesales Representative

Telesales Representative WFH

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	439.00	439.00	439.00	439.00
2	465.50	466.50	468.00	469.00
3	493.50	496.00	498.50	501.00
4	523.50	527.50	531.50	535.50
5	555.00	560.50	566.00	572.00
6	589.00	596.00	603.50	611.00
7	624.50	633.50	643.00	652.50
8	662.00	673.50	685.50	697.50
9	702.00	716.00	730.50	745.00
10	744.50	761.00	778.50	796.00
11	789.50	809.00	829.50	850.50
12	837.50	860.00	884.00	908.50
13	888.00	914.50	942.00	970.50

Wireless Technician

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	720.00	720.00	720.00	720.00
2	779.00	781.00	783.00	784.50
3	842.50	847.00	851.00	855.50
4	912.00	918.50	925.50	932.00
5	986.50	996.00	1006.00	1016.00
6	1067.00	1080.50	1094.00	1107.50
7	1154.50	1172.00	1189.00	1207.00
8	1249.00	1271.00	1293.00	1315.50
9	1351.50	1378.50	1405.50	1433.50
10	1462.00	1495.00	1528.00	1562.50
11	1582.00	1621.00	1661.50	1703.00
12	1711.50	1758.50	1806.50	1856.00
13	1851.50	1907.00	1964.00	2023.00

Work Force Administrator

Step	<u>Effective</u> 2/12/2022	<u>Effective</u> 2/12/2023	<u>Effective</u> 2/11/2024	<u>Effective</u> 2/09/2025
1	419.00	419.00	419.00	419.00
2	446.00	447.00	448.50	449.50
3	475.00	477.50	479.50	482.00
4	505.50	509.50	513.00	517.00
5	538.50	543.50	549.00	554.50
6	573.00	580.50	587.50	595.00
7	610.50	619.50	628.50	638.00
8	650.00	661.00	672.50	684.50
9	692.00	705.50	719.50	734.00
10	736.50	753.00	770.00	787.50
11	784.00	803.50	823.50	844.50
12	835.00	858.00	881.50	905.50
13	889.00	915.50	943.00	971.50

Company Proposal: CCP03 TO UP1.2

Contract Reference: ARTICLE 21 SECTION 5

Action:	Passed	Countered	Rejected	Withdrawn	TA
Date:	2/17/2022				2/18/2022
Time:	4:18PM				3:46PM

Section 5. Recognition of Death Funerals. 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 **death funeral** of a member of the immediate family. The leave may not begin until the day of death, and not extend more than **seven (7) two (2)** days beyond the day of the **death funeral**. **In the event a memorial service is scheduled beyond the above seven (7) day period the employee must notify management prior to the seven (7) day period ending and may request to postpone all or a portion of the above referenced paid time. Such request must be made to management at least seven (7) calendar days prior to the memorial service and may not extend more than six (6) months beyond the date of the death.** For purposes of this Section, immediate family shall mean spouse, legally recognized partner, children, sister, brother, mother, father, former legal guardian, 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, or 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. An employee may request one (1) additional day without pay, if the **death funeral** of any other member of the immediate family described above is 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.

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SETTLEMENT AGREEMENT

Statement of Intent Regarding Attendance Policy Changes

1. *Scope:* The noted changes will apply to Consumer Call Center and Business Call Center Attendance Policies within the Mobility Orange Labor Agreement
2. *Attendance Policy Changes:*
 - Once implemented, points assessed under the current Consumer and Business call center attendance policies will roll-off after 6-months in line with current operational practices. The new 6-month period replaced the 12-month period by which points roll-off.
3. *Duration:* The Company agrees to maintain the above provisions relating to attendance policy changes and all other attendance policies within the Mobility Orange Labor Agreement in effect until February 11, 2025, unless mutually agreed to by the Company and Union in writing or as required by applicable law.
4. *Consumer Attendance Policy Trial*
 - The Company will simultaneously conduct an attendance policy trial using the attached policy. This trial will last no more than 6-months and may be canceled earlier at the Company's discretion.
 - Subject to the results and validation of the trial, the Company, at its discretion, may choose to adjust and implement the trialed *points threshold* and *life happens thresholds*.
 - Any changes made to the *points threshold* and *life happens threshold* as a result of the trial will not be more restrictive than the current policy.

TENTATIVE AGREEMENTS

1. Article 21 Section 5 Recognition of Death
2. New Technical Support Specialist Title

Company Proposal: CP02 New Title- Technical Support Specialist

Contract Reference: _____

Action:	Passed	Countered	Rejected	Withdrawn	TA
Date:	2.2.2022				02/08/2022
Time:	2:15PM				3:49PM

Technical Support Specialist

Designated Business Customer Service Specialist II will be reclassified to the Technical Support Specialist title.

- For the purposes of slotting these employees, the Company will add \$100 (One hundred dollars) to their weekly rate of pay prior to slotting to the new table.
- 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 to this upgrade.
- Wage increases resulting from the reclassification will not be retroactive but will be effective on the date of the move to the new title. The Company will complete movements into the Technical Support Specialist title within a reasonable period of time after the Contract Ratification Date.
- The Company is providing a list of the designated employees based upon information and data currently available. 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 for TSS Title

Orange Technical Support Specialist	
	2021
1	720.00
2	765.00
3	810.00
4	860.00
5	910.00
6	970.00
7	1055.00
8	1120.00
9	1185.00
10	1255.00
11	1325.00
12	1405.00
13	1485.00

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NAME	TITLE	Work Address	City	State
COLLIER, FREDRICK	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
POLES-MAXEY, KENAE	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
PUIG, JULISSA	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
SARSON, BRITTONI	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
RAMIREZ, FRANCISCO	BUSINESS CS SPECIALIST II [CWA-MOB]	12911 E 183RD ST	CERRITOS	CA
LOBIANCO, JEFFREY	BUSINESS CS SPECIALIST II [CWA-MOB]	12911 E 183RD ST	CERRITOS	CA
BURLEIGH, JOSEPH	BUSINESS CS SPECIALIST II [CWA-MOB]	12911 E 183RD ST	CERRITOS	CA
ENSLEY, ONEEKA	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
JOHNSON, SIERRA L	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
VINCENT, JESUS K	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
MARTINEZ, KIMBERLEY	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
HARRIS, KENSWELL	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
JOHNSON, NICOLE	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
CALDAS, ARTURO	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
FLORES, RICARDO L	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
GODWIN, HAFIZA W	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
HODGE, ROMAINE	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
MEDINA, ABIMAEAL	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
RODRIGUEZ, RICHARD	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
WARD, DANIEL A	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
ADAMS, DAMION W	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
ALEJO, BRIAN M	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
GONZALEZ, JUDISAM	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
KIRBY, PAULA	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
LOPEZ, PAUL	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
ORTIZ, MIKE	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
WALKER, SHAUN	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
CABICA, AMERICO	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
FITZPATRICK JR., CHARLES W	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
GRUNDY-LANE, CRYSTAL	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
HILL, SHEFEAH C	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
JOHNSON, SHEENA L	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
LABEACH, HUGH	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
LANGLEY, NIGEL	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
MARTE, JOSE	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
MCDUFFIE, MERYL L	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
PALMER, SHELLY-KAYE M	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
PEREZ, LINDA	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
SPENCE, JANICE	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
WILSON, MARLON	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ

ALOOT, LOUIE O	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
BORGES, ANGELICA	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
CANO, JONATHAN	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
GEORGE, VINOD	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
JIMENEZ, EDWIN	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
KINNIER, ROBERT R	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
MATEO, DENISSE	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
MENSAH, JESSICA N	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
NEWMAN, KELLI	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
WARD, ANITA B	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
BAEZ, ABNER	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
BUTLER, CRAIG	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
CHRISTIE, KIRK M	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
COBB-JONES, TAAHIRAH	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
DIALLO, KHADY	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
FELIZ, ROSEMARY	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
FITT, EVAN C	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
FORREST, SHERIL M	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
GOMEZ, JACQUELINE	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
MARTIN-KIRKLAND, JENNIFER N	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
MOYA, CINDY D	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
NASSER, SARRAH	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
ROSAS, TALIAH S	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
SOSA, MARICEL	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
FRANCISCO, ARJAY	BUSINESS CS SPECIALIST II [CWA-MOB]	15 E MIDLAND AVE	PARAMUS	NJ
JUAREZ, ANTONIO	BUSINESS CS SPECIALIST II [CWA-MOB]	12911 E 183RD ST	CERRITOS	CA
DORSEY, AYANNA	BUSINESS CS SPECIALIST II [CWA-MOB]	12900 PARK PLAZA DR	CERRITOS	CA
CHATHAM, CHANIQUE	BUSINESS CS SPECIALIST II [CWA-MOB]	12911 E 183RD ST	CERRITOS	CA
ABARCA, FRANCES	BUSINESS CS SPECIALIST II [CWA-MOB]	12911 E 183RD ST	CERRITOS	CA
VALADEZ, JASON	BUSINESS CS SPECIALIST II [CWA-MOB]	12900 PARK PLAZA DR	CERRITOS	CA
MCCARTY, KENINK	BUSINESS CS SPECIALIST II [CWA-MOB]	12911 E 183RD ST	CERRITOS	CA
RODRIGUEZ, KENDRA	BUSINESS CS SPECIALIST II [CWA-MOB]	12900 PARK PLAZA DR	CERRITOS	CA
WILSON, KRISTEN	BUSINESS CS SPECIALIST II [CWA-MOB]	12911 E 183RD ST	CERRITOS	CA
SIMPSON, LADONNA	BUSINESS CS SPECIALIST II [CWA-MOB]	12900 PARK PLAZA DR	CERRITOS	CA
FRELOW, TAMMY	BUSINESS CS SPECIALIST II [CWA-MOB]	12900 PARK PLAZA DR	CERRITOS	CA
SAYLOR, WILLIAM	BUSINESS CS SPECIALIST II [CWA-MOB]	12900 PARK PLAZA DR	CERRITOS	CA
		12911 E 183RD ST	CERRITOS	CA