

## AT&T U.S. Flexible Workplace Program

This agreement between AT&T Mobility Services LLC and AT&T Customer Services, Inc. (collectively the Company) and the Communications Workers of America (the Union) outlines the understanding reached by the Company and the Union (Parties) regarding temporary and limited participation in the AT&T U.S. Flexible Workplace Program for all employees covered by the Orange, Black and Purple Regional Labor Agreements. For purposes of this agreement, we will refer to the program as the AT&T U.S. Flexible Workplace Program. This agreement will allow approved, bargained for employees to perform work functions from their homes.

The Union further agrees that any action taken by the Company regarding this agreement shall not be viewed, argued or deemed as a waiver by the Company relating to any articles or provisions under the relevant Regional Labor Agreements, including but not limited to the Company's management rights, basis or compensation or safety provisions contained therein.

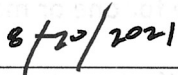
1. Participation in the AT&T U.S. Flexible Workplace Program ("Program") is at the discretion of management and is entirely voluntary on behalf of the employee. The Parties understand that the opportunity to participate in the Program may not be available to any or all employees in an organization or center at any given time.
2. The Flexible Workplace Program will be effective immediately upon the signing of this agreement through September 30, 2022. The Company and the Union may enter into discussions regarding the extension of the program not more than ninety (90) days prior to expiration of the agreement.
3. The Company may revoke or suspend any individual employee's participation in the Flexible Workplace Program at any time for any lawful reason, including but not limited to any violation of Company policies, procedures or any COBC violation. All AT&T policies and procedures, including the COBC, will continue to apply to employees participating in the Program. However, an employee who is working at home under the Program may not be disciplined or removed from the Program for having CWA or AFL-CIO insignia in their home and visible on a webcam.
4. The Company, with at least one day's notice, may direct any employee(s) participating in the Flexible Workplace Program to report to a Company work location for any purpose, including but not limited to regular training, development, etc. Such assignment(s) will be for one or more full tours.
5. Employees participating in the Flexible Workplace Program must have specified services and/or equipment at the employee's home location. Some of this equipment may or may not be provided by the Company. Individual business units may provide more or less equipment based upon availability. In no case shall the Company or employee be required to purchase new equipment. All employees will be advised of the necessary qualifications to participate in the Flexible Workplace Program. Examples of typical services and equipment may include but are not limited to:
  - a) High speed internet service sufficient to support business requirements
  - b) Voice solution suitable for business interaction
  - c) Computing device (i.e. laptop, desktop, Hosted Virtual Desktop, monitor, etc.)
  - d) VPN access and a SecurID

6. All Company provided equipment is to be used solely for Company business and only properly authorized persons may use Company provided equipment. Employees must safeguard all system access (passwords, tokens, etc.) in accordance with Company policies.
7. Employees are required to log off from all Company systems and tools at the end of their tour in accordance with the Company's FLSA Basics Policy.
8. Employees must ensure the Company equipment, systems and information is protected from theft and unauthorized access (children, spouse, etc.) at all times to protect unauthorized access to confidential, proprietary and/or access to sensitive personal information.
9. If damage to the Company's equipment is due to an unforeseen circumstance, no disciplinary action will be taken. Removal from the Program for this reason will not be considered disciplinary action.
10. Productivity impacts due to slow home internet service may not result in disciplinary action but may instead result in removal from the Program
11. Employees must work their scheduled tours unless otherwise directed by management.
12. Participants in the Program must acknowledge (or have acknowledged) all rules and requirements associated with this program and successfully complete all assigned training related to this Program or otherwise set forth by the Company in the normal course of business.
13. The parties understand and agree that this AT&T U.S. Flexible Workplace Program is a joint effort to address the exigent circumstances presented by the COVID-19 pandemic. They do not intend this cooperative effort to set any precedent concerning "work from home" or teleworking and agree not to use the Agreement for any purpose or in any proceeding other than as evidence to resolve disputers over the application of this Agreement.

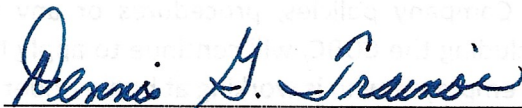
CONCUR:



Michael Keith  
Vice President – Labor Relations  
AT&T



Date:



Dennis Trainor  
Vice President, CWA District 1



Date: