

International Brotherhood of Electrical Workers System Council T-3



**AT&T – DIRECTV - Call Center
Contract Overview
May 2019**

Article 1 Agreement

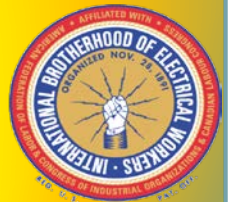
Date – Name Changes

Old Language

THIS AGREEMENT is made and entered into effective the 20th day of August, 2016 by and between AT&T Services, Inc.

New Language

**THIS AGREEMENT is made
and entered into effective the
25th day of August 2019,
by and between AT&T Customer
Services, Inc...**



Article 2 Classification of Employees

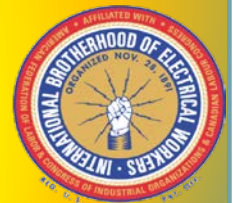
Add Chicago

Old Language

...of employment for all of its employees at call centers currently located at Boise ID and Missoula, MT, and to covered employees at any call center...

New Language

and other conditions of employment for all of its employees at call centers currently located at Boise, ID, Chicago, IL and Missoula, MT, and to covered employees at any call center locations...



Article 3
Classification of Employees

No
Changes



Article 4
Agency Shop

**No
Changes**



Article 5
Deduction of Union Dues

No
Changes



**Article 6
Management Rights**

**No
Changes**



Article 7 Grievance Procedure

Time Frame Changes

Old Language

Section 2: ...within fifteen (15) calendar days of the action...

Section 10: ...of employees with less than 120 days of service...shall be subject to the grievance procedure...

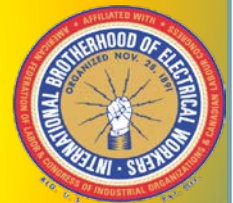
New Language

Section 2:

...within thirty (30) calendar days of the action...

Section 10:

...of employees with less than thirty (30) days of service...



Article 8
Exchange Time

**No
Changes**



**Article 9
Arbitration**

**No
Changes**



**Article 10
No Strike - No Lockout**

**No
Changes**



**Article 11
Seniority**

**No
Changes**



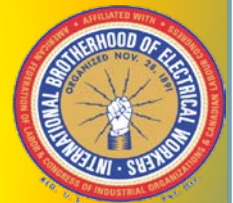
Article 12 -Hours of Work

Add Section G – New Hire Shifts – Mini Shifts

New Language

g. 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.



**Article 13
Work Assignments**

**No
Changes**



Article 14

Force Adjustment

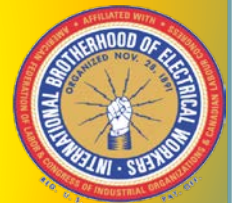
Maximum Payout Changed

Old Language

Section 4: ...for each subsequent completed year of Continuous Service, up to a maximum of \$16,000...

New Language

Section 4: ...for each subsequent completed year of Continuous Service, up to a maximum of \$17,000...



**Article 15
Non-Discrimination**

**No
Changes**



Article 16
Safety

**No
Changes**



Article 17

Company-Union Relationship

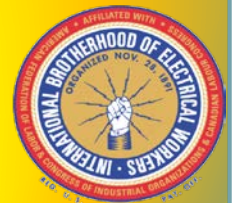
Union Time Change

Old Language

Section 5: ...Time off for Union activities will be limited to three hundred and twenty (320) hours per calendar year per Union representative. However, those identified by the Union may be granted additional time upon approval at the Company bargaining level.

New Language

...(320) hours per calendar year per Union representative.
One (1) representative per local that represents one hundred and fifty (150) or more employees may be granted up to a total of nine hundred sixty (960) hours per calendar year for Union activities.



**Article 18
Bulletin Boards**

**No
Changes**



Article 19
Basis of Compensation

No
Changes



Article 20
Travel

**No
Changes**



Article 21

Absences

New Funeral Language

Old Language

Section 5: Funerals...due to the funeral of...

New Language

Section 5. Funerals/Memorial Services... ..due to the funeral/memorial service of..

An employee may request one (1) additional day without pay, if the funeral/memorial service of any member of the immediate family described above is held more than 200 miles from the employee's home address.

A paid individual day may be substituted for this excused day at the employee's request.



Article 22

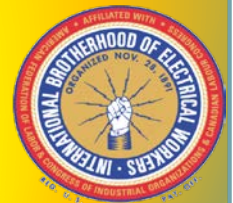
Vacations

Old Language

Section 3: ...an employee is dismissed (except for reason of misconduct), resigns...

New Language

...(except for reason of misconduct in which case the employee waives and forfeits any right the employee may have to receive pay for vacation earned at the time of termination including any rights under state law, unless such waiver is not expressly permitted by applicable state law), resigns...

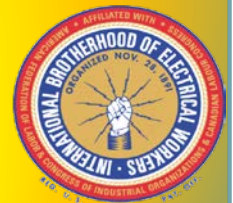


Article 23 Holidays

New Language

¹For new employees... 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.c. of Article 22, Vacations.

²Each new employee... 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.c. of Article 22, Vacations.



**Article 24
Excused Days With Pay**

**No
Changes**



Article 25
Waiver of Further Bargaining

No
Changes



Article 26

Duration of Agreement

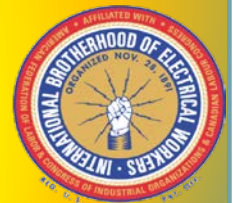
Date Changes

Old Language

This Agreement shall become effective as of August 20, 2016 and shall remain in effect up to and including, August 24, 2019, the “Expiration Date”, ...

New Language

This Agreement shall become effective as of
August 25, 2019
and shall remain in effect up to and including,
May 19, 2023
the “Expiration Date”, ...



Appendix A Wages

General Wage Increase

New Language

The top step of the wage tables for each job title shall be increased as shown in the table.

The remaining steps in the wage tables, other than step 1 which will remain the same as in the 2016 Labor Agreement, will be exponentially increased.



Appendix A

Wages

General Wage Increase

Wage Rates will be increased 2.25% effective August 25, 2019.

Wage Rates will be increased 3.00% effective August 23, 2020.

Wage Rates will be increased 2.25% effective August 22, 2021.

Wage Rates will be increased 2.25% effective August 21, 2022.



CUSTOMER CARE ASSOCIATE WAGE TABLE UPGRADE

Prior to implementing the 2019 General Wage Increase, the Company will upgrade the Customer Care Associate Wage Table as shown in the chart below.

	2018	2019
Step	Current Weekly	Increase prior to application of 2019 GWI
1	\$440.00	\$545.50
2	\$459.50	\$560.00
3	\$479.50	\$575.00
4	\$500.50	\$590.50
5	\$522.50	\$606.50
6	\$545.50	\$622.50
7	\$569.50	\$639.50
8	\$594.50	\$656.50
9	\$621.00	\$674.00
10	\$648.00	\$692.50
11	\$676.50	\$711.00
12	\$706.50	\$730.00
13	\$737.50	\$749.50

Note: The revised table above does not include the 2019 General Wage Increase (GWI) or appropriate rounding. The 2019 GWI and appropriate rounding will be applied to the table above and the new table will be used going forward.

Employees will be mapped into the appropriate step of the new table based on their current weekly rate, into the nearest equal or higher step on the new wage table that keeps their pay whole.

Step	2018 Current Weekly	2019 New Table
1	\$440.00	\$545.50
2	\$459.50	\$560.00
3	\$479.50	\$575.00
4	\$500.50	\$590.50
5	\$522.50	\$606.50
6	\$545.50	\$622.50
7	\$569.50	\$639.50
8	\$594.50	\$656.50
9	\$621.00	\$674.00
10	\$648.00	\$692.50
11	\$676.50	\$711.00
12	\$706.50	\$730.00
13	\$737.50	\$749.50



CUSTOMER SOLUTIONS ASSOCIATE WAGE TABLE UPGRADE

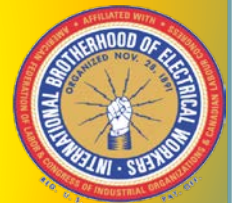
Prior to implementing the 2019 General Wage Increase, the Company will upgrade the Customer Care Associate Wage Table as shown in the chart below.

	2018	2019
Step	Current Weekly	Increase prior to application of 2019 GWI
1	\$513.00	\$616.00
2	\$532.00	\$630.00
3	\$552.00	\$644.00
4	\$572.50	\$659.00
5	\$594.00	\$674.00
6	\$616.00	\$689.00
7	\$639.00	\$704.50
8	\$663.00	\$720.50
9	\$687.50	\$737.00
10	\$713.00	\$753.50
11	\$740.00	\$770.50
12	\$767.50	\$788.00
13	\$796.00	\$806.00

Note: The revised table above does not include the 2019 General Wage Increase (GWI) or appropriate rounding. The 2019 GWI and appropriate rounding will be applied to the table above and the new table will be used going forward.

Employees will be mapped into the appropriate step of the new table based on their current weekly rate, into the nearest equal or higher step on the new wage table that keeps their pay whole.

Step	2018 Current Weekly	2019 New Table
1	\$513.00	\$616.00
2	\$532.00	\$630.00
3	\$552.00	\$644.00
4	\$572.50	\$659.00
5	\$594.00	\$674.00
6	\$616.00	\$689.00
7	\$639.00	\$704.50
8	\$663.00	\$720.50
9	\$687.50	\$737.00
10	\$713.00	\$753.50
11	\$740.00	\$770.50
12	\$767.50	\$788.00
13	\$796.00	\$806.00



Appendix A

Wages

Customer Care Associate				
Step	Effective 08/25/19	Effective 08/23/20	Effective 08/22/21	Effective 08/21/22
1	545.50	545.50	545.50	545.50
2	561.00	562.50	563.50	564.50
3	577.50	580.00	582.50	584.50
4	594.00	598.50	601.50	605.00
5	611.00	617.00	621.50	626.50
6	628.50	636.50	642.50	648.50
7	646.50	656.50	663.50	671.00
8	665.00	677.00	685.50	694.50
9	684.50	698.00	708.50	719.00
10	704.00	720.00	732.00	744.50
11	724.50	742.50	756.50	770.50
12	745.00	765.50	781.50	797.50
13	766.50	789.50	807.50	825.50

Appendix A

Wages

Customer Solutions Associate				
Step	Effective 08/25/19	Effective 08/23/20	Effective 08/22/21	Effective 08/21/22
1	616.00	616.00	616.00	616.00
2	631.00	632.50	634.00	635.00
3	646.50	650.00	652.00	654.50
4	662.50	667.50	671.00	675.00
5	678.50	685.50	690.50	695.50
6	695.50	704.00	710.50	717.00
7	712.50	723.00	731.00	739.00
8	730.00	742.50	752.00	762.00
9	748.00	762.50	774.00	785.50
10	766.00	783.00	796.50	809.50
11	785.00	804.50	819.50	834.50
12	804.50	826.00	843.00	860.50
13	824.00	848.50	867.50	887.00

Appendix A

Wages

Administrative Support Associate				
Step	Effective 08/25/19	Effective 08/23/20	Effective 08/22/21	Effective 08/21/22
1	378.50	378.50	378.50	378.50
2	399.50	400.50	401.50	402.00
3	422.00	424.00	425.50	427.00
4	445.50	448.50	451.00	453.50
5	470.00	475.00	478.50	482.00
6	496.50	502.50	507.50	512.00
7	524.00	532.00	538.00	544.00
8	553.00	563.00	570.50	577.50
9	584.00	596.00	605.00	613.50
10	616.50	630.50	641.50	652.00
11	651.00	667.50	680.00	692.50
12	687.00	706.50	721.00	735.50
13	725.50	747.50	764.50	781.50

Appendix A

Wages

Customer Resolution Associate				
Step	Effective 08/25/19	Effective 08/23/20	Effective 08/22/21	Effective 08/21/22
1	534.00	534.00	534.00	534.00
2	553.50	555.00	556.00	557.00
3	573.50	576.50	578.50	580.50
4	594.50	598.50	602.00	605.50
5	616.00	622.00	626.50	631.50
6	638.50	646.00	652.00	658.50
7	661.50	671.50	679.00	686.50
8	685.50	697.50	706.50	716.00
9	710.50	724.50	735.50	746.50
10	736.50	752.50	765.50	778.50
11	763.00	782.00	796.50	811.50
12	791.00	812.50	829.00	846.50
13	819.50	844.00	863.00	882.50

Appendix A

Wages

Operations Associate				
Step	Effective 08/25/19	Effective 08/23/20	Effective 08/22/21	Effective 08/21/22
1	438.00	438.00	438.00	438.00
2	457.00	458.50	459.00	460.00
3	477.50	479.50	481.50	483.00
4	498.50	502.00	505.00	507.50
5	520.00	525.50	529.00	533.00
6	543.00	549.50	555.00	560.00
7	567.00	575.00	581.50	588.00
8	591.50	602.00	610.00	618.00
9	617.50	630.00	639.50	649.00
10	645.00	659.00	670.50	681.50
11	673.00	690.00	703.00	716.00
12	702.50	722.00	737.00	752.00
13	733.50	755.50	772.50	790.00

Benefits

Benefit changes can be found on
ibew21.org
the link is titled
Benefits.

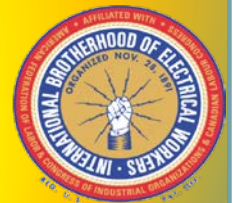


Benefit Changes

Medical levels of coverage
will change from
two tiers to four tiers.

New Hires' eligibility for
Short-Term Disability benefits
will begin at 18 months.

Cost Sharing changes to
Medical, Dental, and Vision.



Benefits Medical Monthly Contributions

Medical Monthly Contributions

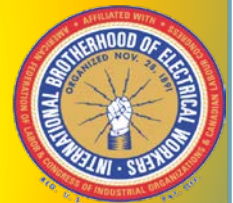
Option 1	2020	2021	2022	2023
Individual	\$178	\$181	\$182	\$183
Ind + Spouse	\$383	\$406	\$436	\$466
Ind + Child(ren)	\$303	\$307	\$313	\$322
Family	\$401	\$424	\$449	\$475
Option 2	2020	2021	2022	2023
Individual	\$84	\$88	\$94	\$99
Ind + Spouse	\$205	\$225	\$249	\$280
Ind + Child(ren)	\$144	\$156	\$165	\$175
Family	\$230	\$252	\$277	\$301



Benefits - Medical Tobacco Use Contribution

A surcharge will be added to Medical Monthly Contributions for Employees and/or Spouses who use tobacco and choose not to participate in a company designated Tobacco Cessation program, as follows:

	2020	2021	2022	2023
Surcharge	\$50	\$60	\$65	\$70



Benefits - Medical Deductibles

Option 1	2020		2021		2022		2023	
	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO
Individual	\$750	\$2,625	\$800	\$2,800	\$850	\$2,975	\$900	\$3,150
Ind + Spouse	\$1,500	\$5,250	\$1,600	\$5,600	\$1,700	\$5,950	\$1,800	\$6,300
Ind + Child(ren)	\$1,500	\$5,250	\$1,600	\$5,600	\$1,700	\$5,950	\$1,800	\$6,300
Family	\$1,500	\$5,250	\$1,600	\$5,600	\$1,700	\$5,950	\$1,800	\$6,300
Option 2	2020		2021		2022		2023	
	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO
Individual	\$1,550	\$6,200	\$1,600	\$6,400	\$1,650	\$6,600	\$1,700	\$6,800
Ind + Spouse	\$3,100	\$12,400	\$3,200	\$12,800	\$3,300	\$13,200	\$3,400	\$13,600
Ind + Child(ren)	\$3,100	\$12,400	\$3,200	\$12,800	\$3,300	\$13,200	\$3,400	\$13,600
Family	\$3,100	\$12,400	\$3,200	\$12,800	\$3,300	\$13,200	\$3,400	\$13,600



Benefits - Medical

Annual Out-of-Pocket Maximums

Option 1	2020		2021		2022		2023	
	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO
Individual	\$3,750	\$11,250	\$4,000	\$12,000	\$4,250	\$12,750	\$4,500	\$13,500
Ind + Spouse	\$7,500	\$22,500	\$8,000	\$24,000	\$8,500	\$25,500	\$9,000	\$27,000
Ind + Child(ren)	\$7,500	\$22,500	\$8,000	\$24,000	\$8,500	\$25,500	\$9,000	\$27,000
Family	\$7,500	\$22,500	\$8,000	\$24,000	\$8,500	\$25,500	\$9,000	\$27,000

Option 2	2020		2021		2022		2023	
	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO	Network ONA & PPO	Non-Network & Non-PPO
Individual	\$6,550	\$19,650	\$6,550	\$19,650	\$6,550	\$19,650	\$6,550	\$19,650
Ind + Spouse	\$13,100	\$39,300	\$13,100	\$39,300	\$13,100	\$39,300	\$13,100	\$39,300
Ind + Child(ren)	\$13,100	\$39,300	\$13,100	\$39,300	\$13,100	\$39,300	\$13,100	\$39,300
Family	\$13,100	\$39,300	\$13,100	\$39,300	\$13,100	\$39,300	\$13,100	\$39,300



Benefits

Prescription Drug Program (Rx)

Retail Network Copays

(Up to 30 day supply, 2 fill limit for maintenance):

Option 1	2020 - 2023
Generic	\$10
Preferred	\$35
Non-Preferred	\$80

Option 2 - No change

Mail Order Copays (Up to 90 day supply):

Option 1	2020 - 2023
Generic	\$20
Preferred	\$70
Non-Preferred	\$160

Option 2 - No change



Benefits Dental Monthly Contributions

	2020 - 2023
Individual	\$8
Individual + 1	\$17
Family	\$27



Benefits Vision Monthly Contributions

	2020 - 2023
Individual	\$2.50
Individual + 1	\$5.50
Family	\$9



Ratification Bonus

\$750

Lump sum ratification bonus
shall be paid if the Company
receives official notice from the
Union on or before 5:00 p.m.

C.S.T.

June 10, 2019.



Letters of Agreement



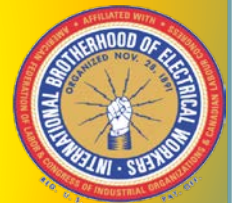
Letters - Quality Observations

...In addition, to ensure courteous treatment, accurate information, and superior service, customer calls may be observed for many productive purposes such as, but not limited, to assisting in the training and development of employees, identification of customer needs, and product evaluation.

The following language applies to employees in call centers:

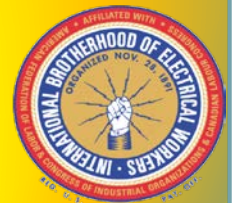
- A maximum of eight (8) randomly selected customer calls per representative per month may be observed. Management shall select the first call to be observed and will alternate selection with the employee for all calls thereafter. Calls selected by the employee must have a minimum duration of three (3) minutes or more. Calls selected for evaluation shall be selected from those calls that occurred after the employee's most recent call evaluation. Management will determine the method of evaluation.
- Calls used for calibration purposes by management and additional customer calls selected for coaching purposes will not be used toward discipline except in the event of misconduct.

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



Letters - National Transfer Plan

...This letter sets forth the terms of the agreement between AT&T Customer Services, Inc (“AT&T Services” and the International Brotherhood of Electrical Workers, System Council T-3 (“IBEW”) regarding the terms of transfer applicable to IBEW-represented employees transferring between the attached list of “Participating IBEW Labor Agreements” (Attachment A) into and out of the bargaining unit represented by the IBEW (“Agreement”). The represented employees covered by each of the Participating IBEW Labor Agreements (collectively the “Covered CBAs”) employed by the AT&T Participating Companies¹ will be allowed to voluntarily transfer into vacancies at AT&T Services within the bargaining unit currently represented by IBEW (the “Services 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”) in each of the Covered CBAs will apply to the transfer process for Transferees moving between each of the Covered CBAs and AT&T Participating Companies and the Services Unit except as set forth below:...

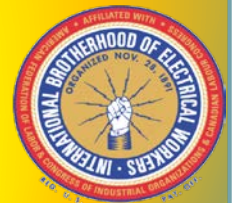


Letters - Company Wellness

...Bargained AT&T employees covered by the 2019 IBEW/AT&T Customer Services, Inc. Collective Bargaining Agreement shall continue to be eligible to participate in the AT&T Your Health Matters and Your Money Matters Programs as provided below.

The Your Health Matters and Your Money Matters Programs include Wellbeing Resources, Programs and Tools as they change from time to time, as well as access to an online portal with a variety of tools and resources. Below are examples of the benefits and services that are available to eligible bargained Employees under Your Health Matters and Your Money Matters:

- Wellness Programs
- Disease Management
- Healthcare Price and Quality Transparency Tool
- Health Assessment and Portal...

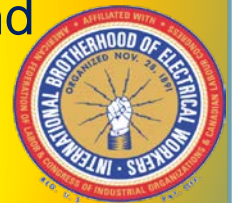


Letters - CVS Pharmacies

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

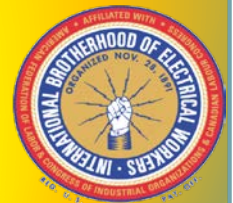
This arrangement is available at CVS branded pharmacies only. It will not be available at other pharmacies in the Caremark network.

If the union does not object, AT&T will continue to have this arrangement available to bargained AT&T employees covered by the 2019 IBEW/AT&T Customer Services, Inc. Collective Bargaining Agreement. This arrangement is solely at AT&T's discretion and can be terminated or modified at any point during the term of the 2019 Collective Bargaining Agreement...



Letters - Illinois Attendance Laws

... The Parties have mutually agreed to waive the benefits and entitlements of the sick leave provisions (not the minimum wage provisions) of the Chicago Minimum Wage and Paid Sick Leave Ordinance, codified as Chapter 1-24 et seq. of the Municipal Code of Chicago as permitted in Section 1-24-060 of that code. The Parties further agree to waive the benefits and entitlements of the Cook County Earned Sick Leave Ordinance, codified as Chapter 42, Human Relations, Article 1, Section 42-1 through 42-6 of the Cook County Code of Ordinances as permitted in Section 42-5 of that ordinance. The Parties further agree that, if a court of competent jurisdiction determines that the Illinois Employee Sick Leave Act, codified as 820 ILCS 191 of the Illinois Compiled Statutes, applies to employees covered by collective bargaining agreements and a court of competent jurisdiction further determines that the rights available under the statute are subject to waiver in collective bargaining negotiations, the Parties will then meet to discuss whether rights under that statute should be similarly waived...



Your officers, bargaining team members,
and delegates of the IBEW SCT-3 Council
wholeheartedly support this tentative
agreement and ask you to vote

YES

in favor of ratification.



