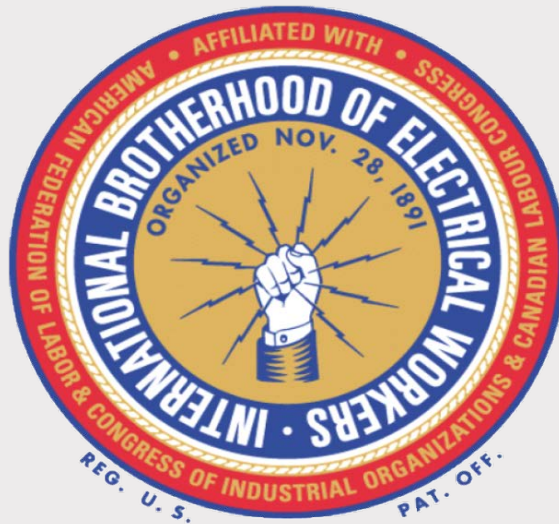


International Brotherhood of Electrical Workers System Council T-3



2016 HIGHLIGHTS

AT&T - DIRECTV

Call Center Employees



Call Center Employees Wages

Top Wage Rates:

Client Support Specialist \$18.90

Customer Service Rep-\$17.59

Employees will be slotted to the closest wage rate that results in a wage increase.

Employees in progression (not at the top wage rate) will move up on the wage schedule every 6 month period after ratification until they reach the top rate.

This will result in significant wage increases for employees in this category, in many cases over 20% during the term of the collective bargaining agreement.

Employees above the wage rate are pay protected until the top rate catches up to them.

Effective 9/2/17 - 3% wage increase exponentialized.

Effective 9/2/18 - 2.25% wage increase exponentialized.

Note: Employees above the top rate in call center will receive an annual lump sum of the wage increase in lieu of an increase in rate.



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview



Call Center Employees

Signing Bonus

Call Center employees
will receive a
\$1,000 signing bonus.



IBEW System Council T-3

AT&T /DIRECTV

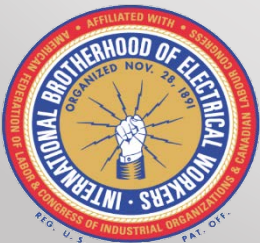
2016 Contract Overview



Call Center Employees

Scheduling

6 months tour scheduling
strictly by seniority.



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview



Call Center Employees

Exchange Time

Allows employees to take time off during a scheduled shift to be made up during the week.



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview



Call Center Employees

Benefits

Dramatic improvements as described in Benefit Section.



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview



Call Center Employees

Personal Days

Can take on an
emergency basis
on the same day
if approved.



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview



Call Center Employees

Shift trade capability.



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview



Call Center Employees

“Just Cause”

Must exist before
any employee can
be disciplined.



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview



Call Center Employees

Union/Management Review Panel

Held at Union's request before any employee with 12 months or more of service can be terminated.



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview



Call Center Employees

Grievance and Arbitration

Process to challenge
unjust discipline
or other violations
of the contract.



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview



Call Center Employees

Differentials

1.5 OT paid in excess of 11+ hours worked in a day.

1.5 OT paid on worked Holidays.

Night pay differential 10%.

Temporary Assignment Differential 5%.

Manager Relief Differential 10%.

Bi-lingual pay differential \$5 daily.



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview



Call Center Employees

Time off

Up to 4 Excused Days with Pay
*May be used for unforeseen
personal time in lieu
of incurring an absence*

10 Paid Holidays
some of which are Floating

3 Paid Sick Days

AT&T vs. Legacy DTV

1 Year Employee +2 days off
10+ year employee +2 days off
20+ year employee +2 days off



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview



Call Center Employees

Job Security Protections

Language to protect subcontracting in the event of a layoff.

Language to allow for bargaining and mediation if necessary for new titles in unit.

Language to protect effects bargaining.



IBEW System Council T-3

AT&T /DIRECTV

2016 Contract Overview

