

Article 43 – Frequently Asked – Questions and Answers

Certification Program

There were multiple questions regarding the certification program. The specifics of this program are yet to be developed. It will be developed jointly with the CWA and details regarding the program will be forthcoming over the next 120 days. The intent is to have this program in place as soon as possible. The training and certifications will be based on acquiring skills you will need for the job. Questions regarding how individuals will be provided the opportunity to progress thru the certifications, what the incentive compensation will be, any re-certifications needed, how the certifications will be tracked, etc. will be answered as part of the development of the program and rolled out with the program details.

General

The power point presentation on Article 43 was dated Jan. of 2004. Did some employees find out at a different time?

When the power point presentation was created a template from another subject was used as the base format, it happened to have the January date inserted in the footnote and was not identified until it was noticed on one of the review calls. Negotiations on Article 43 were conducted in a very quick timeframe, and the employees were then notified. Leaders from the Metro and IFOP organizations conducted review sessions during the same window.

Where can I obtain a copy of the CWA Contract?

The CWA contract is located on the web at the following url :

<http://wfs.web.att.com/WFS/content/0,1452,IE5-2586,00.html>

Is Article 43 'new' or 'amended' Article?

Article 43 is a new Article to the contract.

When does the contract expire? Will Article 43 be re-negotiated at that time?

The contract expires 12/10/05. Article 43 is part of the contract and is subject to negotiations along with all other aspects of the Agreement.

How many employees will be added to the bargaining Unit?

As illustrated in the power point presentation, there are ~70 IDC employees and ~400 Metro employees who will be added to the bargaining unit.

Impact/Scope

When will these changes take effect?

Organizationally we will begin working as one unit immediately, from a HR/Payroll perspective, (i.e.—OT, title, FMP, etc) the systems will be updated with the June release and become effective in the July 25th timeframe.

Is Article 43, a nationwide change or just for a specific Region?

Article 43 will impact employees nationwide. Specifically, employees in the GNTS Metro & Inter City Field Operations, GNTS Internet Data Centers for the job titles Communications Technicians and wage levels CNRP3 and CNRP4.

Will the CNRP5 be included? If so, when will this be done?

The CNRP5 will not be include at this time. The company and the union will be conducting joint job evaluation of the work performed by employees in the level of CNRP5 in GNTS Metro and Internet Data Centers. Each position will be handled on an individual case basis. The plan is to have all of the positions evaluated by the end of 2004. As which time a determination will be made to determine if the work is appropriate for the bargaining unit or management.

What will happen to employees represented by the IBEW?

There is No impact to employees represented by the IBEW.

Is the minimum 1000 combined Network Technical Specialist and IDC Technical Specialist nationwide or in certain area?

The watermark minimum of 1000 NTS and IDC TS is a Nationwide number.

Pay / Wages

What is the pay schedule for the job titles, Network Technical Specialist and the IDC Technical Specialist?

The two new job titles, Network Technical Specialist and IDC Technical Specialist Pay will be paid in accordance with Table 20 of the CWA agreement. Therefore, there will be NO change in the Wage Schedule for CT's. The newly accreted employees will be mapped to the wage schedule for Tech - Table 20 associated with their area.

Will compensation be based on individual performance for non-union techs & represented?

Employees will be paid according to Table 20 associated with their geographic area. The wage table is a 60 month progression schedule with progression increases occurring on 6 month intervals plus negotiated general wage increases.

If a technician is below the pay scale how quickly will his pay be increased?

At the time of accretion, in July, employees will be mapped to the nearest step on the new wage schedule ensuring no loss in pay. Employees who are below the minimum of the wage table will be move to the minimum, effective with the change to the new job titles in July.

How/when does the maximum of Table 20 Increase?

The schedules and increases have been negotiated thru 12/10/05. Scheduled increases remaining are 11/06/04 and 5/07/05. Any future changes are subject to negotiations at the time of contract expiration.

What type of Bonuses will be paid to employees under Article 43?

As like other CWA represented employees covered by the collective bargaining agreement, eligible employees will be entitled to the annual AT&T Performance Award (APA).

If I am currently a CNRP3 or CNRP4 and my wages exceed the maximum of Table 20 for my geographic area am I protected?

Employees who are at or above the maximum for the new title will have no change to their base wages, and will begin receiving wage increases once the top of the assigned wage schedule exceeds their current wage rate. This protection is referred to as "red-lined".

Force Adjustment

If we are in a future surplus with a status of "at-risk", if we are eligible to job claim (bump) to a position in another city, will relocation apply? If so, how much?

Yes, provided the requirements for relocation are met. The provision for relocation payments and requirement can be found in the contract under Article 24.

Will future force adjustments be based on seniority by geographic location?

Yes, force adjustment universes are determined by an employee's job title, business unit and Geographic commuting area or GCA and are by seniority. However, for force adjustment purposes CT's who are reassigned via a company initiated move to a title in Article 43 will continue to be pooled with CT's until 12/10/05.

Will Metro employees be offered the same or similar buyout package, as Intercity employees were offered recently?

It is anticipated that the company will continue to offer voluntary termination payments, as needed when workforce reductions are required; however, there is no commitment or requirement to do so. Under the bargaining agreement voluntary termination payments are calculated based on the applicable termination schedule. Certain employees in Article 43 titles are grandfathered for coverage under Article 25, all other employees in Article 43 will be covered by the termination schedule incorporated within Article 43.

How long will former CT's be tie backed to the Communications Technician job title for Force Adjustment purposes?

CT's who are assigned to titles covered under Article 43 via company initiated move will be tied back to the CT title for force adjustment purposes through the life of the current collective bargaining agreement, 12/10/2005.

If I am part of a future surplus, where can I obtain more information about how the process works and what my options would be?

If you are part of a surplus you will be provided a communications package at that time which will explain all options available to you. Additionally, a representative from the AT&T Resource Center will be available to review the options in detail.

What is the process for the 3% protection during a force adjustment?

At the time of the surplus declaration, the company has the ability to protect 3% of employees in the universe from being laid off. If this option is exercised, the employees being protected will be identified on day 1 of the surplus declaration period. An employee can only be protected 1 time during the life of this Agreement.

Will the Network Technical Specialist and the IDC Technical Specialist be in the same universe for Force Adjustment purposes?

No, the Network Technical Specialist and the IDC Technical Specialist will be in separate Force Adjustment universes.

Disability

Will there be any changes to sickness and accident disability or payments?

There will be no change to the sickness and accident disability plan.

Pension and Retirement Benefits

Will the pension plan be impacted by this change?

Pension bands are associated with the wage schedules. The wage schedules associated with titles in Article 43 are the same wage schedules applicable to the Communication Technician title.

Will the new Article result in any changes to retirement related benefits i.e., cash balance or the traditional pension plan?

The new article does not result in any changes to the retirement related benefits that you have today. The eligibility criteria, as defined in the AT&TPP, remains the same.

Will the Health Benefits remain the same or be transferred/ changed to what the union offers?

Currently all occupational employees receive the same health care benefits; therefore, there will be no changes in your current benefits as a result of this negotiation.

Grandfathering

Will the grandfathering for Night Differential, Sunday Differential and Article 25 termination pay schedule remain?

Yes, unless bargained to modify.

Job Titles and Briefs

When will the roles and responsibilities of the new represented titles be defined?

Within the next 30 days.

How can I obtain a copy of the new job briefs?

A copy will be available through ATS or your supervisor.

Who is determining the skills that are needed for the new titles?

Management

For the two new Titles, is one 'higher' than the other?

No, the new titles are both classified as the "Tech" level and both will map to wage table 20.

How will we differentiate between the work or skills of the Intercity techs and Metro techs?

Job Briefs will be created for the new title of Network Technical Specialist, which will cover the work of both integrated work groups.

Will there be test requirements for the new job titles?

This will be determined along with the job briefs. Any required tests will be identified on the job briefs and the incumbent employees will be grandfathered for all of the identified tests.

Seniority

Many of the Metro technicians came to AT&T from TCG and have the same seniority date. With the same NCS date, how is seniority determined?

The last 4 digits of an employees SSN are used as a tiebreaker, 0000 being the lowest seniority, and 999 being the highest seniority.

Will our Net Credit Service (NCS) Dates change?

No, there will be NO changes to employees NCS dates.

Union

Will the union be sending a Representative to Metro sites to meet the employees?

Yes, each local who has jurisdiction for the area in question will be scheduling meetings with those affected employees.

How do we find what our local number is and how to contact the union?

CWA will have this information posted on their website - <http://www.cwa-comtech.org/>

What will be the financial impact for Union dues?

Dues are approximately 2.25 hours per month.

Do employees in Right to Work States have to pay union dues or dues equivalent?

No.

Is AT&T considered an Agency Shop?

Yes.

Variable Workforce

How will the variable work force be established?

The plan is to create an environment similar to Avaya, contracted to another company who will work with the Union. The CWA will hold a contract with this company. The specifics of this Agreement will be developed over the next 120 days. The intent is to have this Agreement in place as soon as possible.

If I take current VTP, will I be able to apply as a Variable Worker? What is the process?

Yes. The process will be forthcoming once the variable workforce agreement is finalized.

Work Rules and Daily Operations

The Metro Field Operations technicians currently wear a uniform with AT&T shirts when on customer premises. Will the new title be required to wear uniforms?

Some of our current Communications Technicians have appearance guidelines when they are on customer premises. The expectation is that there will still be appearance guidelines while on customer premises.

In Metro we currently have a 40 hour workweek, however there are some IFOP areas that have 37.5 hour workweek. Will we all be consistent?

There will be no change to the standard workweek.

Will employees covered under Article 43, still have vehicles?

There is no change to the vehicle policy as the result of Article 43. Vehicle will continue to be managed on a business need.

Will we still have flexible report times, i.e. Joe comes in at 7am and John comes in at 8am will that continue?

Schedules will be established based on work requirements.

New provision for \$15 & \$30 on call/ beepers, does this still remain voluntary?

Yes, on-call assignments are voluntary.

Are we eliminating Shifted tours?

No, we are changing the process for their implementation but no changes on the practice presently in existence. There will be no shift differential associated with shifted tours.

How does seniority fit into the changes in tours, e.g., midnight to 8.

Tours will be selected based on qualifications and seniority consistent with how they are selected in Intercity today.

Split tour on voluntary basis, can employee be forced?

No split tour is on a volunteer basis or is covered with OT.

What is a GCA and will they remain the same?

Geographical Commuting Area, yes they will remain the same.