



Tentative Agreement Summary

FOR AT&T PURPLE MOBILITY BARGAINING

After months of work by members across Arkansas, Kansas, Missouri, Oklahoma, and Texas your representatives on the bargaining committee have reached a tentative agreement with AT&T for a new contract that will be in effect from February 22, 2020 to February 23, 2024. The ratification date for the contract is Monday, March 23, at 6pm.

Your voices were heard! We successfully showed our collective power at the bargaining table and in the field. We took action across all 5 states of the AT&T Purple Mobility contract and mobilized thousands of members. We showed the company we were willing to do whatever it takes for a fair contract and this agreement is a reflection of our discipline and hard work.

This agreement represents major gains for all the members of our unit - whether you work in a retail store, in a call center, or as a technician. Wage and benefit improvements include:

- a compounded 9.84% general wage increases for all titles over the length of the agreement;
- a decreased reliance on commissions and improvement in base pay for retail store workers;
- a new parental leave program allowing 2 weeks of paid time off for new parents; and
- a new “Option 3” health plan with lower monthly contributions.

The agreement is a step forward for job security in our unit. It establishes a guaranteed percentage of nationwide calls that must be handled by our centers and guarantees a job offer for surplussed customer service members. These are valuable protections in an ever-changing industry.

This agreement also represents the first union contract anywhere in the United States for Integrated Sales Support Specialist, Integrated Solutions Consultant and Event Expert titles. Our new sisters and brothers will now have the same protections and rights enjoyed by all CWA members at AT&T Mobility. This organizing victory expands the power of CWA members to make more bargaining gains in the future.

The actions taken by members across the district made this agreement possible. This agreement is a victory for us and our families. Together, we spoke with one voice and took militant action throughout the contract campaign to show the company we’re willing to do whatever it takes when it comes to our jobs, wages, benefits and standard of living.

Your Bargaining Committee unanimously recommends ratification of this tentative agreement. The contract ratification vote will begin Monday, March 9 and end Monday, March 23 at 6pm.

In Solidarity,

Your Bargaining Committee

Jason Vellmer - Bargaining Chair

John Richie

Kendra Williams

Mike Gemelli

Thomas Houser

CWA



1. Wages and Other Compensation

The general wage increases outlined below will apply to all job titles. There will be additional wage enhancements for Business Customer Service Specialist II, Clerical Associate, and Workforce Administrator titles. Retail store titles (Retail Sales consultants and COST Sales Associates) will see a portion of their “at-risk” commission pay moved into their base wage, improving their income stability.

General Wage Increases

The increases listed below are applied to the top step in the basic wage schedules on the date indicated. There will be no increase at the start rate. All other steps in the wage table will be exponentially increased.

Effective Date	Increase Percentage at Top Step
February 22, 2020	2.00%
February 21, 2021	2.75%
February 20, 2022	2.50%
February 19, 2023	2.25%
Compounded	9.84%

Ratification Bonus

\$1,000 bonus will be paid to all represented members pending ratification of the agreement. All members who are on the payroll as of the date of ratification and the date of payment will receive this bonus.

Additional Wage Improvement for Business Customer Service Specialist II

An additional 9.5% increase will be applied to the top step of the BCSSII wage table. See pages 14 and 15 for more information.

Additional Wage Improvement for Clerical Associate and Workforce Administrator titles

An additional 2.0% increase will be applied to the top step of both the Clerical Associate and Workforce. See pages 15 and 16 for more information.

Movement of “At-Risk” Commission Payment to Base Wages

Retail Sales Consultants will receive a \$2,500 annual improvement in their base pay along with an equivalent reduction in their “At-Risk” Commissions. COS Sales Advocates will receive a \$500 annual movement from commission to base pay. See page 11 for more information.

On Call Duty Pay Increase

The daily rate for on-call pay will be increased \$2 per day, from \$36 per day to \$38 per day. This is in addition to any compensation for the actual duty.



2. Employment Security

New Employment Security Commitment for Retail and Call Center Workers

In the event of a layoff or surplus as a result of retail store or call center closure, or in the event the company eliminates or vacates a job title, the company will offer affected workers positions available at any Mobility work location covered by a CWA labor agreement within the continental U.S.

The offer is available to specific call center and retail job titles and the affected members must meet expectations for the current job and must be qualified for the job being offered.

Affected members have one (1) working day to accept the job offer. Testing for the new job may be required, but the retest waiting period is waived for members acting under this ESC. The company has six (6) months to make a qualified job offer, during which time the affected employee will remain on payroll.

The company will try to provide job offers as close as possible to the members current work location.

New “Call Sharing” Commitment

This agreement guarantees that call centers represented in the agreement will handle no less than seven percent (7%) of nationwide Mobility calls beginning December 31, 2020. The bargaining committee has determined that this percentage is

greater than the current proportion of calls handled by our unit based on data provided by the company. This agreement therefore increases the portion of call center work at the company that will be handled by our unit.

In order to monitor compliance, the company will provide quarterly updates on call volumes to CWA. If the company does not meet the minimum percentage, involuntary surpluses will not be permitted except in cases of extraordinary call volume decreases or adverse economic conditions.

Force Adjustment Improvements

The maximum severance payments have been increased to \$18,000 from \$17,000.

CWA Locals will receive an additional two (2) business day notice prior to any retail store rearrangement or closure.

Discussions Related to Transition for Wireline Call Center Members into the Mobility Agreement

A process will be initiated to discuss movement for Wireline call center members in District 6 to transition into the Mobility agreement in the event of a surplus at wireline centers.

3. Health Care, Paid Time Off and Other Benefits

Any benefit plan not mentioned below (including pension, 401(k) and disability) remain unchanged through the life of this agreement.

Paid Parental Leave

Beginning January 1, 2021 members will be eligible to receive two (2) weeks of paid parental leave in the event of a birth or adoption.

Medical and Prescription Drug Coverage

Under this agreement, all employees hired between January 1, 2017 and January 1, 2021 will be eligible for reduced contributions towards the health care plans. This will result in an estimated savings to these members of approximately \$474 per employee per year on average.

For current members, plan costs have been bargained to increase each year to reflect the overall cost of health care and maintain our current share of plan costs. The charts on the following pages show the plan design details for each year of the agreement.

There are new elements that have been included for the first time in our agreement:

A new Option 3 health plan has been added which will have lower monthly contributions to enroll in coverage along with higher deductibles and 20% coinsurance.

The prescription drug plan has a new formula to determine member costs. Members will now pay a percentage of the total cost for prescription drugs instead of a flat dollar amount. These percentage-based charges will also have a dollar maximum cap to prevent excessive cost to members. Data received in bargaining indicates that under this new design, the average price paid by members for a 30-day generic prescription will be reduced from \$10 to \$3.40 in the Option 1 and Option 2 plans (after deductible is met in the Option 2 plan). The average price paid by members for a 30-day preferred brand prescriptions will be reduced from \$35 to \$27.90 (after the deductible is met in the Option 2 plan).

Option 1 Health Plan Monthly Contributions and Plan Design 2021 - 2024				
	2021	2022	2023	2024
Monthly Contributions for Current Employees (Hired/Re-hired/Transferred before January 1, 2021)				
Employee Only	\$122	\$127	\$133	\$139
& Spouse	\$344	\$359	\$374	\$392
& Child(ren)	\$215	\$224	\$234	\$245
& Family	\$370	\$385	\$402	\$422
Annual In-Network Medical Deductible				
Employee Only	\$750	\$800	\$850	\$900
All Other Tiers	\$1,500	\$1,600	\$1,700	\$1,800
In-Network Medical Coinsurance				
All Tiers	10%			
Annual In-Network Medical Out-of-Pocket Maximum (Includes Payments Toward Annual Deductible)				
Employee Only	\$3,750	\$4,000	\$4,250	\$4,500
All Tiers	\$7,500	\$8,000	\$8,500	\$9,000
Annual In-Network Prescription Drug Deductible				
All Tiers	None			
Prescription Drug Coinsurance with Capped Dollar Amounts				
Generic	10% of the total cost up to \$50 (Retail), \$100 (Mail Order)			
Preferred Brand	10% up to \$100 (Retail), \$200 (Mail Order)			
Non-Preferred	20%			
Prescription Drug Out-of-Pocket Maximum				
Employee Only	\$1,300	\$1,500	\$1,700	\$1,700
All Other Tiers	\$2,600	\$3,000	\$3,400	\$3,400

Option 2 Health Plan Monthly Contributions and Plan Design 2021 - 2024

	2021	2022	2023	2024
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Monthly Contributions for Current Employees (Hired/Re-hired/Transferred before January 1, 2021)

Employee Only	\$82	\$87	\$93	\$99
& Spouse	\$231	\$246	\$262	\$280
& Child(ren)	\$144	\$153	\$164	\$174
& Family	\$248	\$264	\$282	\$300

Annual In-Network Medical Deductible

Employee Only	\$1,300	\$1,350	\$1,400	\$1,450
All Other Tiers	\$2,600	\$2,700	\$2,800	\$2,900

In-Network Medical Coinsurance

All Tiers	10%			
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Annual In-Network Medical Out-of-Pocket Maximum (Includes Payments Toward Annual Deductible)

Employee Only	\$6,450	\$6,650	\$6,750	\$6,900
All Tiers	\$12,900	\$13,300	\$13,500	\$13,800

Annual In-Network Prescription Drug Deductible

All Tiers	Shared with Medical Deductible			
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Prescription Drug Coinsurance with Capped Dollar Amounts

Generic	10% of the total cost up to \$50 (Retail), \$100 (Mail Order)			
Preferred Brand	10% up to \$100 (Retail), \$200 (Mail Order)			
Non-Preferred	20%			

Prescription Drug Out-of-Pocket Maximum

All Tiers	Shared with Medical Out-of-Pocket Maximum			
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Option 3 Health Plan: Monthly Contributions and Plan Design 2021 - 2024

	2021	2022	2023	2024
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Monthly Contributions for Current Employees (Hired/Re-hired/Transferred before January 1, 2021)

Employee Only	\$18	\$24	\$30	\$36
& Spouse	\$50	\$68	\$86	\$103
& Child(ren)	\$31	\$43	\$53	\$64
& Family	\$54	\$74	\$92	\$110

Annual In-Network Medical Deductible

Employee Only	\$3,000
All Other Tiers	\$6,000

In-Network Medical Coinsurance

All Tiers	20%
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Annual In-Network Medical Out-of-Pocket Maximum (Includes Payments Toward Annual Deductible)

Employee Only	\$6,650	\$6,650	\$6,750	\$6,900
All Tiers	\$13,300	\$13,300	\$13,500	\$13,800

Annual In-Network Prescription Drug Deductible

All Tiers	Shared with Medical Deductible
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Prescription Drug Coinsurance with Capped Dollar Amounts

Generic	20% of the total cost up to \$50 (Retail), \$100 (Mail Order)
Preferred Brand	20% up to \$100 (Retail), \$200 (Mail Order)
Non-Preferred	20%

Prescription Drug Out-of-Pocket Maximum

All Tiers	Shared with Medical Out-of-Pocket Maximum
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Monthly Surcharges

The following monthly surcharges previously established under the Nationally Bargained Benefit Plan in 2016 will be increased as shown.

1. Tobacco Surcharge: Smokers will self-identify in open enrollment. The surcharge will be waived if the employee enrolls in a free smoking cessation program.
2. Working Spouse / Partner Surcharge: The surcharge will be waived if employee attests that their partner does not have access to other employer-based coverage

	2021	2022	2023	2024
Working Spouse / Partner Surcharge	\$100	\$100	\$115	\$125
Tobacco Use Surcharge	\$60	\$65	\$70	\$75

Dental and Vision Benefits

The out-of-pocket plan provisions of the AT&T Dental and Vision programs will remain unchanged. Monthly contributions to coverage will increase to the amounts below for the duration of the agreement (plan years 2021 to 2024).

	Dental PPO / DHMO	Vision Program
Employee Only	\$10	\$4
& 1 Dependent	\$20	\$8
& Family	\$32	\$13

Paid Illness and Injury Leave

Annual paid illness time will be capped to ten (10) days (or eighty (80) hours) per year for employees hired prior to January 1, 2017. The current five (5) day per year maximum for employees hired after January 1, 2017 remains unchanged.

Paid Bereavement Leave

The language allowing for up to three (3) paid days of leave for family bereavement has been expanded to include memorial services in addition to funerals. An additional day of unpaid leave is now provided if the service is held more than 200 miles from the member’s home address.

4. Retail Workers

Movement of “At-Risk” Commission Payment to Base Wages

As soon as practical after ratification, Retail Sales Consultants will receive a \$2,500 increase in their base pay rate and a corresponding reduction in their “At-Risk” commission minimum.

COS Sales Advocates will receive a \$500 increase in their base pay rate along with a corresponding reduction in their “At-Risk” commission minimum.

The 2020 general wage increase will be applied to the base pay of RSCs and COS Sales Advocates after this base pay improvement.

Retail Sales Consultant Wage Table - Current through 2020			
	Current	Effective February 22, 2020 (2.00%)	Effective Date TBD (\$2,500/yr + 2.00%)
1	\$354.50	\$354.50	\$402.50
2	\$378.00	\$378.50	\$427.50
3	\$403.00	\$404.50	\$454.00
4	\$430.00	\$432.00	\$482.50
5	\$458.50	\$461.50	\$512.50
6	\$489.00	\$493.00	\$544.50
7	\$521.50	\$526.50	\$578.50
8	\$556.00	\$562.50	\$614.50
9	\$593.00	\$600.50	\$652.50
10	\$632.00	\$641.50	\$693.50
11	\$674.00	\$685.50	\$736.50
12	\$719.00	\$732.00	\$782.50
13	\$766.50	\$782.00	\$831.00

COS Sales Advocate Wage Table - Current through 2020			
	Current	Effective February 22, 2020 (2.00%)	Effective Date TBD (\$500/yr + 2.00%)
1	\$353.00	\$353.00	\$362.50
2	\$376.50	\$377.00	\$387.00
3	\$401.50	\$403.00	\$413.00
4	\$428.50	\$430.50	\$440.50
5	\$457.00	\$460.00	\$470.50
6	\$487.50	\$491.50	\$502.00
7	\$520.00	\$525.50	\$535.50
8	\$555.00	\$561.50	\$571.50
9	\$592.00	\$600.00	\$610.00
10	\$631.50	\$641.00	\$651.00
11	\$673.50	\$685.00	\$695.00
12	\$718.50	\$732.00	\$741.50
13	\$766.50	\$782.00	\$791.50

New Monitoring Limits

Monitoring of employees to ensure high quality sales performance is allowed, but the number of evaluative observations that may be observed is limited to six (6) per month. Management determines the method of evaluation and what is observed.

Exchange Time

Request for Exchange Time will not be granted or denied arbitrarily.

5. Call Center Workers

Consolidated Customer Service Representative Title

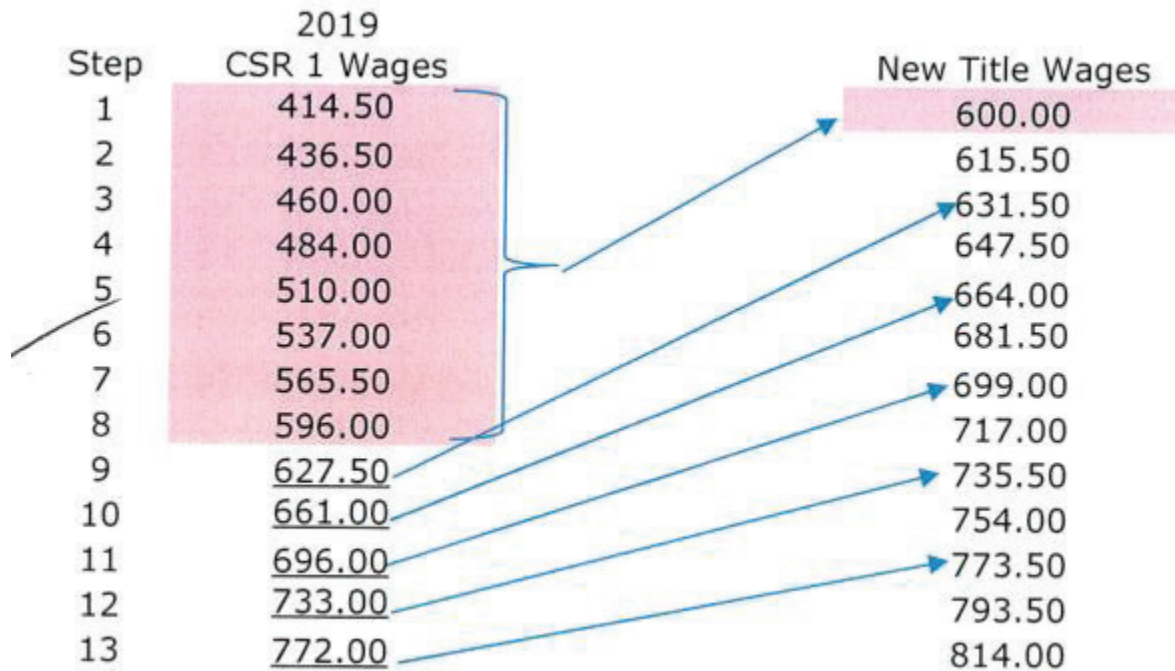
Customer Support Specialists, Client Service Specialists, and CSR Is will be placed into a new titled called Consolidate Customer Service Representative which will be subject to the following wage table in 2020.

Members will be placed at the wage step that is closest, but not less than, their current wage rate before application of the 2020 wage increase. The 2020 Wage Increase will then be immediately applied to the new wage table following ratification. Step increases will commence 6 months after placement in the new title.

Any members currently above the top step of the new consolidated scale will remain at their current wage rate until the top step of the new consolidated scale surpasses their current wage rate. While above the top step, those members will receive lump sum payments equivalent to the dollar value of general wage increase.

New Consolidated Customer Service Representative Wage Table for 2020		
Step	Without 2020 Wage Increase (To Determine Step Placement)	With 2020 Wage Increase (Pay Rate Following Ratification)
1	\$600.00	\$600.00
2	\$615.50	\$616.50
3	\$631.50	\$633.50
4	\$647.50	\$651.00
5	\$664.00	\$668.50
6	\$681.50	\$687.00
7	\$699.00	\$706.00
8	\$717.00	\$725.50
9	\$735.50	\$745.00
10	\$754.00	\$765.50
11	\$773.50	\$786.50
12	\$793.50	\$808.50
13	\$814.00	\$830.50

The following example shows how members in the Customer Service Representative 1 title will be placed in the new consolidated wage table based on their current wage rate.



Additional Wage Improvement for Business Customer Service Specialist II

A 9.5% increase will be applied to the top step of the BCSSII wage table, the equivalent of an additional \$78 per week (\$4,056 per year). There will be no increase at the start rate, and all other steps will be exponentially increased. The 2020 general wage increase will be applied after this base pay improvement.

Business Customer Service Specialist II - Current through 2020		
	Current	Effective 02/22/2020
1	\$489.00	\$489.00
2	\$510.50	\$515.50
3	\$533.50	\$543.50
4	\$557.00	\$572.50
5	\$582.00	\$603.50
6	\$608.00	\$636.50
7	\$635.00	\$670.50
8	\$663.00	\$707.00

9	\$692.50	\$745.00
10	\$723.00	\$785.50
11	\$755.50	\$828.00
12	\$789.00	\$873.00
13	\$824.00	\$920.00

Additional Wage Improvement for Clerical Associate and Workforce Administrator titles

A 2.0% increase will be applied to the top step of both the Clerical Associate and Workforce Administrator wage table, the equivalent of an additional \$15 per week (\$780 per year). There will be no increase at the start rate, and all other steps will be exponentially increased. The 2020 general wage increase will be applied after this base pay improvement.

Clerical Associate Wage Table - Current through 2020		
	Current	Effective 02/22/2020
1	\$406.50	\$406.50
2	\$427.50	\$429.00
3	\$449.50	\$452.50
4	\$473.00	\$477.50
5	\$497.50	\$504.00
6	\$523.50	\$532.00
7	\$550.50	\$561.50
8	\$579.00	\$592.50
9	\$609.00	\$625.50
10	\$640.50	\$660.00
11	\$674.00	\$696.50
12	\$709.00	\$735.00
13	\$745.50	\$775.50

Workforce Administrator Wage Table - Current through 2020		
	Current	Effective 02/22/2020
1	\$422.00	\$422.00
2	\$442.50	\$444.00
3	\$464.00	\$467.00
4	\$486.50	\$491.50
5	\$510.50	\$517.00
6	\$535.00	\$544.00
7	\$561.00	\$572.50
8	\$588.50	\$602.00
9	\$617.00	\$633.50
10	\$647.00	\$666.50
11	\$678.50	\$701.00
12	\$711.50	\$737.50
13	\$746.00	\$776.00

New Monitoring Limits

The number of evaluative observations that can be observed in a month will be limited to eight (8). The selection of calls to be observed will alternate between management and the member, with management selecting the first call. Management determines the method of evaluation. Any additional calls observed cannot be used for discipline except in cases of misconduct.

New "Mini Shift Bid" Program

In order to protect seniority and scheduling, when new hires are brought into a center; management will initiate a process to place them in open slots after existing members have had an opportunity to bid on the open slots based on seniority order. Any slots available after the "mini-shift bid" will be filled with New Hires.

New Rules for Members Performing MI60 Duties

MI60 duties will be performed by bargaining unit employees only on a voluntary basis and subject to final selection by management. Such assignments will be rotated every six (6) months and aligned with shift bids. A minimum 10% differential will be paid. Duties will include assisting management with floor support, chat support and handling escalations. No other management duties are included – not coaching, observing, or any other documentation of performance.

New Rules for Team Lead Program in Oklahoma City

The agreement commits that bargained employees assigned to the Team Lead program in the Oklahoma City business center will have no involvement in discipline or performance evaluation of other employees. Team Lead assignments will include no less than the already bargained 10% relief differential.



6. Technicians

New Company-Provided Safety Boots

Wireless Technicians required under company policies to wear climbing boots will provide one (1) pair per calendar year in a process determined by the company.

New Company Provided Prescription Safety Glasses

Technicians required to wear safety glasses under company policies will be provided prescription glasses (if required) under the following terms: indoor technicians will receive one (1) pair of clear lens glasses and outdoor technicians will receive one (1) pair of dark or photochromatic lens glasses. The company will determine the process by which prescription safety glasses are provided.

On Call Duty Pay Increase

The daily rate for on-call pay will be increased \$2 per day, from \$36 per day to \$38 per day. This is in addition to any compensation for the actual duty.

7. IHX Workers

A new title (Integrated Solutions Representative) has been created under our agreement for Home Solutions members in Arkansas who recently voted to join CWA.

Our new brothers and sisters will now enjoy the same protections and benefits as current AT&T Mobility represented workers. This includes protections from arbitrary discipline and terminations, guaranteed differentials and overtime, seniority protections for surpluses and scheduling. They will also see immediate improvements in their benefits, including reduced costs for health care.

The union and the company have agreed to mediation following bargaining to determine whether a wage table will be established for this new title.

Our agreement also ensures continued access to AT&T sales system through the establishment of new non-management access codes.

8. Other Changes

Time Off for Union Activities

Current language allowing paid time off for union activists and officers in order to enforce the contract or advance union programs has been improved to allow for up to 2 representatives per local to be paid up to 960 hours per year for union activities. If the Local Union president is also covered by the contract, then the local may have up to three representatives per year off for up to 960 hours each. Unpaid leaves of absence have increased to 12 years.

New Non-Discrimination Protection for Gender Identity and Expression

Non-discrimination protections have been expanded to include gender identity and expression among the protected classes in our collective bargaining agreement.

Absence-related Discipline During a State of Emergency

Information provided by employees regarding a State of Emergency declared by a state or local government will be considered by the Company prior to discipline related to tardiness and absence.

