

Settlement Agreement

The parties to this agreement are the Communications Workers of America, AFL-CIO, District 6 (Union) and AT&T Mobility Services LLC and AT&T Customer Services, Inc., jointly (Company). The Union and the Company intend through this settlement to resolve fully all issues and disputes between them concerning the new job title known as Virtual Sales Expert (VSE) and all issues arising in current Unfair Labor Practice litigation related to NLRB Case No. 16-CA-279851 (including any amendments thereto) between them concerning the VSE job title. Accordingly, the parties agree as follows:

1. The following wage table will be incorporated into Appendix A of the 2020 Regional Labor Agreement as the permanent wage rate applicable to the VSE title:

| <u>Step</u> | <u>Effective</u> <u>2/21/2021</u> | <u>Effective</u> <u>2/20/2022</u> | <u>Effective</u> <u>2/19/2023</u> |
|--------------------|--|--|--|
| 1 | 427.50 | 427.50 | 427.50 |
| 2 | 454.00 | 455.00 | 456.00 |
| 3 | 482.00 | 484.00 | 486.00 |
| 4 | 512.00 | 515.00 | 518.00 |
| 5 | 543.50 | 548.00 | 552.50 |
| 6 | 577.50 | 583.50 | 589.00 |
| 7 | 613.00 | 621.00 | 628.00 |
| 8 | 651.00 | 660.50 | 669.50 |
| 9 | 691.50 | 703.00 | 713.50 |
| 10 | 734.50 | 748.00 | 761.00 |
| 11 | 780.00 | 796.00 | 811.00 |
| 12 | 828.00 | 847.00 | 865.00 |
| 13 | 879.50 | 901.50 | 922.00 |

These wages will be paid on a forward-looking basis.

2. Retail Sales Consultants who participated in the VSE job trial will receive a lump sum bonus payment equivalent to the base wages between their step shown in the 2020 RSC table and the corresponding step in the wage table below. The bonus payment will be paid to all employees who voluntarily participated and remain in a District 6 bargained title at date of payout. All payments are subject to having appropriate taxes and deductions withheld. The Company will notify the Union of the payout date for the bonus payment and will provide the Union with a list of employees who are eligible for the payment along with the amount due for each employee prior to the payout.

| <u>Step</u> | <u>Weekly Rate</u> |
|-------------|------------------------|
| 1 | 427.50 |
| 2 | 453.00 |
| 3 | 480.00 |
| 4 | 508.50 |
| 5 | 539.00 |
| 6 | 571.00 |
| 7 | 605.00 |
| 8 | 641.00 |
| 9 | 679.00 |
| 10 | 719.50 |
| 11 | 762.50 |
| 12 | 808.00 |
| 13 | 856.00 |

For example, a Retail Sales Consultant on Step 13 of the 2020 RSC wage table would receive the difference in their base wages between Step 13 in the table above and Step 13 in RSC wage table for time spent in the trial. A Retail Sales Consultant on Step 9 of the 2020 RSC wage table would receive the difference in their base wages between Step 9 in the table above and Step 9 in RSC wage table for time spent in the trial.

3. The Union shall withdraw any and all charges and agrees not to refile any charges related to the trial, implementation of the trial, negotiations related to wage bargaining, or any other issues related to the VSE job title. This includes but is not limited to NLRB Case No. 16-CA-279851 currently pending before the NLRB.

Sylvia J. Ramos

For the Union

July 27, 2021

Date

[Signature]

For the Company

July 27, 2021

Date