

Via E-mail to sramos@cwa-union.org

August 18, 2021



Ms. Sylvia J. Ramos
Assistant to Vice President
CWA District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, TX 78735

Re: EXTENSION OF COVID-19 WORK AT HOME MOA

Dear Sylvia,

This will confirm that the April 2020 Emergency Work at Home MOA is hereby extended as follows: The MOA shall remain in effect through January 2, 2022.

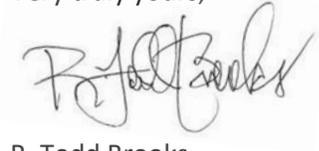
For reporting centers where as of January 2, 2022 a legal requirement does not exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), employees will be scheduled to return to work beginning on or after Monday, January 3, 2022, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

For any reporting center where as of January 2, 2022, a legal requirement continues to exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), the MOA will remain in effect. When the social distancing legal requirement is eliminated, employees will be scheduled to return to work beginning on or after Monday of the following week, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement and the underlying facts related to this agreement shall not be cited by any party in any proceeding in any forum including, but not limited to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Very truly yours,



R. Todd Brooks
Manager, Field Labor Relations

Agreed for the Union: Sylvia J. Ramos
Sylvia J. Ramos
Assistant to the Vice President
CWA District 6

Date: August 25, 2021



Shane M. Keith
Vice President – Labor Relations
sk4778@FTR.com

7979 N. Belt Line Road
Irving, TX 75063
469-493-9107

Via E-mail to sramos@cwa-union.org

June 14, 2021

Ms. Sylvia Ramos
Assistant to Vice President
CWA District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, TX 78735

Re: Extension of COVID-19 Work At Home MOA

Dear Sylvia,

This will confirm that the April 2020 Emergency Work at Home MOA is hereby extended as follows:

The MOA shall remain in effect through September 30, 2021.

For reporting centers where as of September 30, 2021 a legal requirement does not exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), employees will be scheduled to return to work beginning on or after Monday, February 1, 2021, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

For any reporting center where as of September 30, 2021, a legal requirement continues to exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), the MOA will remain in effect. When the social distancing legal requirement is eliminated, employees will be scheduled to return to work beginning on or after Monday of the following week, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement and the underlying facts related to this agreement shall not be cited by any party in any proceeding in any forum including, but not limited

to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Very truly yours,

Shane M. Keith

Shane M. Keith
Vice President, Labor Relations

Agreed for the Union:

Arturo J. Ramos

Assistant to the Vice President

Date:

June 15, 2021



Shane M. Keith
Vice President – Labor Relations
sk4778@FTR.com

7979 N. Belt Line Road
Irving, TX 75063
469-493-9107

Via E-mail to sramos@cwa-union.org

March 17, 2021

Ms. Sylvia Ramos
Assistant to Vice President
CWA District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, TX 78735

Re: Extension of COVID-19 Work At Home MOA

Dear Sylvia,

This will confirm that the April 2020 Emergency Work at Home MOA is hereby extended as follows:

The MOA shall remain in effect through June 30, 2021.

For reporting centers where as of June 30, 2021 a legal requirement does not exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), employees will be scheduled to return to work beginning on or after Monday, February 1, 2021, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

For any reporting center where as of June 30, 2021, a legal requirement continues to exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), the MOA will remain in effect. When the social distancing legal requirement is eliminated, employees will be scheduled to return to work beginning on or after Monday of the following week, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement and the underlying facts related to this agreement shall not be cited by any party in any proceeding in any forum including, but not limited

to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Very truly yours,

Shane M. Keith

Shane M. Keith
Vice President, Labor Relations

Agreed for the Union:

Date:

Sylvia J. Ramos

Assistant to the Vice President

March 24, 2021



Shane M. Keith
Vice President – Labor Relations
sk4778@FTR.com

7979 N. Belt Line Road
Irving, TX 75063
469-493-9107

Via E-mail to sramos@cwa-union.org

September 22, 2020

Ms. Sylvia Ramos
Assistant to Vice President
CWA District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, TX 78735

Re: Extension of COVID-19 Work At Home MOA

Dear Sylvia,

This will confirm that the April 2020 Emergency Work at Home MOA is hereby extended as follows:

The MOA shall remain in effect through January 31, 2021.

For reporting centers where as of January 31, 2021 a legal requirement does not exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), employees will be scheduled to return to work beginning on or after Monday, February 1, 2021, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

For any reporting center where as of January 31, 2021, a legal requirement continues to exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), the MOA will remain in effect. When the social distancing legal requirement is eliminated, employees will be scheduled to return to work beginning on or after Monday of the following week, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement and the underlying facts related to this agreement shall not be cited by any party in any proceeding in any forum including, but not limited

to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Very truly yours,

Shane M. Keith

Shane M. Keith
Vice President, Labor Relations

Agreed for the Union:

Date:

Sylvia J. Ramos

Sept. 23, 2020

Sylvia J. Ramos
Assistant to the Vice President
CWA District 6



Shane M. Keith
Vice President – Labor Relations
Shane.Keith@FTR.com

7979 N. Belt Line Road
Irving, TX 75063
469-493-9107

Via E-mail to sramos@cwa-union.org

June 24, 2020

Ms. Sylvia Ramos
Assistant to Vice President
CWA District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, TX 78735

Re: Extension of COVID-19 Work At Home MOA

Dear Sylvia,

This will confirm that the April 2020 Emergency Work at Home MOA is hereby extended as follows:

The MOA shall remain in effect through September 25, 2020.

For reporting centers where as of September 25, 2020 a legal requirement does not exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), employees will be scheduled to return to work beginning on or after Monday September 28, 2020, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

For any reporting center where as of September 25, 2020, a legal requirement continues to exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), the MOA will remain in effect. When the social distancing legal requirement is eliminated, employees will be scheduled to return to work beginning on or after Monday of the following week, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement and the underlying facts related to this agreement shall not be cited by any party in any proceeding in any forum including, but not limited

to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Very truly yours,

Shane M. Keith
Vice President, Labor Relations

Shane M. Keith

Agreed for the Union:

Date:

Sylvia J. Ramos

June 25, 2020

Sylvia J. Ramos
Assistant Vice President



Shane M. Keith
Vice President – Labor Relations
Shane.Keith@FTR.com

7979 N. Belt Line Road
Irving, TX 75063
469-493-9107

Via E-mail to sramos@cwa-union.org

June 24, 2020

Ms. Sylvia Ramos
Assistant to Vice President
CWA District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, TX 78735

Re: Extension of COVID-19 Work At Home MOA

Dear Sylvia,

This will confirm that the April 2020 Emergency Work at Home MOA is hereby extended as follows:

The MOA shall remain in effect through September 25, 2020.

For reporting centers where as of September 25, 2020 a legal requirement does not exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), employees will be scheduled to return to work beginning on or after Monday September 28, 2020, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

For any reporting center where as of September 25, 2020, a legal requirement continues to exist for “social distancing” in the entire workplace, which includes, but not limited to, elevators, breakrooms, restrooms and common areas (maintain a separation of at least 6 feet between individual employees), the MOA will remain in effect. When the social distancing legal requirement is eliminated, employees will be scheduled to return to work beginning on or after Monday of the following week, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement and the underlying facts related to this agreement shall not be cited by any party in any proceeding in any forum including, but not limited

to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Very truly yours,

Shane M. Keith
Vice President, Labor Relations

Shane M. Keith

Agreed for the Union:

Date:

Sylvia J. Ramos

June 25, 2020

Sylvia J. Ramos
Assistant Vice President



Shane M. Keith
Vice President – Labor Relations
Shane.Keith@FTR.com

7979 N. Belt Line Road
Irving, TX 75063
469-493-9107

Via E-mail to sramos@cwa-union.org

April 29, 2020

Ms. Sylvia Ramos
Assistant to Vice President
CWA District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, TX 78735

Re: Extension of COVID-19 Work At Home MOA

Dear Sylvia,

This will confirm that the March 2020 Emergency Work at Home MOA is hereby extended as follows.

The MOA will remain in effect through at least June 26, 2020.

For reporting centers where as of June 26, 2020, a legal requirement does not exist for “social distancing” in the workplace (maintaining a separation of at least 6 feet between individual employees), employees will be scheduled to return to work beginning on or after Monday June 29, 2020, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments. For any reporting center where as of June 26, 2020, a legal requirement continues to exist for “social distancing” in the workplace (maintaining a separation of at least 6 feet between individual employees), the MOA will remain in effect. When the social distancing legal requirement is eliminated, employees will be scheduled to return to work beginning Monday of the following week, over a period of at least 2 full weeks (and no longer than 4 full weeks) to coordinate their return to work with other departments.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement, and the underlying facts related to this agreement, shall not be cited by any party in any proceeding in any forum including, but not limited to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Very truly yours,

Shane M. Keith

Shane M. Keith
Vice President, Labor Relations

Agreed for the Union:

Date:

Sylvia J. Ramos

April 29, 2020



LABOR RELATIONS
7979 N. Beltline Dr.
Irving, TX 75063
972/399-5770

March 16, 2020

Anthony Shaffer
Communications Workers of America
Dallas Staff Office
2300 Valley View Lane, Suite 700
Irving, TX 75062

Re: COVID-19 Work at Home

Dear Tony,

As a result of the current COVID-19 outbreak, through the end of April 2020 certain eligible employees shall be entitled to work at home on a voluntary basis. Management will determine how many employees are eligible to work at home by title, location and work group, and employees in the eligible title, location and work group will volunteer to work at home. If there are more volunteers in a particular title, location and work group than management determines are eligible to work at home, volunteers will be selected by seniority. Every accepted volunteer's wages, benefits and other terms and conditions of employment will continue to be governed by the applicable collective bargaining agreement.

Accepted volunteers will be responsible for installing and maintaining all Company property provided to them in order to perform work at home. While working at home, it is the accepted volunteer's responsibility to comply with all Company rules and policies. For example, all accepted volunteers must use all Company property in accordance with Company rules and policies and protect Company and customer proprietary information in accordance with such rules and policies. Management retains the discretion to terminate an accepted volunteer's temporary work at home arrangement if an accepted volunteer fails to abide by the Company's work rules or policies. If any accepted volunteer comes to their normal reporting location during their temporary work at home arrangement, no payment for mileage or travel time will be made.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement, and the underlying facts related to this agreement, shall not be cited by any party in any proceeding in any forum including, but not limited to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Todd Brooks
Labor Relations Manager

Agreed for the Union:

March 18, 2020
Date: