

Mobility Contract Explanation Questions

1. What are the changes to our healthcare options and what does 29% mean?
- The Union was successful in negotiating an additional 3rd option for healthcare to give more options to our members.
 - Option 1 – The plan has higher monthly premiums and lower deductibles for members that are using the full benefit of our healthcare.

| 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 |

- Option 2 – The plan has upfront savings in the cost of monthly premiums but does include higher deductibles.

| Option 2 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 | \$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 |

- Option 3 – The plan has very low premiums but a lot higher deductibles and is geared towards an individual who does not have a family.

| Option 3 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 | \$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 | | | |

- The 29% is our overall cost of the three plan options that are available to our members to select. The Union drew the line that we will not allow anymore cost shifting to the members for healthcare. Any member hired prior to 01/01/2017 will not see any change in healthcare other than the rise in healthcare premiums from year to year because healthcare cost continues to rise. Anyone that was hired after 01/01/2017 was paying a higher cost for healthcare and will now fall under the current lower cost plans.
2. Does the two week paid Parental Leave include adoption?
 - Parental Leave will be effective 01/01/2021 and includes two weeks of paid leave for the birth or adoption of a child.
 3. How is the 7% related to Call Center percentages broken up per center?
 - The Union negotiated a 7% level of calls to Call Centers that fall under the Purple Labor Agreement. The Company has to meet the 7% guideline and if not there is a no layoff provision.
 4. What is the timeframe for the \$2,500 to be added to the Retail Sales Consultants wage table?
 - The \$2,500 moved from "At-Risk" into the base wages for RSC's will happen shortly after the ratification of this agreement and we are estimating May 1st or June 1st for the transition.
 5. If someone is on Short Term Disability when will they get the ratification bonus?
 - The member who is on Short Term Disability will receive the ratification bonus on the following paycheck after they return to work.

6. Why did the wage percentage decrease in year 3 and 4 instead of increase?
 - The wage increases were bargained to maximize the highest overall compounded wage increase over the life of the agreement at 9.84%
7. When will the voting begin for the ratification and is there a timeframe for how long people can vote?
 - The voting timeframe will start on March 9th and run until March 23rd. The voting will be handled by Ballotpoint and members will receive a postcard in the mail with a passcode that is unique to each member to place their vote electronically.
8. About the 2% increases. Why are we starting at 2%? We made AT&T billions of dollars?
 - The Union attempted to bargain a substantial wage increase for all members and the wage increases are comparable to the wage increases achieved in the other Mobility Agreements.
9. They're doing away with Client Services Specialist group and putting in with tech? Will they go into a lower pay structure than they are, how will it affect us? How is combining the titles for Client Specialist an upgrade when tenured agents are doing a more difficult job and having the same money paid?
 - The Combined Customer Service Representative title is the combination of Customer Service Representative 1's, Client Service Specialists and Customer Support Specialists who primarily perform MSS functions.
 - The Union attempted to bargain away the disparity between the different pay scales but Client Service Specialists and Customer Support Specialist that are at the top of their pay scale may see a portion of the initial wage increase in form of a lump sum.
 - An example of this is the Customer Support Specialist is at top pay of \$828.00 per week. You would be moved to \$830.50 on the new scale and would receive the remainder of the 2% wage increase in form of a lump sum.
 - Combined Customer Service Representative Wage Table:

| Step | CSR 1 Wages | New Title Wages | Step | <u>Effective</u> <u>2/22/2020</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 | \$414.50 | \$600.00 | 1 | 600.00 | 600.00 | 600.00 | 600.00 |
| 2 | \$436.50 | \$615.50 | 2 | 616.50 | 618.00 | 619.00 | 620.50 |
| 3 | \$460.00 | \$631.50 | 3 | 633.50 | 636.50 | 639.00 | 641.50 |
| 4 | \$484.00 | \$647.50 | 4 | 651.00 | 655.50 | 659.50 | 663.00 |
| 5 | \$510.00 | \$664.00 | 5 | 668.50 | 675.00 | 680.50 | 685.50 |
| 6 | \$537.00 | \$681.50 | 6 | 687.00 | 695.00 | 702.00 | 708.50 |
| 7 | \$565.50 | \$699.00 | 7 | 706.00 | 715.50 | 724.50 | 732.50 |
| 8 | \$596.00 | \$717.00 | 8 | 725.50 | 737.00 | 747.50 | 757.50 |
| 9 | \$627.50 | \$735.50 | 9 | 745.00 | 759.00 | 771.50 | 783.00 |
| 10 | \$661.00 | \$754.00 | 10 | 765.50 | 781.50 | 796.00 | 809.50 |
| 11 | \$696.00 | \$773.50 | 11 | 786.50 | 805.00 | 821.50 | 837.00 |
| 12 | \$733.00 | \$793.50 | 12 | 808.50 | 829.00 | 848.00 | 865.00 |
| 13 | \$772.00 | \$814.00 | 13 | 830.50 | 853.50 | 875.00 | 894.50 |

10. Has any of the sick pay been affected in the new contract for any of the long term grandfathered employees?
 - Sick Leave has been capped at 10 paid days per year for everyone hired prior to 01/01/2017.
11. Can the wage increase be broken down into dollars and cents? Not in a percentage?
 - The wage tables for every title within the agreement have been posted on our District 6 website under the Tentative Agreement and every member will receive a Contract Explainer that will include all the wage tables.
12. Upgrades – there are a few groups that received upgrades – Information Technician positions why were they not included in upgrades verse others?
 - The titles that received upgrades were due to the Local Unions submitting a bargaining proposal to upgrade a specific title. We were able to achieve some upgrades but we did not receive an upgrade for the Information Technician.
13. Clarity on wages being explained – increase for Retail Sales Consultants. How does national wage increase affect this?
 - The Union bargained to remove \$2,500 from At-Risk and placed into the wage table for the Retail Sales Consultants. At-Risk is not guaranteed pay and upgrading the wage table allows for a higher hourly wage, overtime, differentials and holiday pay.

| Retail Sales Consultant | | | | | |
|-------------------------|---------------------|---------------|---------------------|---------------------|---------------------|
| Step | Effective 2/22/2020 | Effective TBD | Effective 2/21/2021 | Effective 2/20/2022 | Effective 2/19/2023 |
| 1 | 354.50 | 402.50 | 402.50 | 402.50 | 402.50 |
| 2 | 378.50 | 427.50 | 428.50 | 429.50 | 430.00 |
| 3 | 404.50 | 454.00 | 456.50 | 458.00 | 460.00 |
| 4 | 432.00 | 482.50 | 486.00 | 489.00 | 491.50 |
| 5 | 461.50 | 512.50 | 517.00 | 521.50 | 525.50 |
| 6 | 493.00 | 544.50 | 550.50 | 556.50 | 561.50 |
| 7 | 526.50 | 578.50 | 586.50 | 593.50 | 600.00 |
| 8 | 562.50 | 614.50 | 624.00 | 633.50 | 641.50 |
| 9 | 600.50 | 652.50 | 664.50 | 675.50 | 685.50 |
| 10 | 641.50 | 693.50 | 707.50 | 721.00 | 733.00 |
| 11 | 685.50 | 736.50 | 753.50 | 769.00 | 783.50 |
| 12 | 732.00 | 782.50 | 802.00 | 820.50 | 837.50 |
| 13 | 782.00 | 831.00 | 854.00 | 875.50 | 895.00 |

14. Why wasn't the Wichita Falls Call Center included in raise with other call centers?
 - The Wichita Falls Call Center does not perform MSS functions and the upgrade was directly based on the functions performed. We had another proposed upgrade for the Wichita Falls Call Center but was unable to reach an agreement with the Company.

15. Are we missing a number of Letters that were left out from the Tentative Agreement?
- The Union was able to keep and extend all Letters within and outside of our agreement. Letters that did not have changes were not included in the Tentative Agreement.