



April 2, 2020

TO: AT&T Legacy T Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Carry Over Vacation

Please see the [attached letter](#) from CWA T&T responding to several inquiries regarding the Company's position on carry over vacation.

SJR/sv

opeiu#13

[Letter](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

Communications
Workers of America
AFL-CIO, CLC

501 Third Street, N.W.
Washington, D.C. 20001-2797
(202) 434-1296 ~ Phone
(202) 434-1308 ~ Fax

Ken Saether
Assistant to Vice President
Telecommunications & Technologies



VIA E-MAIL

ATT-019
PR-006
NIC-009

April 1, 2020

To: Local Presidents Representing AT&T Legacy T/Legacy T Puerto Rico and NIC Members

Re: Carry Over Vacation

We have made several attempts to get the Company to either extend or buyback carry over vacation. The Company has stated they are not denying anyone the time requested, therefore they are not willing to extend or buyback the carryover vacation.

We have received a few inquiries regarding this topic so we wanted to let you know the Company's position as of today.

Please share this with your AT&T members.

KS:wrc
opeiu-2, afl-cio



April 2, 2020

TO: AT&T Legacy T Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Update from the CWA T&T Office

Please see the [attached letter](#) from Vice President Bolton containing the T&T office latest update.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

Communications
Workers of America
AFL-CIO, CLC

501 Third Street, N.W.
Washington, D.C. 20001-2797
(202) 434-1296 ~ Phone
(202) 434-1308 ~ Fax

Ken Saether
Assistant to Vice President
Telecommunications & Technologies



VIA E-MAIL

L – 009

April 1, 2020

To: All CWA T&T Local Presidents

Re: Update from the T&T Office

As we go through week three of the CWA Headquarters building closure and the T&T Office working remotely, we want to update you.

We know it hasn't been easy for you; it hasn't been easy for any of us either. However, we have been able to continue to represent the membership. We have made some amazing agreements with companies that will benefit our members during this time of the COVID-19 pandemic and continue to work with the other companies.

All of the agreements are not perfect. But we do what we can and we get what we can get. Our goal is to do what's best for the most. We strive to have protections in place for members' jobs and try to limit the financial impact to the extent that we can.

We can always look back and say we could have or should have; the fact is we are making decisions quickly based on the information available at the time. Our sole agenda is protection of the membership.

Most of the medical professionals expect this to get worse before it gets better. I say this only because it's important that we stay the course! We're doing well today but tomorrow might be tougher. We have to be even tougher to maintain status quo.

I could go on about how hard we are working and how many hours we are putting in but that doesn't matter. We, as you, do what it takes. As leaders, your members and officers are depending on you now more than ever. This is a time of uncertainty and we all need to rise up, support and comfort those in our organizations.

We ask for your help by limiting unnecessary e-mails and texts. If you have an issue that is causing someone harm, by all means reach out for assistance, advice, etc. The questions on "what if" distract us from the more important issues at hand.

Thank you for your continued support. We will get through this together. Stay safe!

KS:wrc
opeiu-2, afl-cio



March 25, 2020

TO: AT&T Legacy T Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Cash Award Program Memorandum of Agreement (MOA)

Please see the attached letter from T&T Vice President Lisa Bolton that includes a Cash Award Program MOA that was finalized this morning.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives



ATT – 017A
PR – 004A
NIC – 007A

March 25, 2020

To: Local Presidents Representing AT&T Legacy T/Legacy T Puerto Rico
& NIC Members

Subject: Cash Award Incentive – Signed MOA

Please see the attached Cash Award Program Memorandum of Agreement.
The 20% pay increase referred to in the MOA applies to all hours
worked, including overtime.

All bargained for employees are eligible for this program. During this pandemic, essential services are more important than ever and CWA members continue to step up to make sure our communications network is up and running! Thank you so much and please follow all recommended safety guidelines.

Please email our office with any questions or concerns.

In Unity,

A handwritten signature in black ink that reads "Lisa M. Bolton". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Lisa M. Bolton, Vice President
CWA Telecommunications & Technologies

/attachments

LB/slr

This Agreement between AT&T Corp., AT&T Services, Inc. (the Company) and Communications Workers of America (the Union) (collectively “Parties”) outlines the understandings reached by the Parties regarding cash award payments for attendance for eligible employees covered by the Agreement By and Between Certain Business Operating Units and Divisions of AT&T Corp. and Communications Workers of America (“CBA”) during the special circumstances of the COVID-19 Pandemic. For purposes of this Agreement we will refer to the program as the COVID-19 AT&T U.S. Cash Award Program (“Cash Award Program” or “CAP”). This Agreement provides for a cash award for attendance during a period of exceptional challenges arising from the COVID-19 Pandemic.

COVID – 19 AT&T U.S. Cash Award Program

1. The Parties agree that the COVID-19 Pandemic has created workforce issues due to social distancing efforts, shelter-in-place orders, and general efforts to avoid the spread of the virus for the public good. The Parties further understand that the Company is an essential business that is instrumental in efforts to promote the operation of the economy, support healthcare and emergency services efforts, and inform the public of critical developments through its communications and media businesses. The Parties therefore agree to allow the Company to institute a Cash Award Program to recognize employees who perform work during this challenging time to help customers stay connected to important resources.
2. Participation includes all titles covered by the CBA.
3. The CAP will be effective on the day following the execution of this Agreement. The Company may cancel the Agreement upon written notice, although the Parties intend to allow the CAP to remain in place as necessary to allow the Company to fulfill its essential public function.
4. The cash award provided by the CAP (“Cash Award”) will be the equivalent of twenty percent (20%) of pay at the regular rate for hours actually worked by covered employees, subject to the following terms:
 - a. The Cash Award does not constitute wages, but will be paid in a lump sum in the same paycheck as the hours worked that resulted in a Cash Award payment - it will be noted on the paycheck as “Cash Awd – Non Disc (FLSA)”;
 - b. While the Cash Award is not wages, the Company will include an additional amount in the lump sum Cash Award payment to compensate employees for overtime worked as if the Cash Award were included in the regular rate for the straight time hours upon which the Cash Award was based in order to comply with any federal, state or local wage and hour laws;
 - c. The Cash Award will be taxed at a flat rate and will not contribute to or be eligible for pension, savings, or life insurance;
 - d. Because the Cash Award does not constitute wages, the Parties agree that its payment shall not impact or be impacted by any other provisions of the contract that would normally affect or be affected by wages or wage rates, including but not limited to provisions for differentials, holidays worked, etc.;
 - e. Because the Cash Award is designed to encourage employees to work, it shall not apply to any time not actually spent working for the Company, including but not limited to paid hours not worked, illness absence, leaves, vacations, COVID-19 benefits, etc.;

- f. The rate of pay for calculating the Cash Award shall be the rate of pay applicable on the last day of the pay period during which the hours upon which the Cash Award was based were worked;
 - g. The CAP will apply regardless of the location(s) where the employee performed work during the applicable hours.
- 5. The Parties agree that the Company may implement additional incentives designed to recognize employees for the performance of work during the COVID-19 event specific to its various business units in accordance with the needs of the business during the period in which this Agreement is in effect.
- 6. The Parties understand and agree that the CAP is a joint effort to address the exigent circumstances presented by the COVID-19 Pandemic. They do not intend this cooperative effort to set any precedent concerning incentives or the duty to bargain cash awards or other incentives and agree not to use this Agreement for any purpose or in any proceeding other than as evidence to resolve disputes over the application of this Agreement.

CONCUR:



Diane Bradley
Vice President
Labor Relations

3/24/20

Date



Lisa Bolton
Vice President
Telecommunications & Technologies

3/24/20

Date

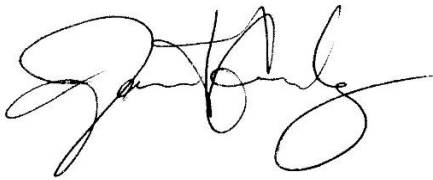
This Agreement between AT&T Services, Inc and DIRECTV, LLC (collectively referred to as the “Company”) and the Communications Workers of America (the “Union”) (collectively “Parties”) outlines the understandings reached by the Parties regarding cash award payments for attendance for eligible employees covered by the National Internet Contract (“CBA”) during the special circumstances of the COVID-19 Pandemic. For purposes of this Agreement we will refer to the program as the COVID-19 AT&T U.S. Cash Award Program (“Cash Award Program” or “CAP”). This Agreement provides for a cash award for attendance during a period of exceptional challenges arising from the COVID-19 Pandemic.

COVID – 19 AT&T U.S. Cash Award Program

1. The Parties agree that the COVID-19 Pandemic has created workforce issues due to social distancing efforts, shelter-in-place orders, and general efforts to avoid the spread of the virus for the public good. The Parties further understand that the Company is an essential business that is instrumental in efforts to promote the operation of the economy, support healthcare and emergency services efforts, and inform the public of critical developments through its communications and media businesses. The Parties therefore agree to allow the Company to institute a Cash Award Program to recognize employees who perform work during this challenging time to help customers stay connected to important resources.
2. Participation includes all titles covered by the CBA.
3. The CAP will be effective on the day following the execution of this Agreement. The Company may cancel the Agreement upon written notice, although the Parties intend to allow the CAP to remain in place as necessary to allow the Company to fulfill its essential public function.
4. The cash award provided by the CAP (“Cash Award”) will be the equivalent of twenty percent (20%) of pay at the regular rate for hours actually worked by covered employees, subject to the following terms:
 - a. The Cash Award does not constitute wages, but will be paid in a lump sum in the same paycheck as the hours worked that resulted in a Cash Award payment - it will be noted on the paycheck as “Cash Awd – Non Disc (FLSA)”;
 - b. While the Cash Award is not wages, the Company will include an additional amount in the lump sum Cash Award payment to compensate employees for overtime worked as if the Cash Award were included in the regular rate for the straight time hours upon which the Cash Award was based in order to comply with any federal, state or local wage and hour laws;
 - c. The Cash Award will be taxed at a flat rate and will not contribute to or be eligible for pension, savings, or life insurance;
 - d. Because the Cash Award does not constitute wages, the Parties agree that its payment shall not impact or be impacted by any other provisions of the contract that would normally affect or be affected by wages or wage rates, including but not limited to provisions for differentials, holidays worked, etc.;
 - e. Because the Cash Award is designed to encourage employees to work, it shall not apply to any time not actually spent working for the Company, including but not limited to paid hours not worked, illness absence, leaves, vacations, COVID-19 benefits, etc.;

- f. The rate of pay for calculating the Cash Award shall be the rate of pay applicable on the last day of the pay period during which the hours upon which the Cash Award was based were worked;
 - g. The CAP will apply regardless of the location(s) where the employee performed work during the applicable hours.
5. The Parties agree that the Company may implement additional incentives designed to recognize employees for the performance of work during the COVID-19 event specific to its various business units in accordance with the needs of the business during the period in which this Agreement is in effect.
6. The Parties understand and agree that the CAP is a joint effort to address the exigent circumstances presented by the COVID-19 Pandemic. They do not intend this cooperative effort to set any precedent concerning incentives or the duty to bargain cash awards or other incentives and agree not to use this Agreement for any purpose or in any proceeding other than as evidence to resolve disputes over the application of this Agreement.

CONCUR:



Assistant Vice President
SW Labor Relations

3/24/20

Date



Vice President
Communications Workers of America

3/24/20

Date



March 23, 2020

TO: AT&T Legacy T Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: AT&T Legacy T/NIC - Work from Home Update

Please see attached letter from AT&T.

Should you have any questions please contact your assigned CWA Representative.

SJR/nt

opeiu#13

[Attachment](#)

c: Administrative Staff

CWA Staff



VIA E-MAIL

ATT-014A
PR-001A
NIC-004A

March 21, 2020

To: Local Presidents Representing AT&T Legacy T/Legacy T Puerto Rico and NIC Members

Re: Work from Home Update

Please see the attached information received from AT&T. This correspondence applies to all bargained-for employees at AT&T.

Please note:

- This is a list of those titles/locations AT&T plans on initiating discussions over next few weeks for work from home;
- Some locations were offered as early as Friday and will begin working from home on Monday;
- Other locations, it may be 1-2 weeks before AT&T offers the work from home option;
- Due to system requirements this will be a fluid process;
- AT&T will be tracking and sharing the lists of employees who have chosen the work from home option.

If you have additional questions, please contact our office.

/attachment

LB:wrc
opeiu-2, afl-cio

VP	Job Function Summary	Job Title	Location	Contract	Total HC	Approved
Le	CC Sales, Service, Loyalty, Care & Tech	Account Rep	KANSAS CITY	Legacy T	44	Y
Le	CC Sales, Service, Loyalty, Care & Tech	Account Rep Lev	KANSAS CITY	Legacy T	9	Y
Simon	CC Sales, Service, Loyalty, Care & Tech	NCG Rep	RICHARDSON	NIC	11	Y
Young	CC Sales, Service, Loyalty, Care & Tech	Cust Asst	ORANGE PARK	NIC	94	Y
Young	CC Sales, Service, Loyalty, Care & Tech	internet Asst	ORANGE PARK	NIC	1	Y
Young	CC Sales, Service, Loyalty, Care & Tech	NCG Rep	RICHARDSON	NIC	30	Y
Young	CC Sales, Service, Loyalty, Care & Tech	Tech Support Rep 2	RICHARDSON	NIC	98	Y
Renz	Collections Inbound Call Rep	CREDIT REPRESENTATIVE, CREDIT REPRESENTATIVE, CSTR SLS & SVC SPCLT	Minneapolis, MN	Legacy T	229	Y
Renz	Admin Support	SENIOR OFFICE CLERK	Minneapolis, MN	Legacy T	2	Y
Kafka	R&D, Wireless	Senior Records Clerk	Middletown, NJ	Legacy T	1	Y
Rudolph	Administrative	Senior Records Clerk	Middletown, NJ	Legacy T	1	Y
Rudolph	Administrative	Senior Records Clerk	Middletown, NJ	Legacy T	1	Y
Paradise	Provisioning OA&M connectivity on CO LANs	Communications Technicians	Kansas City, MO	Legacy T	1	Y
Paradise	Provisioning OA&M connectivity on CO LANs	Systems Specialist Tech	Hoover, AL	Legacy T	1	Y
Satterlee	VOUCHERS, SCHEDULE MEETINGS	SENIOR RECORDS CLERK	MIDDLETOWN, NJ	Legacy T	2	Y
Austin	Assistant, Calendar Scheduling, Expense Reports, Ordering	Senior Records Clerk	Middletown, NJ	Legacy T	33	Y
Brickhaus	EPAS	DT PROCG ASSC III (DPA III)	Alpharetta	Legacy T	23	Y

VP	Job Function Summary	Job Title	Location	Contract	Total HC	Approved
Brickhaus	EPAS	DT PROCG ASSC IV (DPA IV)	Alpharetta	Legacy T	1	Y
Brickhaus	EPAS	Report Clerk	Alpharetta	Legacy T	1	Y
Brickhaus	Service Desk	SENIOR DATA PROCESSING CLK	Atlanta	Legacy T	7	Y
Brickhaus	Service Desk	COMMUNICATIONS TECHNICIAN	Glennwood	Legacy T	18	Y
Brickhaus	TSI Service Delivery	Infrastrte Cstrcare Desktopspt	996 SAN ROBERTO STREET REPARTO, Puerto Rico	Legacy T PR	1	Y
Liddell	Records Clerk	SENIOR RECORDS CLERK	200 S LAUREL AVE BLDG B, MIDDLETOWN, NJ	Legacy T	1	Y
Lear	Administrator for Arc Flash Report entry updates from shared folders, and running reports; 2.General clerical and administrative support functions for local group.	Senior Records Clerk	1 AT&T Way, Bedminster, NJ	Legacy T	1	Y
Altomari	Technician Support, Technician Rescheduling	Dispatcher	4331 Communications Dr, Dallas, TX 75211	NIC	65	Y
Altomari	Technician Support, Technician Rescheduling	Technical Support Specialist	4331 Communications Dr, Dallas, TX 75211	NIC	8	Y
Altomari	Technician Support, Technician Rescheduling	Service Representative	4331 Communications Dr, Dallas, TX 75211	NIC	11	Y
Altomari	Reschedule customers once L1 Facilities issues cleared	Dispatcher	1995 G Ave, RM Floor 1, Red Oak, IA 51566	NIC	48	Y
Altomari	Technician Support, Technician Rescheduling	Technical Support Specialist	1995 G Ave, RM Floor 1, Red Oak, IA 51566	NIC	11	Y
Altomari	Technician Support, Technician Rescheduling	Dispatcher	213 Industrial BLVD, Floor 1, Tullahoma, TN 37388	NIC	27	Y
Altomari	Technician Support, Technician Rescheduling	Technical Support Specialist	213 Industrial BLVD, Floor 1, Tullahoma, TN 37388	NIC	15	Y
Altomari	Technician Support, Technician Rescheduling	Dispatcher	19335 S Laurel Park Rd, Second Floor, Rancho Dominguez, CA 90220	NIC	23	Y
Altomari	Technician Support, Technician Rescheduling	Technical Support Specialist	161 Inverness Dr W, Englewood, CO 80112	NIC	12	Y
Bawcum	Administrative functions	Administrative Clerk	Puerto Rico	Legacy T PR	1	Y

VP	Job Function Summary	Job Title	Location	Contract	Total HC	Approved
Bawcum	Coordinate critial customer or project orders, monitor critial events, track equipment, provide reporting, support field for various projects nation wide	Operations Specialist	Various - nation wide	Legacy T	14	Y
Dimech	CLERICAL & ADMINISTRATIVE FUNCTIONS	OFFICE COORDINATOR [CWA-T-APP]	3543 STEELHEAD RUN DR NE, ALBANY, OR	Legacy T	1	Y
Hetrick	Outside Plant Constnuction, Repair, & Maintenance	Non Located - Construction Technician	Various	Legacy T	20	Y
Cory	GTOC Technical Support resource which involves desktop support for GTOC consoles, vmail, VPN, PC, Hardware, Server repair, Wallboard repair.	Communications Technician	Bedminster	Legacy T	1	Y
Beck	LD Domestic & International Provisioning	Communications Technician	Greenwood Village, CO	Legacy T	57	Y
Beck	LD Domestic & International Provisioning	Special Operations Clerk	Greenwood Village, CO	Legacy T	2	Y
Beck	Bvoip/E911/	SERVICE REPRESENTATIVE (BUS)	6550 Greenwood Plaza Blvd, Greewnwood Village CO 80111	Legacy T	26	Y
Beck	BVoIP/AIO, PRIME,UNEP/CSR	SERVICE REPRESENTATIVE (BUS)	3601 Kings Way, Sacramento CA 95821	Legacy T	17	Y
Beck	Bvoip Port Out/CSR	Customer Sales & Service Specialist	575 Morosgo Dr NE Atlanta, GA 30324	Legacy T	7	Y
Beck	Transport provisioning	Network Technician	Richardson, TX	NIC	9	Y
Klebonis	Maintenance Technician	COMMUNICATIONS TECHNICIAN	Dallas, TX	Legacy T	37	Y
Klebonis	Maintenance Technician	COMMUNICATIONS TECHNICIAN	St. Louis, MO	Legacy T	18	Y
Klebonis	Maintenance Technician	COMMUNICATIONS TECHNICIAN	Atlanta, GA	Legacy T	10	Y
Klebonis	Maintenance Technician	COMMUNICATIONS TECHNICIAN	Frederick, MD	Legacy T	10	Y
Klebonis	Maintenance Technician	COMMUNICATIONS TECHNICIAN	Newington, CT	Legacy T	7	Y
Klebonis	Maintenance Technician	COMMUNICATIONS TECHNICIAN	Chicago, IL	Legacy T	4	Y
Klebonis	Maintenance Technician	COMMUNICATIONS TECHNICIAN	Fort Worth, TX	Legacy T	4	Y
Traylor	PROVISIONING	COMMUNICATIONS TECHNICIAN [CWA-T-CORE]	ATLANTA, GA	Legacy T	6	Y
Traylor	DESIGN	CSDG ASSEMBLER [CWA-T-CORE]	ATLANTA, GA	Legacy T	59	Y
Traylor	LNS	BUSSVC CSTRSVC PROVSNG ENG [CWA-T-CORE]	SACRAMENTO, CA	Legacy T	7	Y
Traylor	DESIGN	BUSSVCS LD PROVSNG DSGN ENG [CWA-T-CORE]	GREENWOOD VILLAGE, CO	Legacy T	4	Y

VP	Job Function Summary	Job Title	Location	Contract	Total HC	Approved
Traylor	PROVISIONING	NETWORK ORDER ADMINISTRATOR [CWA-T-CORE]	SAINT LOUIS, MO	Legacy T	1	Y
Traylor	PROVISIONING	COMMUNICATIONS TECHNICIAN [CWA-T-CORE]	HUNTINGTON, NY	Legacy T	1	Y
Traylor	PROVISIONING	SERVICE ORDER ADMR [CWA-T-CORE]	ATLANTA, GA	Legacy T	14	Y
Traylor	DISCONNECT	CSDG ASSEMBLER [CWA-T-CORE]	ATLANTA, GA	Legacy T	1	Y
Traylor	PROVISIONING	CSDG ASSEMBLER [CWA-T-CORE]	ATLANTA, GA	Legacy T	2	Y
Traylor	DESIGN	CUSTOMER MAINT TECHNICIAN [CWA-T-CORE]	PISCATAWAY, NJ	Legacy T	1	Y
Traylor	DESIGN	CUSTOMER SWITCH TECHNICIAN [CWA-T-CORE]	PISCATAWAY, NJ	Legacy T	83	Y
Traylor	CLASSIC ORDERING	NETWORK ORDER ADMINISTRATOR [CWA-T-CORE]	CHICAGO, IL	Legacy T	15	Y
Traylor	PROVISIONING	COMMUNICATIONS TECHNICIAN [CWA-T-CORE]	SAINT LOUIS, MO	Legacy T	25	Y
Traylor	PROVISIONING	SPECIAL OPERATIONS CLERK [CWA-T-CORE]	ATLANTA, GA	Legacy T	13	Y
Mitchell-Kastner	Support Legacy T employees who have been offered a voluntary offer and/or surplus, resolve issues and answer questions on internal staffing requisitions	Career Support Coordinator	Dallas, TX (webphone shows Atlanta, GA)	Legacy T	1	Y
Mitchell-Kastner	Support Legacy T employees who have been offered a voluntary offer and/or surplus, resolve issues and answer questions on internal staffing requisitions	Career Support Coordinator	Kansas City, MO	Legacy T	1	Y
Mitchell-Kastner	Support Legacy T employees both active and retirees in the area of medical benefits and liaison to benefit providers for issue resolution.	Managed Care Coordinator	Reynoldsburg, OH (Webphone shows Kansas City, MO)	Legacy T	1	Y



March 23, 2020

TO: AT&T Legacy T Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Extended Paid Time Off - Legacy T/NIC

Please see attached information received from AT&T.

Should you have any questions please contact your CWA Representative.

SJR/nt

opeiu#13

[Attachment](#)

c: Administrative Staff

CWA Staff

Communications
Workers of America
AFL-CIO, CLC

501 Third Street, N.W.
Washington, D.C. 20001-2797
(202) 434-1305 ~ Phone
(202) 434-1308 ~ Fax

Lisa Bolton, Vice President
Telecommunications & Technologies



VIA E-MAIL

**ATT-015A
PR-002A
NIC-005A**

March 21, 2020

To: Local Presidents Representing AT&T Legacy T/Legacy T Puerto Rico and NIC Members

Re: Extended Paid Time Off

Please see the attached letter received from AT&T and News Now that was distributed today. This correspondence applies to all bargained-for employees at AT&T.

If you have additional questions, please contact our office.

/attachment

LB:wrc
opeiu-2, afl-cio

Lisa,

Today, the Company will release an important update extending current temporary benefit policies and paid time off for COVID-19 related scenarios. You can find additional details in the attached letter.

We trust the CWA and the membership it supports will welcome these significant changes and the peace of mind they help provide to our employees and their families. AT&T wants them to know we are truly all in this together during these demanding times. But, as we all face the new challenges the COVID-19 outbreak presents, and as we help to the standard within our industry, we also need to exemplify those standards by our actions. So, today we ask that as you are in discussion with your local leadership and members about these benefits during this crisis that you also help regularly reinforce that the company expects applicants to act ethically and honestly when seeking benefits, and that only those that truly need the benefits will apply.

Our essential services allow first responders, healthcare providers, government leaders, educators and critical businesses to operate through this unpredictable storm. But that can only happen when we all work together. With both AT&T's and the CWA's robust history as strong leaders within our respective fields we need to do everything we can to ensure our workforce remains ready, willing and able to contribute to keeping the world connected.

Diane Bradley

VP Labor Relations



COVID-19 Update: Extended Paid-Time Off

To: All AT&T Communications employees

We have a responsibility like no other company. Our FirstNet first responders, healthcare providers, schools and other essential businesses depend on us to stay connected. Thank you for all you are doing to support your families and our customers during this challenging time.

The health and well-being of our employees is our top priority. With that in mind, we are closing additional AT&T stores across the nation, significantly reducing our retail footprint to a minimum number of locations required to serve those depending on us for critical services. We're also ensuring that all of our front-line employees have the necessary supplies to keep their hands and work areas clean throughout the day.

We are all in this together, and we continue to assess the impact of COVID-19 on our business, our people and our communities. Some of you have specific needs and cannot fulfill your roles either at the workplace or from home during this time – so we want to continue to help. We are extending our original 80 hours of paid, excused time off to up to a total of 160 hours for the following scenarios:

- Employees who tested positive for COVID-19 and remain quarantined.
- Employees who are at higher risk due to an underlying health condition (60+, heart disease, lung disease, diabetes, cancer).
- Parents or guardians of children whose schools or daycares have closed for COVID-19 and for whom another child care option is not yet available.
- (NEW) Primary caregiver for someone diagnosed with COVID-19 who is unable to provide self-care.

For employees who are not sick but are self-quarantining due to recent travel to a CDC Level 3 country or exposure to the virus, we will continue to provide up to 80 total hours of paid, excused time off.

Please note that the last day you can take off under this temporary policy is May 1, 2020. Employees who anticipate that they may need time beyond what these new temporary benefits allow should prepare now to take advantage of our existing benefits plans. These include paid time off, unpaid leave, or short-term disability options that provide up to 52 weeks, but typically at least 26 weeks, of full or partial pay for individuals with a medically-diagnosed disabling condition. To help provide employees with peace of mind, we're taking steps to make the short-term disability application process easier.

If you have any of these needs, please visit [COVID-19 Employee Resources](#) to submit your request. And if you've previously submitted a request but need to use the extended benefits, you will need to extend your original request.

True to our corporate values, we've designed these temporary benefits to be among the most generous of any industry. We will let you know if these plans change given the unique situation we are facing.

We understand what a challenging time this is and we are grateful that the number of cases among our employees remains low. However, the number of you that have been impacted is much greater – whether as caretakers, parents, family members or friends. For those that have felt the effects of COVID-19 on a deeper level, our thoughts and well wishes are with you.

Thank you for all you're doing to deliver on the important responsibility bestowed upon us. It's making a great deal of difference as our nation's first responders, healthcare providers, government leaders, educators and critical businesses turn to us for support through this unpredictable storm. Stay safe, be well and continue to do what you do best – be there for each other.

Jeff McElfresh
CEO, AT&T Communications



VIA E-MAIL

ATT-013A

March 19, 2020

To: Local Presidents Representing AT&T Legacy T Members

Re: Work from Home Memorandum of Agreement

Sisters and Brothers:

During this difficult time, our number one concern is for the health and safety of our members and their families. We know how important social distancing is to help in containing the spread of COVID-19. Given our current situation, we have been in discussions with our employers about different types of flexible working arrangements.

Attached is a work from home Memorandum of Agreement (MoA). This flexible working arrangement is voluntary and will be done in phases. No one will be forced to work from home and this MoA is only for dealing with COVID-19.

Please stay safe and be well.

If you have any questions or concerns please contact our office via e-mail.

/attachment

LB:wrc
opeiu2, afl-cio

This agreement between AT&T Corp., AT&T Services, Inc. (collectively "Company" or "Management"), and the Communications Workers of America (the Union) outlines the understanding reached by the parties regarding temporary and limited participation in the AT&T U.S. Flexible Workplace Program for employees covered by the Agreement By and Between Certain Business Operating Units and Divisions of AT&T Corp. and Communications Workers of America (the "CBA") during the special circumstances of the COVID-19 Pandemic. For purposes of this agreement we will refer to the program as the COVID-19 AT&T U.S. Flexible workplace program. This agreement will allow approved, bargained for employees to perform work functions from their homes.

COVID – 19 AT&T U.S. Flexible Workplace Program Temporary and Limited Participation

1. Participation will be at the discretion of management and is entirely voluntary on behalf of the employee. The parties understand that the option may not be available to all employees in an organization or a center nor be available at the same time.
2. The COVID-19 AT&T U.S. Flexible Workplace Program will be effective immediately upon the signing of this agreement for an initial period of 90 days, except that, the Company reserves the unilateral right to cancel the agreement with a seven-day notice. The Company and the Union will enter into discussions regarding the extension of the program 14 days prior to any expiration of the agreement if it is the desire of either party for it to be extended.
3. The Company may revoke or suspend, or the individual may suspend, individual employee participation in the COVID-19 AT&T U.S. Flexible Workplace Program at any time.
4. Participation in the COVID-19 AT&T U.S. Flexible Workplace Program may be revoked if the employee engages in any violation of company policies, procedures or any COBC violation.
5. An employee volunteering to participate in the COVID-19 AT&T U.S. Flexible Workplace Program will be expected to have the specific services and / or equipment at the employee's home location. Some of this equipment may or may not be provided by the Company. Individual business units may provide more or less equipment based upon availability. In no case shall the Company or employee be required to purchase new equipment. All employees will be advised of what equipment their specific business unit will provide and what they will be expected to provide prior to volunteering to participate in the COVID-19 AT&T U.S. Flexible Workplace Program. Examples of typical services and equipment are:
 - a. High speed internet service sufficient to support business requirements
 - b. Voice solution suitable for business interaction
 - c. Computing device (i.e. laptop, desktop, Hosted Virtual Desktop, monitor, etc.)
 - d. VPN access and a SecurID
6. At its discretion the Company may provide the necessary computer equipment to the employee. All Company provided equipment is to be used solely for Company business and only properly authorized persons may use Company provided equipment. Personal use of the Company provided equipment is absolutely prohibited.
7. Employees are required to log off from all Company systems and tools at the end of their tour.

8. Employees are to ensure the Company equipment, systems and information is protected from theft and unauthorized access (children, spouse, etc.) at all times as it may contain confidential, proprietary and / or access to sensitive personal information.
9. Employees must safeguard all system access (passwords, tokens, etc.) in accordance with Company policies.
10. If damage to the Company's equipment is due to an unforeseen circumstance no disciplinary action will be taken. Removal from the program for this or any other reason will not be considered disciplinary action.
11. Productivity impacts due to slow home internet service or any other reason will not result in disciplinary action but may result in removal from the program.
12. Employees will be expected to work their scheduled tours unless otherwise directed by management. All schedule changes will follow the provisions of the CBA.
13. Nothing that violates Company policy, or the AT&T Code of Business Conduct may be done or stored on the Company provided equipment.
14. Participants in AT&T U.S. Flexible Workplace Program - COVID19 must acknowledge rules and requirements associated with this program and successfully complete all assigned training related to this program.
15. The parties understand and agree that this AT&T U.S. Flexible Workplace Program is a joint effort to address the exigent circumstances presented by the COVID-19 pandemic. They do not intend this cooperative effort to set any precedent concerning "work from home" or teleworking and agree not to use this Agreement for any purpose or in any proceeding other than as evidence to resolve disputes over the application of this Agreement.

CONCUR:



Diane Bradley
Vice-President
AT&T Labor Relations

March 18, 2020

Date



Lisa Bolton
Vice-President
Communications & Technologies

March 18, 2020

Date

3-18-2020



Coronavirus (COVID-19): Our path forward

To: All AT&T Communications employees

Connectivity is always essential to our customers – doctors and nurses, first responders, governments, banks, grocery stores, pharmacies and others delivering vital services. It's even more critical during a public health crisis that's challenging everyone. In fact, as a critical infrastructure provider, it's our civic duty to step up and keep our customers and communities connected.

That's why this week, we responded to the coronavirus (COVID-19) with decisive steps that change the way we work, socialize and interact as a community. With so much coming at us, I wanted to give you the latest on the crisis and what it means for all of us.

Staying safe on the frontlines

We have implemented new policies and guidelines to help protect our non-management and management employees who are on the frontline serving customers or who can't do their jobs from home. We're working to keep up with demand for hand sanitizer and other supplies and are sourcing these from multiple vendors.

In retail, our goal is to limit employees' exposure while still upholding our responsibility to meet the essential needs of first responders and customers who are counting on us.

- So, today we'll begin closing 40% of our company owned retail stores nationwide. Closures will continue while we concentrate our resources on select stores to meet the immediate service needs of our customers, including first responders and healthcare providers.
- Stores that do remain open will have adjusted store hours to one shift a day, from 11 a.m. to 7 p.m. local time, and closing all stores nationwide on Sundays.
- Staffing in stores that remain open will adhere to social distancing guidelines, while still being able to serve customers.
- Let me stress that our focus is on serving customer needs in retail. New sales are not the priority during this time.
- We will ensure all retail employees maintain their full targeted compensation.

Our call center capacity has declined because of the leave accommodations we have made for our parents of school children and higher-risk employees. Reduced capacity in our call centers is pressuring our ability to service *and support* our customers. As a result, we're taking the following steps:

- Loading new interactive voice messages (IVRs) that encourage customers to take advantage of our self-help online tools at att.com.
- Adjusting call center staffing levels and shifts to ensure proper social distancing. This may result in longer hold times for service.
- And just like in retail, we're taking actions to prioritize service issues — optimizing the handling of calls, whether inbound or outbound, and balancing capacity across all functions.

Our field technicians play a critical role in the installation and repair of our services for millions of businesses and consumers. While their mission is essential to keep our customers connected, we also recognize that there is a balance between providing service and keeping our technicians safe. To accomplish that balance, we're providing them with new policies and procedures so they feel comfortable serving customers at their businesses and in their homes, while delivering on our commitment to service.

We're also doing triage on the work we ask our field techs to perform, prioritizing their work as follows:

- Our first priority is repair of the network and the services we provide to customers.
- Second is broadband installs for health care providers, first responders, government and other essential business and service providers like grocery stores and financial services. We will work other installations as resources allow.
- Our third priority will be installs for pay TV services.

Taking care of yourselves and your families

You're all doing amazing work to take care of our customers. But remember to take care of yourselves as well. If you feel sick, contact your healthcare provider immediately, and reach out to your supervisor. If someone in your care is sick or needs help, those are your priorities. Your teammates will pick you up.

Looking ahead

The situation is fluid, but we promise to bring you daily updates on Insider to help you stay informed. Please visit our [COVID-19 Insider channel](#) and use the comments section to let me know if you need anything, see an area that requires attention, want to recognize great work being done or have any questions we can help address.

I know that this public health crisis is challenging you like never before. But I also know you'll continue to pull together, look out for one another and help get us – and our communities – through this crisis.



Jeff McElfresh
CEO, AT&T Communications