


_____ J.I.

_____ K.C.

June 26, 2022

Mr. Paul T. Wright
Chairman, System Council T-3
International Brotherhood of Electrical Workers
4701 Auvergne Avenue
Lisle, IL 60532

Re: Center Growth Strategy Discussions

Dear Mr. Wright:

This Letter confirms the understandings reached between AT&T Midwest (“Company”) and International Brotherhood of Electrical Workers System Council T-3 (“Union”) (collectively “Parties”) during the course of 2022 collective bargaining discussions concerning their mutual desire to explore a growth strategy for call centers in the Union’s territory.

During the term of the 2022 Collective Bargaining Agreement between the Parties (“2022 CBA”), the Parties agreed to meet and discuss establishing a new appendix to the 2022 CBA (or editing an existing appendix thereto) (“Appendix”) that provides greater flexibility to the Company, opportunities for growth of Union membership, and enhanced job security for existing call center employees currently covered by the 2022 CBA. More specifically, the envisioned Appendix would be expected to include, among other terms agreed to by the parties:

1. The creation of a new title that can do any call center work the Company assigns in its sole discretion at a highly competitive cost structure.
2. A commitment that current Service Representatives, Sales Consultants, and any other mutually agreed titles covered by the 2022 CBA will be offered positions in the Appendix without a reduction in pay (although their pay may be frozen if their current rate of pay is above the top rate for the new title) and with Health and Welfare benefits consistent with those provided to employees covered by the Core articles, including their pension benefits.
3. An agreement that if current Service Representatives or Sales Consultants covered by the 2022 CBA refuse to take a position in the Appendix, the consequences of such refusal shall be those set forth in the Appendix.

Negotiations for the Appendix will begin following ratification of the 2022 CBA and will continue until a tentative agreement is reached for the Appendix or either party gives 30-days’ notice that they have concluded that such negotiations are futile and will be terminated. The Parties agree that while such discussions are ongoing (i.e., until such negotiations are terminated pursuant to this paragraph), current Service Representatives or Sales Consultants covered by the



J.I.

K.C.

2022 CBA working in Rock Island, Illinois may be forced to move to a new location within the Union's jurisdiction, but if such move would require a relocation package, they will be allowed to work from home in accordance with the terms of the Parties' COVID-19 AT&T U.S. Extended Flexible Workplace Program Temporary and Limited Participation Memorandum, executed on June 3, 2022.¹

The commitments contained in this letter will last through the term of the 2022 Collective Bargaining Agreement.

Sincerely,

Randall S. White
Vice-President – Labor Relations

Acknowledged and Agreed:

Paul T. Wright
Chairman, System Council T-3
International Brotherhood of Electrical Workers

¹ The terms of this Memorandum will continue to be used for this purpose even if the Memorandum expires.