Tentative Agreement Highlights
CWA District 3/Mobility Southeast

We are pleased to have reached a tentative agreement with CWA District 3 in our Mobility Southeast labor negotiations that continues our strong working relationship with the Communications Workers of America.

Even in tough economic times, when unemployment remains high and other companies are curtailing wages or benefits, we continue to offer a competitive package in the marketplace both in terms of compensation and workplace opportunities it provides our employees.

Upon ratification, this proposed new four year contract goes into effect March 27, 2010 and expires February 7, 2014. This document contains the highlights of the tentative agreement.

WAGES

- Wage increases to bottom and top of wage tables:
  - Year 1 – 2.75 percent general wage increase (GWI), retroactive to March 27, 2010
  - Year 2 – 2.25 percent general wage increase
  - Year 3 – 2.5 percent general wage increase
  - Year 4 – 2.5 percent general wage increase

- $500 lump sum cash payment to eligible employees upon ratification

- Compounded wage increase over the four year term of the tentative agreement is more than 10 percent

- Employees in progression receive significant annual increases due to moving to a higher rate of pay every six months. When taking progression into account, the average employee on a step of progression will realize an average increase in wages of approximately 30 percent over the life of the agreement
**RETIREDMENT**

- Pension formula for current employees remains unchanged
- Continued lump-sum pension payout upon retirement or termination of employment
- Continued 401(k) savings plan
- New hires will be eligible for Bargained Cash Balance Program #2 (BCB2) beginning Jan. 1, 2011

**NEW TITLES**

- Client Service Specialist will be created for use in call centers
  - This position will be staffed by employees in the Ocean Springs, Miss. call center who have experience performing in the Office of the President role
  - Taking into consideration wage progression and GWI, the average employee moving to this title will receive a more than 24 percent wage increase over the term of the four-year agreement
- Customer Support Specialist will be created for use in consumer call centers
  - Taking into consideration wage progression and GWI, the average employee moving to this title will receive a more than 32 percent wage increase over the term of the four-year agreement
- Workforce Administrator will be created for use in call centers
  - Current employees in the Workforce Operations Group holding the title of CSR I will be placed in the new title
  - Taking into consideration wage progression and GWI, the average employee moving to this title will receive a more than 11 percent wage increase over the term of the four-year agreement
- Wireless Technician I and Wireless Technician II titles will be merged into single Wireless Technician title
  - Current Wireless Technician II wage table will be used for this new title
  - Taking into consideration wage progression and GWI, the average employee moving to this title will receive a more than 35 percent wage increase over the term of the four-year agreement

**NEW CONTRACT PROVISIONS**

- One-hour increments allowed for Excused Day With Pay (EWP) time
- Differential pay for Retail opening and closing responsibilities
- Pro-rated multilingual differential for part-time call center employees
- Pro-rated quota relief for part-time retail sales consultants
- Joint committee will discuss enhancing aspects of job satisfaction, including Call Quality Observation
- New provision for union bulletin board

More than 800 employees included in new job titles

These highlights set forth only a summary of the provisions of the tentative agreement between AT&T Mobility and CWA District 3. This summary is not intended to, nor does, replace or modify the provisions of the actual tentative agreement reached between the parties. The actual tentative agreement contains additional details not contained in this summary.

www.att.com/mobilitysoutheast
These highlights set forth only a summary of the provisions of the tentative agreement between AT&T Mobility and CWA District 3. This summary is not intended to, nor does, replace or modify the provisions of the actual tentative agreement reached between the parties. The actual tentative agreement contains additional details not contained in this summary.

http://www.att.com/mobilitysoutheast