



Letter Outside of the Agreement
MI60

February 10, 2018

Mr. Kelvin Banks
CWA Staff Representative
Communications Workers of America
3516 Covington Highway
Decatur, GA 30032

Dear Mr. Banks:

Subject to ratification of the 2018 Labor Agreement between AT&T Mobility Services LLC, AT&T Customer Services, Inc. and the Communications Workers of America, the following guidelines will apply to any employee performing MI60 duties:

- MI60 duties will be performed on a voluntary basis only. Employees may volunteer to participate in the program and management will make final selections.
- MI60 assignments will be rotated quarterly and aligned with shift bids.
- Minimum of nine (9) months on the job experience is recommended.
- Those performing MI60 assignments will, at a minimum, receive the relief differential as outlined in the CBA, Article 19, Section 9.
- Those performing MI60 assignments shall have no active Performance Discipline, written or above, or COBC Discipline.
- Those performing MI60 assignments will be responsible for assisting management by providing floor support/chat support to representatives and handling escalations.
- MI60 duties will not include any performance related duties such as coaching, side-by-side observing or other forms of documenting performance; verbal, written or electronically.
- Those performing MI60 assignments will not document or provide feedback to management that may be used in performance discussions or discipline.
- Those performing MI60 assignments shall not have access to any systems requiring management logins. All system access shall be the same for MI60 assignments and regular Rep assignments.
- Other than as indicated above, the Company retains sole discretion to alter or discontinue the program, in whole or in part, at any time.

Sincerely,

Steve Frost
Assistant Vice President Labor Relations
AT&T