



Claude Cummings Jr.
Vice President

July 31, 2020

Mr. Scott Simmons
Director - Mobility Labor Relations
AT&T Services, Inc.
308 S. Akard St., 17th Floor
Dallas, TX 75202

RE: Request for Information for Purple WFH Premier Service Consultant Wage
Bargaining

Dear Scott:

The Union is requesting the following information regarding the Premier Service
Consultant Work From Home title:

1. How many Work From Home (WFH) Premier Service Consultants (PSCs) are currently working in District 6?
2. What is the average monthly internet data usage rate associated with utilizing the various systems and tools associated with WFH PSC work?
3. To ensure optimal performance of AT&T systems and tools, what is required internet mbps rate?
4. You stated that AT&T Mobility pays 50% of the cost of internet as expenses to non-bargained telecommuters in CA, IL, IA, MN, ND, SD, NH and D.C. Please provide the dollar amounts of what is paid to telecommuters in each of these states.
5. You stated that WFH PSCs will not get an allowance or stipend to purchase a desk, chair, or any other items to set up a workspace at home. Please list other items that are provided to PSCs working in the Centers at their workstations. (i.e. footrests, wrist rests, special lighting).
6. What is the WFH PSC responsible for related to the company-owned equipment? I am referring to equipment that is stolen or damaged while in the possession of the employees.

7. Please describe what a Call Center PSC is instructed to do when they have technical issues with their desk computer or phone.
8. Please describe what a WFH PSC is instructed to do when they have technical trouble with their laptop and/or telephone.
9. Does AT&T Mobility require the employee to carry homeowner's or renter's insurance on the company equipment?
10. Does AT&T Mobility require the employee to report to a Company work location when hired for orientation, training, or picking up the required equipment to work from home?
11. Does AT&T Mobility provide the employee a copy of the Purple Labor Agreement?
12. How many of the WFH PSCs that are currently working from home in District 6 will return to a Company work location?
13. Please provide the Company's cost savings to transition District 6 into a Work From Home environment.
14. Did the Company take into account the additional cost the employees will incur to send their children to an out-of-home daycare facility?

Please provide responses to our RFI at your earliest convenience, but by no later than August 14, 2020.

Respectfully,

Sylvia J. Ramos

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Assistant to the Vice President

SJR/sv

opeiu#13

c: Claude Cummings, Jr.

David Van Os

CWA/AT&T MOBILITY – PURPLE OPENING STATEMENT

WORK FROM HOME PSC/CSR WAGE BARGAINING

JULY 31, 2020 – 11 A.M.

GOOD MORNING EVERYONE:

My name is Sylvia J. Ramos and I represent CWA District 6 for the purposes of entering into wage negotiations for the Premier Service Consultant - Work From Home title. Jason Vellmer, Staff Representative will be assisting in these negotiations.

Also, I would like to welcome Pat Telesco and Tanya Hodges from District 1 and Angie Wells and Kelvin Banks from District 3. I have asked them to join me over the next 60 days. I may also request representatives from our CWA Headquarters-Research Department if necessary.

The topic of this Bargaining is the temporary wage rate established for the new WFH PSC/CSR title. This is not to say that we won't be continuing other conversations regarding the effects of working from home for the employees in this title. It is extremely difficult to determine what the complete impact to our members will be. We are certain that our candid discussions and your responses to our detailed RFI's will benefit both parties in reaching a fair and just resolution for our members, your employees in this bargaining process.

CWA is extremely excited about entering into this new venture. We believe that this could provide many opportunities to both our members and the Company. Whereas change can be difficult and it usually is, we were hoping that our members would encounter a smooth transition. As you are aware, they have experienced numerous problems transitioning to a work from home environment; such as

systems going down, management notifying them they would not get paid during the outage unless they returned to the office, inadequate reception and problems contacting management for assistance. Where we are more than willing to work through a difficult transitioning process, AT&T Mobility cannot expect our members to endure additional unnecessary financial stress and CWA WILL NOT ACCEPT THAT!

In the Spirit of True Partnership, the Company must consider all of the added expenses involved in requesting their employees to convert to a Work from Home environment. The mere fact of having to turn a room in your residence into an office, free of distraction, isn't an easy task and does not come without additional expense And significant inconvenience.

In an attempt to properly evaluate the additional costs, I would like to recognize Jason Vellmer to present our Request for Information. We will also be submitting this RFI to you in writing.

In closing, I would like to state that AT&T Mobility is an extremely profitable company. Many of our customers believe that AT&T Mobility's Success and Reputation Is second to none. It is a financially sound, strong UNION Company—CWA wouldn't have it any other way! Our members, your employees take great pride in the work they do. The reality is that the Company's financial success and stellar reputation is derived of the sweat off their employees' backs. Day after day, their ability to overcome objectives, their professional manner in delighting the most difficult customers, the skills they effortlessly use to successfully up sell products and their continuous commitment and dedication to their customers in making them feel that the customer is always right is what earns Mobility's profits. Now it is time for the Company to compensate their employees by providing a safe and ergonomically correct working station, where they can continue to provide excellent service to their customers. CWA and AT&T Mobility have an opportunity to set the example of what a safe and productive

Work From Home Environment should consist of. By working together we exceed expectations as your employees continuously do. Our Members deserve it!

CWA is not making a proposal today. CWA will prepare additional RFI's as we work to determine a fair wage for the work our members are being asked to do from their homes.



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