

# TENTATIVE AGREEMENT REACHED!!



**Agreement Reached With AT&T Mobility Members Under  
the Black Contract!!**

**CWA**

## Highlights of Tentative Agreement

### **1. Duration of Contract and Ratification Bonus**

The terms of the contract will become effective upon ratification and will remain in effect until **11:59 pm on February 11, 2027**.

A one-time bonus of \$1000 will be paid if the contract is ratified by **March 3, 2023**.

### **2. Wages and Other Compensation**

A base wage increase of 14% wage by the end of the contract, even without including the new inflation protections and title-specific upgrades described below. In addition, our initial 5% wage increase, retroactive to February 11, will be paid following ratification.

**a. General Wage Increase**

The increases listed below will be applied to the top in the basic wage schedules on the date indicated.

- 5% effective February 11, 2023
- 3% \*plus COLA effective February 11, 2024
- 3% \*plus COLA effective February 9, 2025
- 3% \*plus COLA effective February 8, 2026

**The 2023 General Wage Increase will be retroactive to February 11, 2023. Employees will receive the 5% 2023 General Wage Increase in their current wage table prior to slotting into the new wage table.**

**As always, any employee over the max for their title's wage table will still receive the General Wage Increases in a lump sum annually.**

**b. *NEW!* Wage Adjustments to Protect Against Inflation**

Effective with each annual General Wage Increase for years 2024, 2025, and 2026, an adjustment will be made in the basic weekly rates in each wage schedule to account for high inflation levels in 2023, 2024, and 2025 respectively.

For 2024, the amount of the adjustment shall be 0.5 times the increase above three percent (3%) in the U.S. Department of Labor Statistics "CPI-W" (1982-1984=100) for December 2023 over December 2022. The adjustment will be added to the 2023 General Wage Increase and applied exponentially to the wage table with no change to starting wages.

This same formula will be updated for the following years and applied to wage increases in 2025 and 2026. However, in no event shall the wage increase for 2024, 2025, or 2026 exceed 5%.

**c. Title Specific Wage Upgrades**

We achieved our goal of upgrading customer service call center jobs:

1. **NEW!** In Consumer – the Customer Service Representative I, Customer Service Representative II, and Customer Support Specialist will move to the upgraded Premier Service Consultant job title. **Employees will receive the 5% 2023 General Wage Increase in their current wage table prior to slotting into the new wage table.**

- CSR-WFH and Customer Support Specialist-WFH will move to the new title of Premier Service Consultant – WFH
- A **new** title, “Premier Service Consultant Hybrid,” will be created. This wage table will mirror the Premier Service Consultant job title.

Step	2/12/2023
1	\$640.00
2	\$660.00
3	\$681.00
4	\$702.50
5	\$725.00
6	\$748.00
7	\$771.50
8	\$796.00
9	\$821.00
10	\$847.00
11	\$874.00
12	\$901.50
13	\$930.00

2. **NEW!** In Business – The Business Customer Service Specialist I and Business Customer Service Specialist II will move to the upgraded Business Premier Service Consultant. **Employees will receive the 5% 2023 General Wage Increase in their current wage table prior to slotting into the new wage table.**

Step	2/12/2023
1	\$640.00
2	\$660.00
3	\$681.00
4	\$702.50
5	\$725.00
6	\$748.00
7	\$771.50
8	\$796.00
9	\$821.00
10	\$847.00
11	\$874.00
12	\$901.50
13	\$930.00

3. Retail Service Consultant – 2023 Step 13 base wage increased from \$842 weekly to a new maximum of \$907 – (with no money taken from the minimum commission guarantee Letter of Agreement). **Employees will receive the 5% 2023 General Wage Increase in their current wage table prior to slotting into the new wage table.**

1	\$542.00
2	\$566.00
3	\$590.50
4	\$616.50
5	\$643.50
6	\$671.50
7	\$701.00
8	\$732.00
9	\$764.00
10	\$797.50
11	\$832.50
12	\$869.00
13	\$907.00

4. Coordinator 2 Title wage table upgraded to a new max of \$1148.50 for 2023. **Employees will receive the 5% 2023 General Wage Increase in their current wage table prior to slotting into the new wage table.**

Step	2/12/2023
1	\$577.00
2	\$611.00
3	\$647.00
4	\$685.50
5	\$725.00
6	\$768.50
7	\$814.00
8	\$862.00
9	\$913.00
10	\$966.50
11	\$1,023.00
12	\$1,084.00
13	\$1,148.50

5. The Client Service Specialist wage table was upgraded to a new max of \$986.00. **Employees will receive the 5% 2023 General Wage Increase in their current wage table prior to slotting into the new wage table.**

Step	2/12/2023
1	\$640.00
2	\$663.50
3	\$688.00
4	\$713.00
5	\$739.00
6	\$766.50
7	\$794.50
8	\$823.50
9	\$853.50
10	\$885.00
11	\$917.50
12	\$951.00
13	\$986.00

6. **NEW!** Integrated Sales Support Representatives (Part of IHX) represented by the union are now in our contract. The wage table upgraded to a new max of \$1204.50 weekly. For now, NC is the only state! **Employees will receive the 5% 2023 General Wage Increase in their current wage table prior to slotting into the new wage table.**

Step	2/12/2023
1	\$919.00
2	\$940.00
3	\$961.50
4	\$983.50
5	\$1,005.50
6	\$1,028.50
7	\$1,052.00
8	\$1,076.00
9	\$1,100.50
10	\$1,125.50
11	\$1,151.50
12	\$1,177.50
13	\$1,204.50

7. **NEW!** Integrated Solutions Representatives (Part of IHX) represented by the union are now in our contract. The wage table upgraded to a new max of \$1001. North Carolina was the first state in District 3 to organize IHX. **Employees will receive the 5% 2023 General Wage Increase in their current wage table prior to slotting into the new wage table.**

Step	2/12/2023
1	\$775.00
2	\$791.50
3	\$809.00
4	\$826.00
5	\$844.00
6	\$862.00
7	\$881.00
8	\$900.00
9	\$919.00
10	\$939.00
11	\$959.00
12	\$980.00
13	\$1,001.00

**d. Other Improvements to Compensation and Paid Time Off**

**NEW IMPROVEMENTS!**

- Cap on mandatory overtime of eight (8) hours weekly – currently, there is NO cap on how much mandatory OT can be forced on employees.
- Time and one-half will be paid to employees who work more than **eight (8)** in a day (an improvement from 11 hours).
- Differentials:
  - On-Call Duty – The daily rate for on-call pay will be increased from \$38 to **\$42**.
  - Call-out payment increased from one (1) hour to **two (2) hours** of the technician's basic wage rate.
  - Call Center Multilingual differential increased to **\$6** per day from \$5, not to exceed **\$30** per week.
- **NEW!** Martin Luther King Jr. Day added to the list of Holidays and scheduling language for Retail Holiday exceptions.
- Excused Days With Pay – New Hires will be eligible for **two (2) of the four (4)** EWP days upon hiring, one (1) additional at three (3) months, and the fourth

EWP at six (6) months. An improvement from receiving one (1) EWP every three months.

- EWP also counts toward hours worked to get time-and-a-half over eight (8) hours a day or over 40 hours a week.
- “Funeral” changed to “Recognition of Death” in the immediate family.
- New improved Sales Quota Relief formula to be implemented for Retail RSCs, Virtual Sales Experts, and IHX Integrated Solutions Consultants.
- **NEW!** Work From Home MOA for WFH titles:
  - \$55 per month internet stipend.
  - Limits on the company’s use of web cameras
  - Options to use Exchange Time, Excused Time, or other PTO if the employee loses power/internet at home.
  - Link to Union website for electronic bulletin board
- No changes to attendance policies through **February 11, 2026.**
- **NEW!** For the Exempt, Salaried Integrated Solutions Representative:
  - Annual wage increases – for those over the new max pay step, you will remain at your pay and receive the GWI in a lump sum payment.
  - No change to attendance and performance policies.
  - No reset to medical Deductibles or Out of Pocket max when moving from a non-bargained plan to one of the bargained plans.
  - Seniority scheduling in Article 12 applies.
  - Differentials in Article 19 do not apply to this salaried title.
  - List of Holidays applies
  - ISR employees directed to work on a Holiday will be given another day off to be taken at a later date.
  - New Letter for Sales Quota Relief for ISR.
  - New letter for ISRs to receive a minimum annual commission of \$15,000 upon 100% of target. This improvement does not lower the current \$20,000 annual target for ISRs commission but provides a floor the company cannot go below.
  - ISRs will be included in the Employment Security Commitment in case of surplus. The minimum commission amount for ISRs will be added to their base wages for slotting and pay protection.

### 3. Job Security

#### a. Call Center Share Commitment

- The company agrees to bring the level of call flow to **11% by December 31, 2023, and maintain this level until December 31, 2026**. The company will also provide quarterly reports to CWA so that the union can ensure compliance. In the event call flow percentage falls below 11%, no involuntary surpluses will be declared unless there is an extraordinary drop in total call volume or other adverse economic reasons for the decline.
  - **NEW!** The company also agreed to post and fill **250** call center jobs each year of the Agreement.

#### b. Employment Security Commitment

- All titles are now included in the Employment Security Commitment.
- The ESC applies to each surplus, not just those caused by a center or store closing.

#### c. **NEW!** – Memorandum Of Agreement for Retail Store Operations versus Authorized Retailers

- The company agrees to keep Company Owned Retail Stores at no less than **20%** of the Total Stores operating in each calendar year of this CBA. During any period of the shortfall, the Company shall not close any COR Retail locations, nor shall it declare any involuntary surplus in all or any of the COR Stores unless there are adverse economic or business conditions.

#### d. Severance

- Severance payments increased from \$700, with a maximum of \$18,000, to **\$800, with a maximum of \$20,000**.

### 3. Union Representation

- **NEW!** Local Presidents will suffer no loss in pay to attend meetings with other AT&T companies. This includes any meeting where documentation will be recorded in the employee's personnel file, grievance meetings, LGP meetings, and committee meetings with the company.

### 4. Healthcare

- Maintains fair cost share
- Employees classified as 2017 and 2019 “new hires” will pay the same rates as those classified as “current employees” benefits beginning January 1, 2024.
- **NEW!** The company subsidy to the bargained health care plan will begin **on the hire date** for both the individual and family starting in 2024.
- Two (2) weeks of Paid Parental Leave added starting in 2024.
- A new higher deductible Option 3 was added as an option.



- Health Savings Account with a company contribution is available beginning with the 2024 plan with certain options.
- Under Option 2 and the new Option 3 plan, preventive medications critical for treating congestive heart failure, coronary artery disease, diabetes, asthma, depression, and osteoporosis will be exempted from the deductible. This addition will improve the health plan's affordability for members with these conditions.

**For plan deductible information, please see page 9 of the 2024 Mobility Benefits document attached.**

*Option 1: Current Employees, 2017 New Hires, and 2019 New Hires*

	2024	2025	2026	2027
<b>Individual</b>	\$125	\$131	\$138	\$145
<b>Ind + Sp</b>	\$374	\$393	\$414	\$433
<b>Ind + Child(ren)</b>	\$228	\$239	\$252	\$264
<b>Family</b>	\$379	\$398	\$419	\$439

*Option 2: Current Employees, 2017 New Hires, and 2019 New Hires*

	2024	2025	2026	2027
<b>Individual</b>	\$ 67	\$71	\$76	\$81
<b>Ind + Sp</b>	\$199	\$212	\$227	\$242
<b>Ind + Child(ren)</b>	\$121	\$129	\$138	\$147
<b>Family</b>	\$202	\$215	\$230	\$245

*Option 3: Current Employees, 2017 New Hires, and 2019 New Hires*

	2024	2025	2026	2027
<b>Individual</b>	\$25	\$30	\$35	\$41
<b>Ind + Sp</b>	\$74	\$89	\$105	\$122
<b>Ind + Child(ren)</b>	\$45	\$54	\$64	\$74
<b>Family</b>	\$75	\$90	\$106	\$124

### 3. Commuter Benefits

- **NEW!** Beginning in 2024, locations with an out-of-pocket parking cost will now have the option to have this fee deducted from your pretax payroll dollars. This option will save additional money on your taxable income.

**We raised the Tuition reimbursement caps, maintained the Short Term Disability plan, and fought off other company demands to win a strong TA!**

The logo for the Communications Workers of America (CWA) is displayed in a large, bold, red font. The letters 'CWA' are prominently featured, with a thick red horizontal bar positioned directly beneath the text.